



Avaya Solution & Interoperability Test Lab

Application Notes for dvsAnalytics Encore 6.0.5 with Avaya IP Office Server Edition 10.0 – Issue 1.1

Abstract

These Application Notes describe the configuration steps required for dvsAnalytics Encore 6.0.5 to interoperate with Avaya IP Office Server Edition 10.0. dvsAnalytics Encore is a call recording solution.

In the compliance testing, dvsAnalytics Encore used the TAPI interface from Avaya IP Office to monitor the Avaya IP Deskphones associated with contact center agents on Avaya IP Office, and used the port mirroring method to capture the media from the monitored phones for call recording.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office systems, a primary Linux server at the Main site and an expansion IP500V2 at the Remote site that were connected via Small Community Network trunks. In the compliance testing, two dvsAnalytics Encore servers were deployed, a server at the Main site to interface with the primary IP Office system, and a server at the Remote site to interface with the expansion IP Office system.

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 dvsAnalytics Encore 6.0.5 to interoperate with Avaya IP Office Server Edition 10.0. dvsAnalytics Encore is a call recording solution.

In the compliance testing, dvsAnalytics Encore used the TAPI interface from Avaya IP Office to monitor the Avaya IP Deskphones associated with contact center agents on Avaya IP Office, and used the port mirroring method to capture the media from the monitored phones for call recording.

The Avaya IP Office Server Edition configuration consisted of two Avaya IP Office systems, a primary Linux server at the Main site and an expansion IP500V2 at the Remote site that were connected via Small Community Network (SCN) trunks. In the compliance testing, two dvsAnalytics Encore servers were deployed, a server at the Main site to interface with the primary IP Office system via TAPI, and a server at the Remote site to interface with the expansion IP Office system via TAPI.

The TAPI interface is used by dvsAnalytics Encore to monitor local Avaya IP Deskphones used by the agents. When there is an active call on the monitored phone, dvsAnalytics Encore is informed of the call via TAPI events and starts the call recording with media captured from the port mirroring method.

2. General Test Approach and Test Results

The feature test cases were performed manually. Each call was placed and handled manually from the agent phone with generation of unique audio content for the recording. Necessary user actions such as hold and reconnect were performed from the agent phones to test the different call scenarios.

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

The verification of tests included using the Encore logs for proper message exchanges, and using the Encore web interface for proper logging and playback 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.

2.1. Interoperability Compliance Testing

The compliance testing included feature and serviceability areas.

The feature testing focused on verifying the following on Encore:

- Handling of TAPI events.
- Proper recording, logging, and playback of calls for scenarios involving inbound, outbound, internal, external, group calls, hot desking, hold, reconnect, transfer, conference, multiple calls, multiple agents, long duration, call park/unpark, forwarding, follow me, overflow, and fallback.

The feature testing call flows included calls within the primary IP Office at the Main site, calls within the expansion IP Office at the Remote site, as well as calls between the two IP Office systems.

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

2.2. Test Results

All test cases were executed and verified. The following is an observation on Encore from the compliance testing.

- For calls that entered one site, routed to the other site and then back to the entering site, the recorder continued until a subsequent call took place at the user or when the interval defined in the DefRecTimeout parameter was reached. An example of this is a call that entered the PSTN connection at the Remote site, routed over the SCN line to the distributed group on the Main site, and delivered over the SCN line to an agent on the Remote site. The default value for the DefRecTimeout parameter is 30 minutes. This observation has no other side effects other than the reported duration for the recording entry being longer than the actual recording file.

2.3. Support

Technical support on dvsAnalytics Encore can be obtained through the following:

- **Phone:** (800) 910-4564
- **Email:** Support@dvsAnalytics.com

3. Reference Configuration

As shown in **Figure 1**, the RTP stream for contact center agents with Avaya IP Deskphones were mirrored from the layer 2 switches, and replicated over to the local Encore server.

In the compliance testing, the Encore server at the Main site contained the Database and Web Interface components, for centralized recording storage and playback access.

The detailed administration of contact center devices is not the focus of these Application Notes and will not be described. In addition, the port mirroring of the layer 2 switches is also outside the scope of these Application Notes and will not be described.

In the compliance testing, each Encore server monitored the local phone extensions used by the agents.

Device Type	Device Number/Extension
Main Site	
Phone Extensions	21031, 21033 (hot desking)
Agent Users	21031, 21032 (hot desking)
Remote Site	
Phone Extensions	22031, 22033 (hot desking)
Agent Users	22031, 22032 (hot desking)

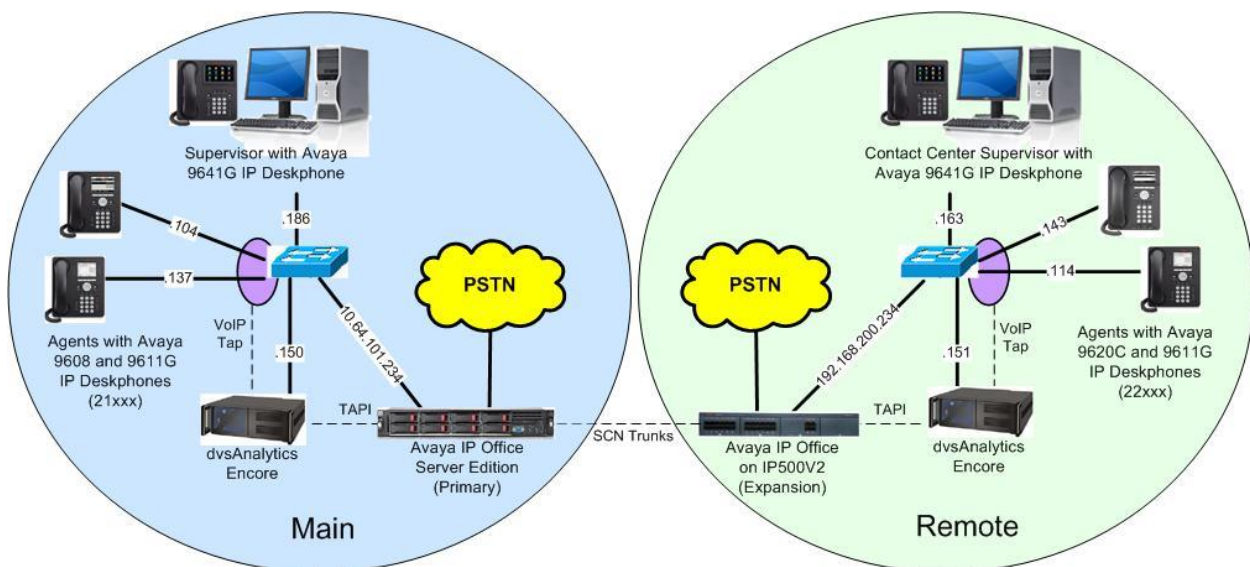


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Main Site	
Avaya IP Office Server Edition (Primary) in Virtual Environment	10.0.0.1.0
Avaya 9608, 9611G & 9641G IP Deskphone (H.323)	6.6302
dvsAnalytics Encore on Windows 2008 Server R2 Standard <ul style="list-style-type: none">Encore Web InterfaceDatabaseAvaya IP Office TAPI2 Driver (tspi2w_64.tsp)	6.0.5 SP1 1.0.0.43
Remote Site	
Avaya IP Office on IP500V2 (Expansion)	10.0.0.1.0
Avaya 9620C IP Deskphone (H.323)	3.270B
Avaya 9611G & 9641G IP Deskphone (H.323)	6.6302
dvsAnalytics Encore on Windows Server 2012 R2 Standard <ul style="list-style-type: none">Avaya IP Office TAPI2 Driver (tspi2w_64.tsp)	6.0.5 1.0.0.43

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and also when deployed with IP Office Server Edition in all configurations.

5. Configure Avaya IP Office

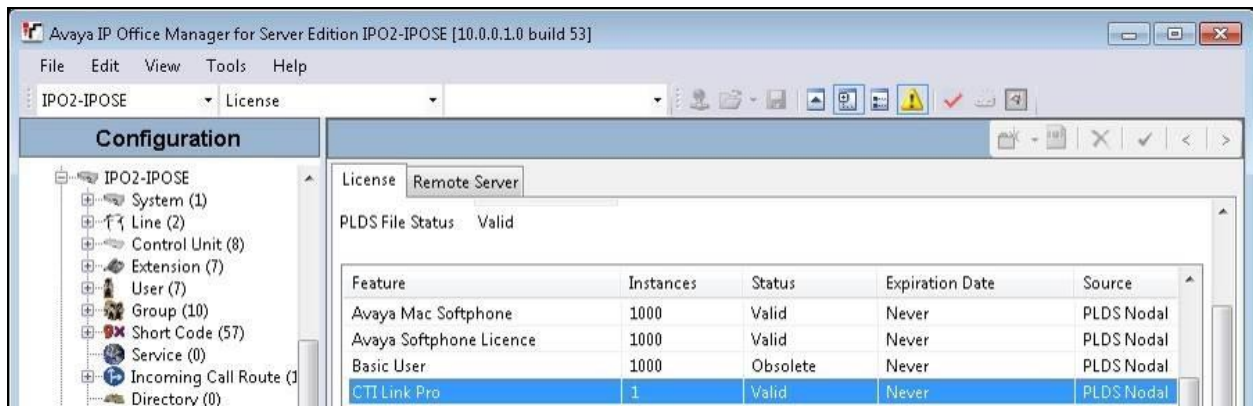
This section provides the procedures for configuring IP Office. Note that all procedures apply to both the primary and expansion IP Office systems.

- Verify licenses
- Administer security settings
- Obtain phone IP address

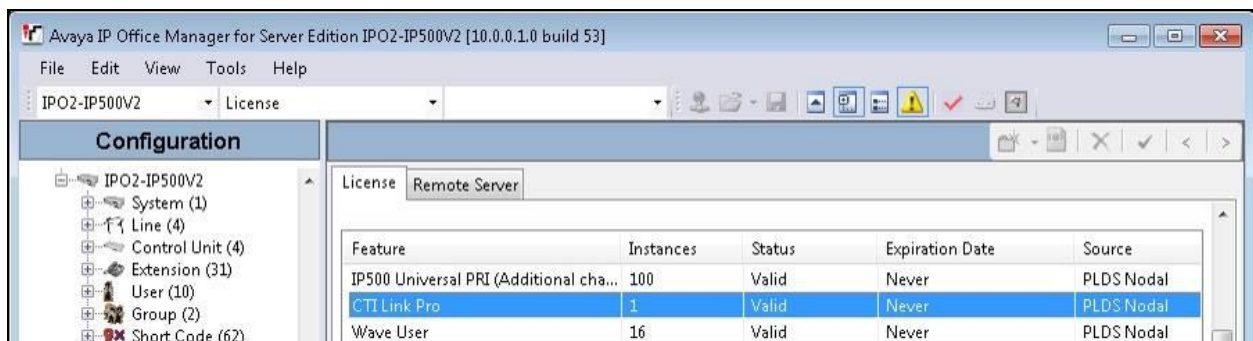
5.1. Verify Licenses

From a PC running the IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the application. Select the primary IP Office system, and log in using the appropriate credentials. The **Avaya IP Office Manager for Server Edition IPO2-IPOSE** screen is displayed, where **IPO2-IPOSE** is the name of the primary IP Office system.

From the configuration tree in the left pane, select the primary IP Office system, in this case **IPO2-IPOSE**, followed by **License** (not shown) to display licenses in the right pane. Verify that there is a license for **CTI Link Pro**, and with license **Status** being “Valid”, as shown below.



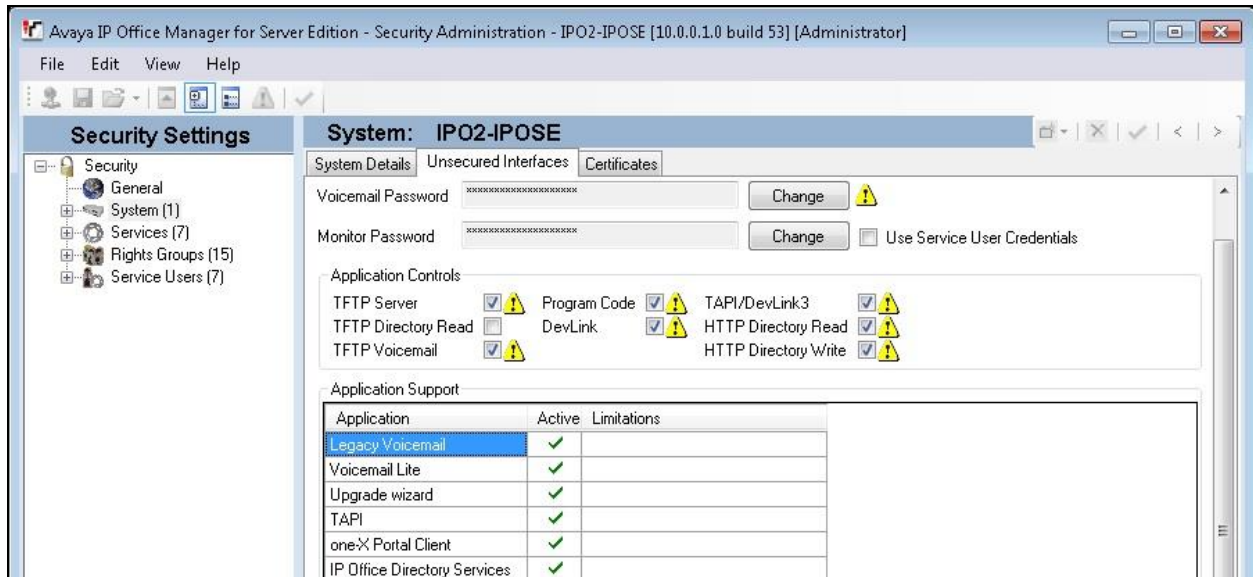
From the configuration tree in the left pane, select the expansion IP Office system, in this case **IPO2-IP500V2**, followed by **License** (not shown) to display licenses in the right pane. Verify that there is a **CTI Link Pro** license, and with the license **Status** being “Valid”, as shown below.



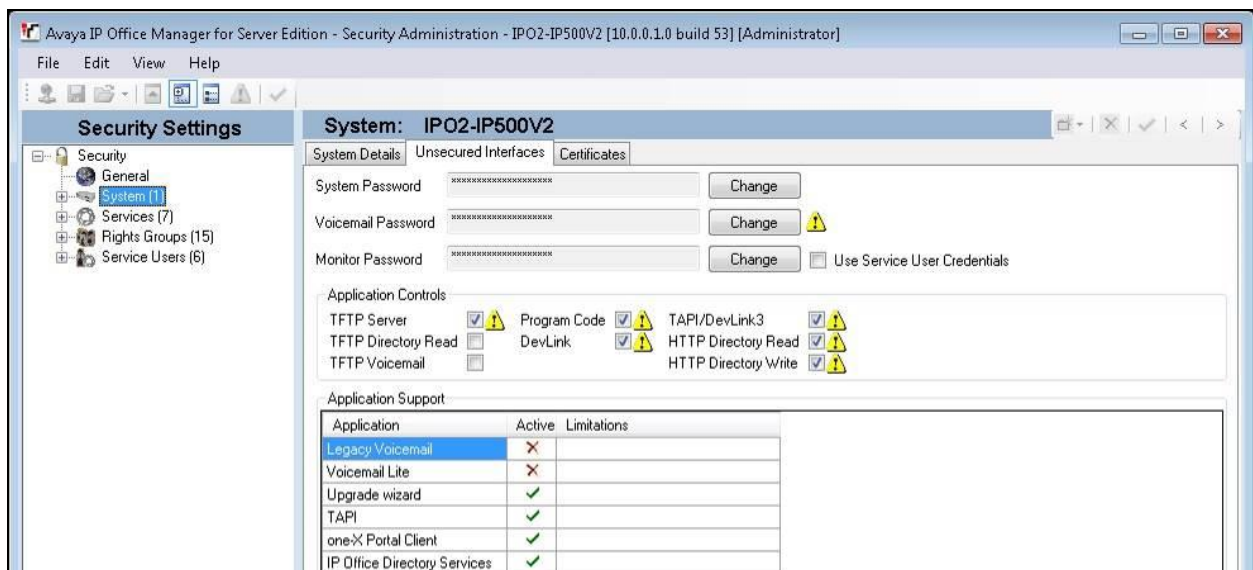
5.2. Administer Security Settings

From the configuration tree in the left pane, select the primary IP Office system, followed by **File → Advanced → Security Settings** from the top menu.

The **Avaya IP Office Manager for Server Edition – Security Administration - IPO2-IPOSE** screen is displayed, where **IPO2-IPOSE** is the name of the selected IP Office system. Select **Security → System** to display the **System** screen in the right pane. Select the **Unsecured Interfaces** tab, and check **TAPI/DevLink3** as shown below.

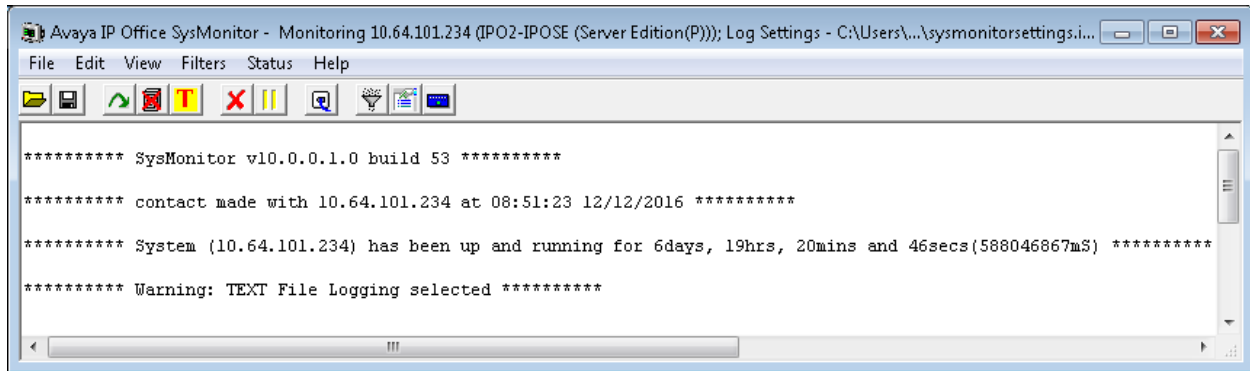


Repeat this section to enable **TAPI/DevLink3** on the expansion IP Office system.



5.3. Obtain Phone IP Address

From a PC running the IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application and connect to the primary IP Office system. The **Avaya IP Office SysMonitor** screen is displayed, as shown below. Select **Status → H323 Phone Status** from the top menu.



The **IPPhoneStatus** screen is displayed. Make a note of the IP address associated with each phone extension used by agents in the Main site from **Section Error! Reference source not found.**, which will be used later to configure Encore. In the compliance testing, the IP address for phone extension **21031** is “192.168.100.104”, and the IP address for phone extension **21033** is “192.168.100.137”, as shown below. Note that phone extension **21033** is used by hot desking agents.

Extn Num	User Num	Phone Type	Licensed	Security	Beh...	IP Address	Transport	Pri...	Mac ...	Version Id	EP identifier	Status
21031	21031	9608	Avaya IP	best effort		192.168.100.104	TCP		2c-f4-...	6.6302	IPO2-IPOSE_5...	RAS: Registered
21032		Unknown	No Licence	disable		0.0.0.0			70-38-...	V?	EP?	RAS: UnRegister...
21033	21032	9611	Avaya IP	best effort		192.168.100.137	TCP		70-38-...	6.6302	IPO2-IPOSE_5...	RAS: Registered
21034	21034	Unknown	No Licence	disable		0.0.0.0			00-00-...	V?	EP?	RAS: UnRegister...
21035	21035	9641	Avaya IP	best effort		192.168.100.186	TCP		b4-b0-...	6.6302	IPO2-IPOSE_5...	RAS: Registered

Repeat this section to obtain IP address associated with each phone extension used by agents in the Remote site from **Section Error! Reference source not found.** Note that phone extension **22033** is used by hot desking agents.

Extn Num	User Num	Phone Type	Licensed	Security	Be...	IP Address	Transport	Pri...	Mac ...	Version Id	EP identifier	Status
22031	22031	9620	Avaya IP	disable		192.168.200.143	TCP		00-1b-...	3.2708	IPO2-IP50...	RAS: Registered
22032		Unknown	No Licence	disable		0.0.0.0			00-00-...	V?	EP?	RAS: UnRegistered
22033	22032	9611	Avaya IP	best effort		192.168.200.114	TCP		70-38-...	6.6302	IPO2-IP50...	RAS: Registered
22034	22034	Unknown	No Licence	disable		0.0.0.0			00-00-...	V?	EP?	RAS: UnRegistered
22035	22035	9641	Avaya IP	best effort		192.168.200.163	TCP		b4-b0-...	6.6302	IPO2-IP50...	RAS: Registered

6. Configure dvsAnalytics Encore

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

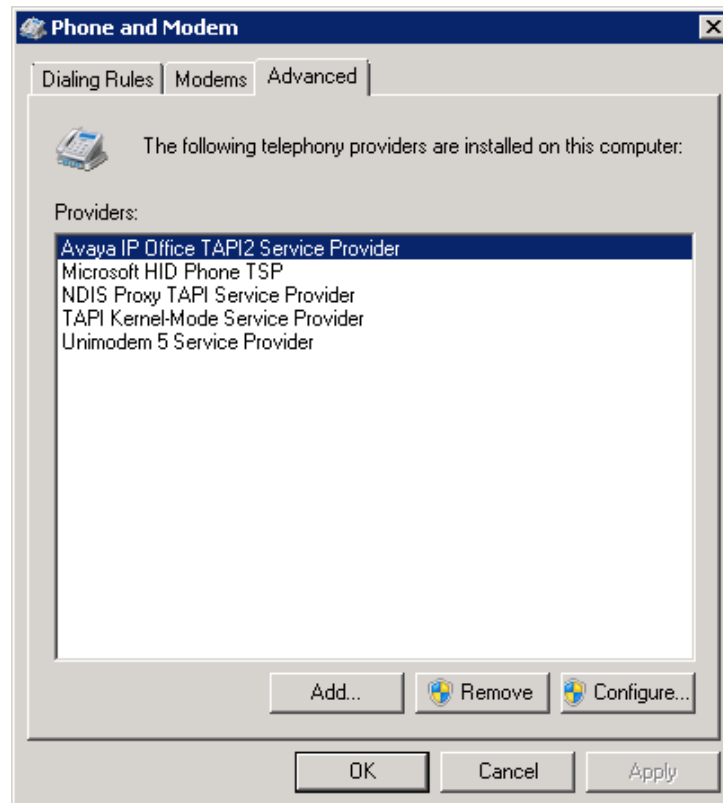
- Administer TAPI driver
- Administer EncECAPIHub
- Administer agent stations
- Administer CTISetup

The configuration of Encore is performed by dvsAnalytics installers and dealers. The procedural steps are presented in these Application Notes for informational purposes.

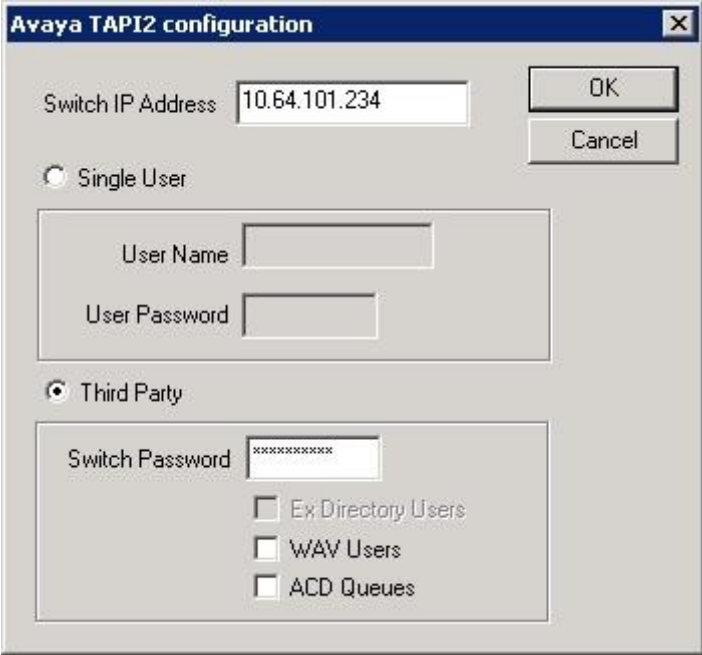
The screenshots in this section were captured from the Encore server connected to the primary IP Office on the Main site. The same procedures need to be repeated for the Encore server connected to the expansion IP Office on the Remote site.

6.1. Administer TAPI Driver

From the Encore server, select **Start → Control Panel**, and click on the **Phone and Modem** icon (not shown below). In the displayed **Phone and Modem Options** screen, select the **Advanced** tab. Select the **Avaya IP Office TAPI2 Service Provider** entry, and click **Configure**.



The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of the local IP Office system. Select the radio button for **Third Party**, and enter the password of the local IP Office system into the **Switch Password** field. Reboot the Encore server.



The image shows the 'Avaya TAPI2 configuration' dialog box. It has a title bar with a close button. The 'Switch IP Address' field contains '10.64.101.234'. There are 'OK' and 'Cancel' buttons. The 'Single User' radio button is unselected, and the 'Third Party' radio button is selected. Below the radio buttons, there are fields for 'User Name' and 'User Password'. Under the 'Third Party' section, there is a 'Switch Password' field with a masked password 'xxxxxxxx'. Below this, there are three unchecked checkboxes: 'Ex Directory Users', 'WAV Users', and 'ACD Queues'.

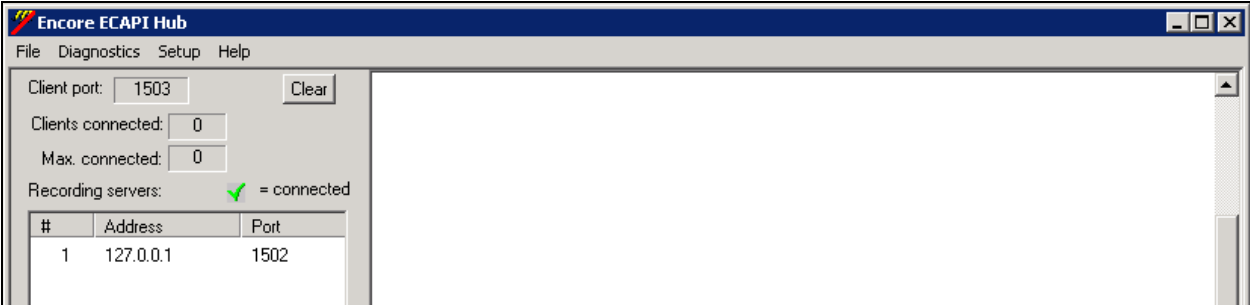
6.2. Administer EncECAPIHub

This section is only applicable to sites that use remote hot desking, where a local user can visit and log into a phone extension on the other site. When remote desking is used, then an additional logical recording unit needs to be created.

Click on the **EncECAPIHub** icon from the system tray, as shown below.



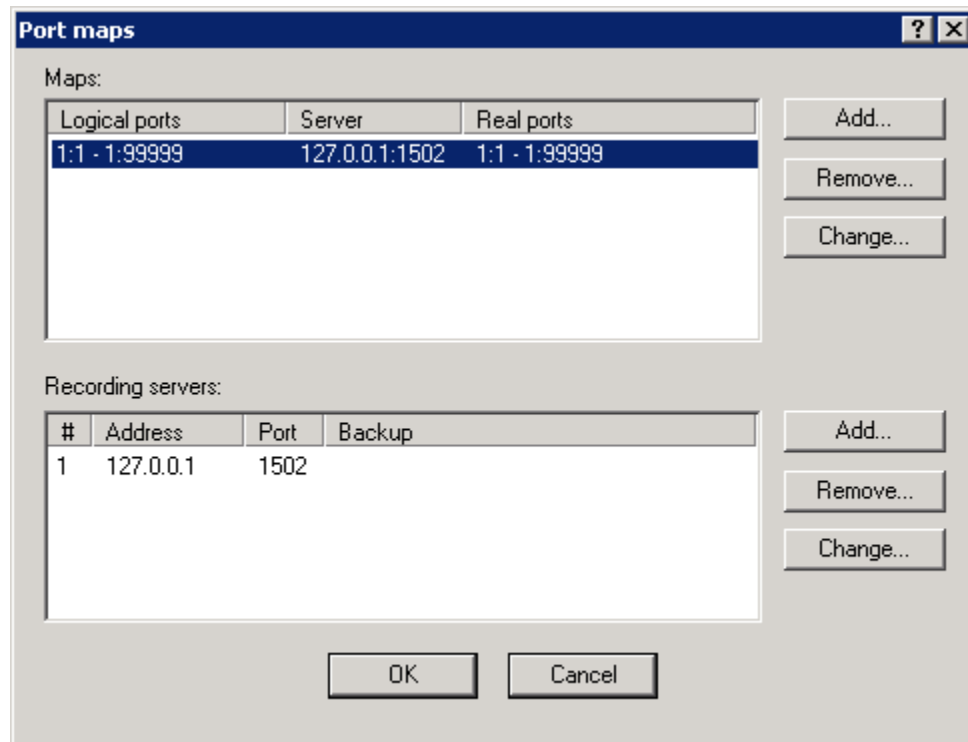
The **Encore ECAPI Hub** screen is displayed. Select **Setup → Port maps** from the top menu.



The image shows the 'Encore ECAPI Hub' application window. It has a menu bar with 'File', 'Diagnostics', 'Setup', and 'Help'. On the left, there are fields for 'Client port: 1503' with a 'Clear' button, 'Clients connected: 0', 'Max. connected: 0', and 'Recording servers: ✓ = connected'. Below these is a table with the following data:

#	Address	Port
1	127.0.0.1	1502

The **Port maps** screen is displayed. In the **Recording servers** sub-section, click **Add**.

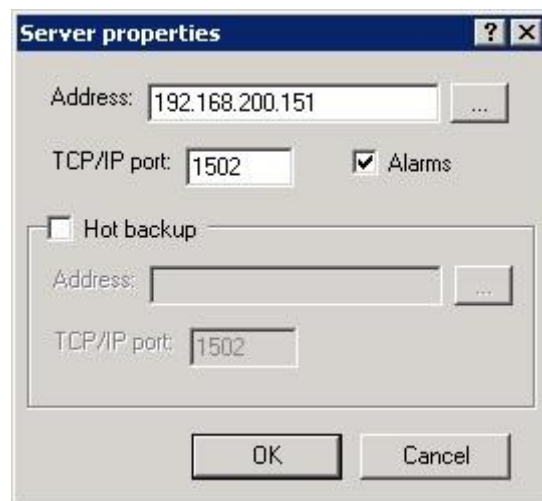


The **Port maps** dialog box contains two main sections. The top section, labeled **Maps:**, features a table with three columns: **Logical ports**, **Server**, and **Real ports**. A single row is present in the table with the values **1:1 - 1:99999**, **127.0.0.1:1502**, and **1:1 - 1:99999**. To the right of this table are three buttons: **Add...**, **Remove...**, and **Change...**. The bottom section, labeled **Recording servers:**, contains a table with four columns: **#**, **Address**, **Port**, and **Backup**. One row is shown with the values **1**, **127.0.0.1**, **1502**, and an empty **Backup** field. To the right of this table are three buttons: **Add...**, **Remove...**, and **Change...**. At the bottom center of the dialog are **OK** and **Cancel** buttons.

Logical ports	Server	Real ports
1:1 - 1:99999	127.0.0.1:1502	1:1 - 1:99999

#	Address	Port	Backup
1	127.0.0.1	1502	

The **Server properties** screen is displayed next. For **Address**, enter the IP address of the Encore server on the Remote site, in this case “192.168.200.151”. Retain the default values in the remaining fields.



The **Server properties** dialog box has several input fields. The **Address** field contains the text **192.168.200.151**. The **TCP/IP port** field contains the text **1502**. There is a checked checkbox for **Alarms**. Below these is a section for **Hot backup** which is currently unchecked. Inside this section, there is an empty **Address** field and a **TCP/IP port** field containing the text **1502**. At the bottom are **OK** and **Cancel** buttons.

Address: 192.168.200.151

TCP/IP port: 1502

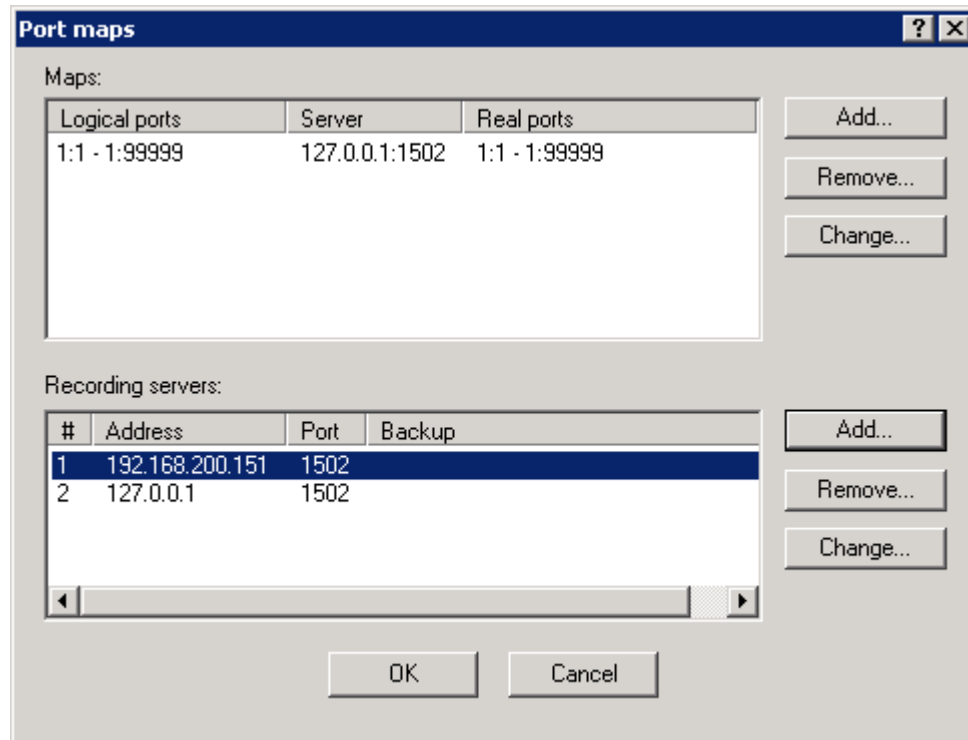
☒ Alarms

☐ Hot backup

Address:

TCP/IP port: 1502

The **Port maps** screen is updated with an additional recording server as shown below. Click **Add** in the **Maps** sub-section.

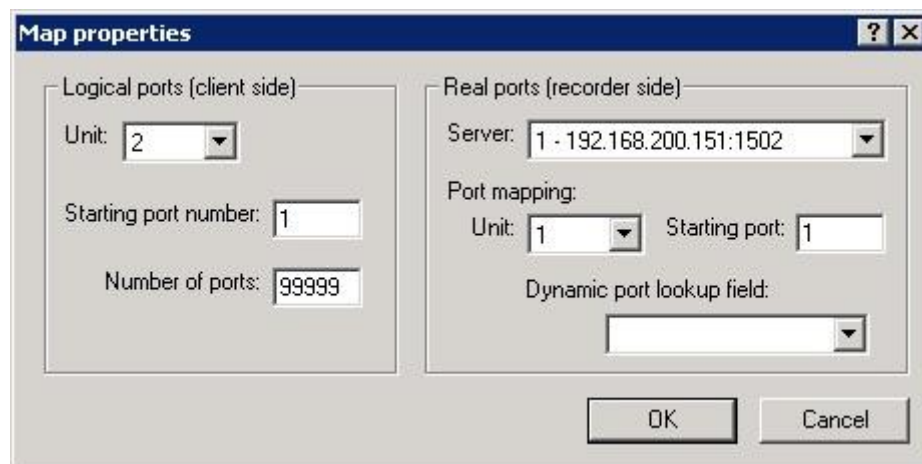


The **Port maps** dialog box contains two main sections. The top section, labeled **Maps:**, features a table with three columns: **Logical ports**, **Server**, and **Real ports**. The table contains one entry: Logical ports: 1:1 - 1:99999, Server: 127.0.0.1:1502, Real ports: 1:1 - 1:99999. To the right of this table are three buttons: **Add...**, **Remove...**, and **Change...**. The bottom section, labeled **Recording servers:**, features a table with four columns: **#**, **Address**, **Port**, and **Backup**. The table contains two entries: 1 | 192.168.200.151 | 1502 | (blank), and 2 | 127.0.0.1 | 1502 | (blank). The first entry is selected. To the right of this table are three buttons: **Add...**, **Remove...**, and **Change...**. At the bottom of the dialog are **OK** and **Cancel** buttons.

Logical ports	Server	Real ports
1:1 - 1:99999	127.0.0.1:1502	1:1 - 1:99999

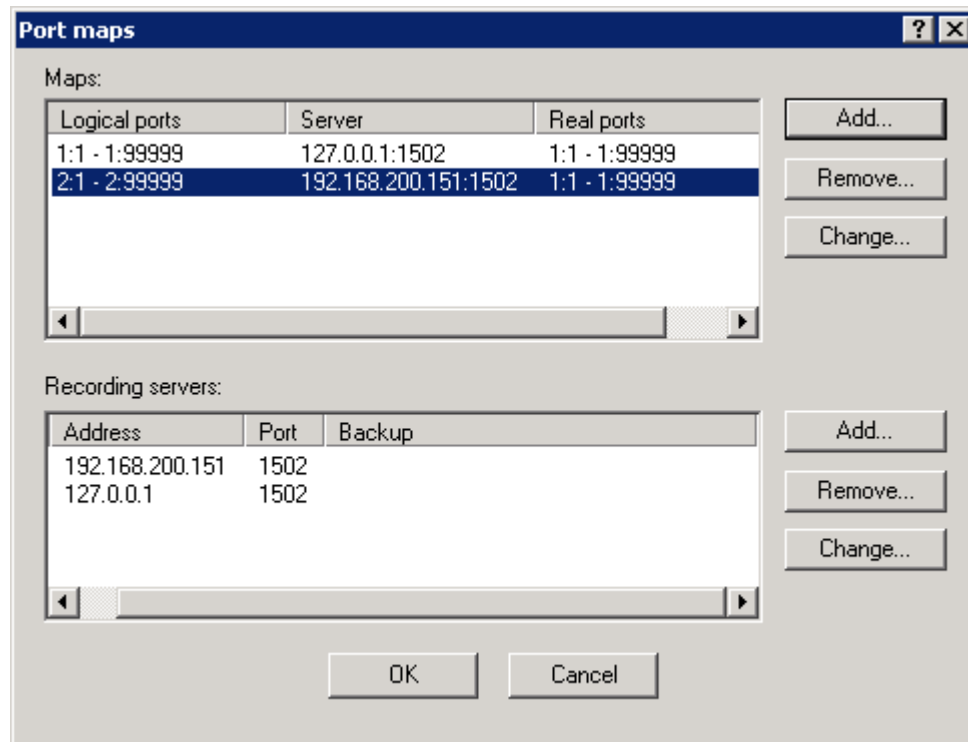
#	Address	Port	Backup
1	192.168.200.151	1502	
2	127.0.0.1	1502	

The **Map properties** screen is displayed next. For **Unit**, select an available number, in this case “2”. For **Number of ports**, enter a desired number. Retain the default values in the remaining fields.



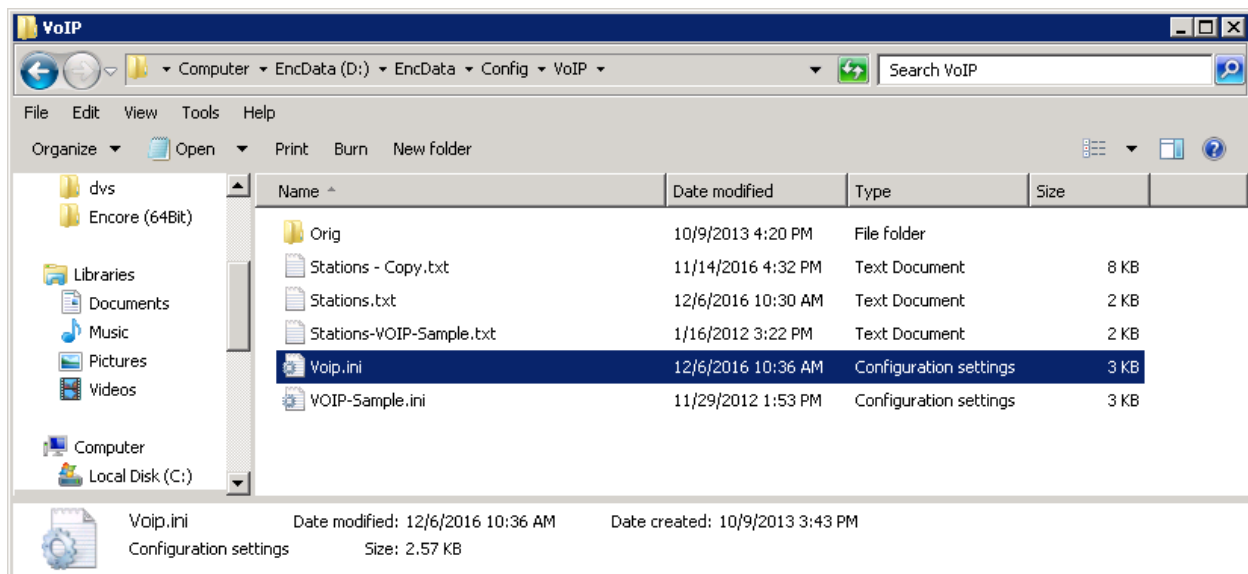
The **Map properties** dialog box is divided into two panes. The left pane, **Logical ports (client side)**, contains: **Unit:** a dropdown menu with '2' selected; **Starting port number:** a text field with '1'; and **Number of ports:** a text field with '99999'. The right pane, **Real ports (recorder side)**, contains: **Server:** a dropdown menu with '1 - 192.168.200.151:1502' selected; **Port mapping:** a section with **Unit:** a dropdown menu with '1' selected and **Starting port:** a text field with '1'; and **Dynamic port lookup field:** a dropdown menu. At the bottom are **OK** and **Cancel** buttons.

The **Port maps** screen is displayed, and updated with the new entries as shown below.

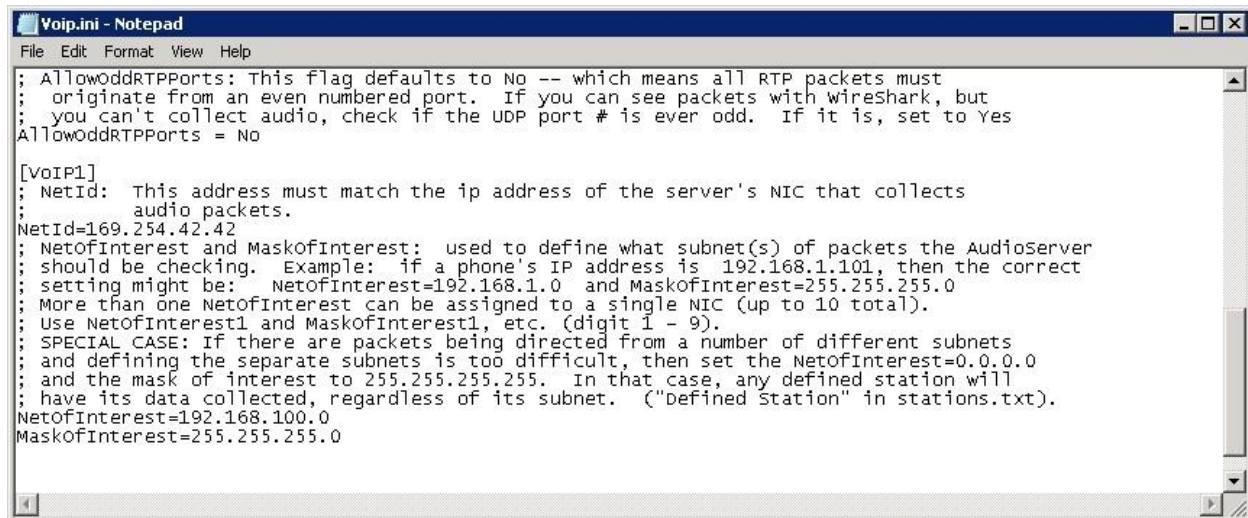


6.3. Administer Agent Stations

From the Encore server, navigate to the **D:\EncData\Config\VoIP** directory to edit the **Voip.ini** file shown below.



Scroll down to the **VoIP1** sub-section. For **NetOfInterest** and **MaskOfInterest**, enter the applicable subnet used by the agent telephones from **Section 5.3**.

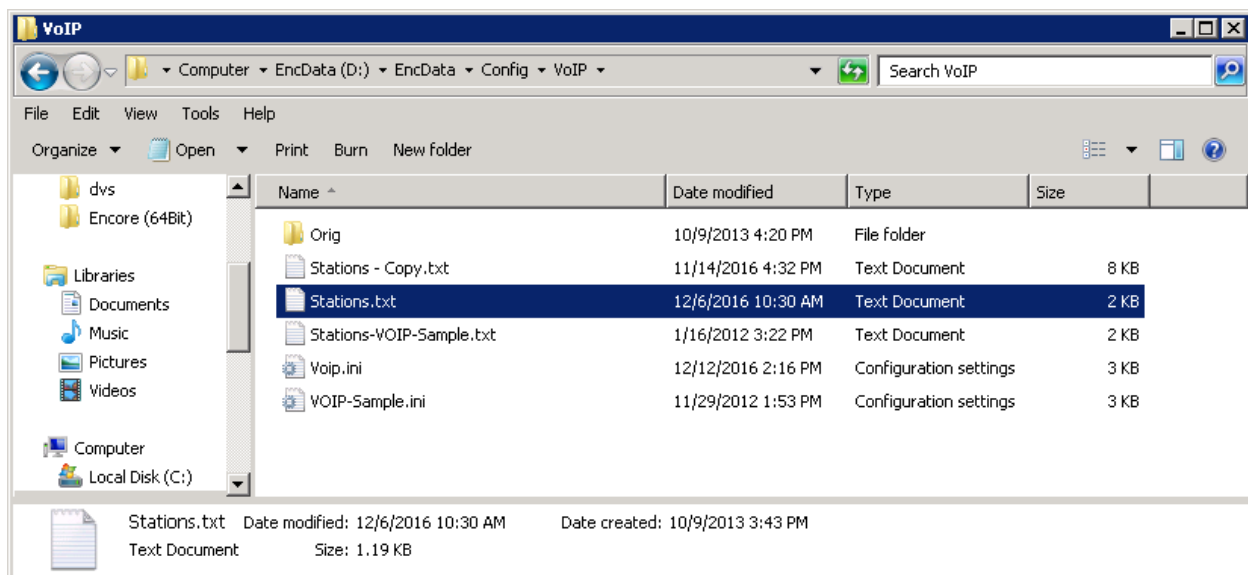


```
Voip.ini - Notepad
File Edit Format View Help

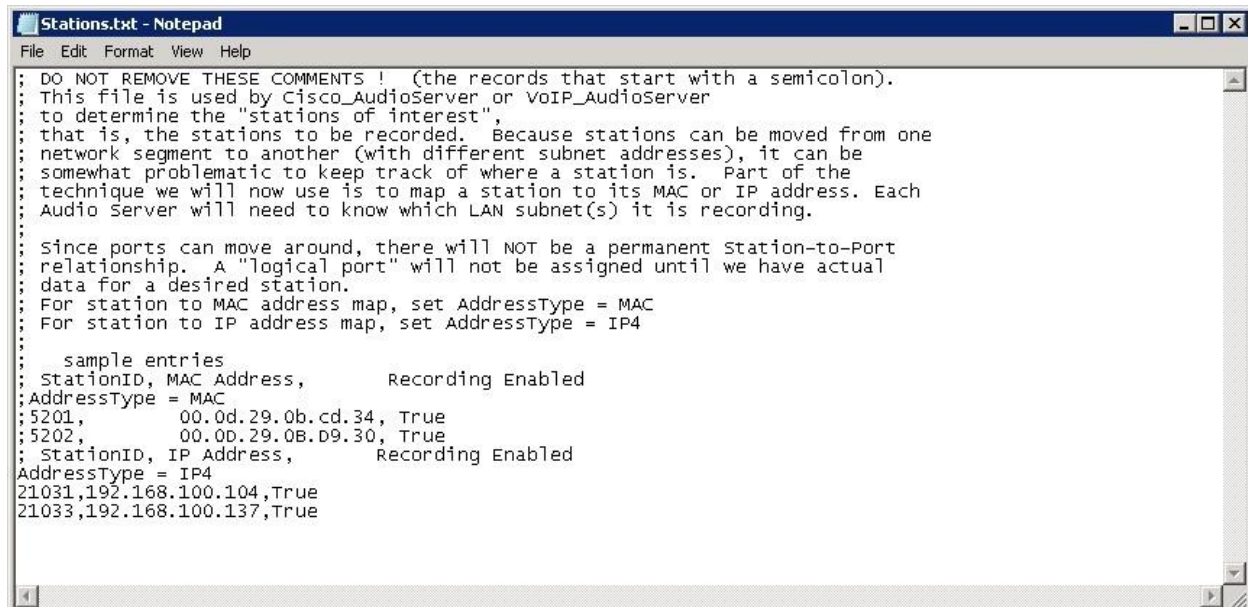
; AllowOddRTPPorts: This flag defaults to No -- which means all RTP packets must
; originate from an even numbered port. If you can see packets with WireShark, but
; you can't collect audio, check if the UDP port # is ever odd. If it is, set to Yes
AllowOddRTPPorts = No

[VoIP1]
; NetId: This address must match the ip address of the server's NIC that collects
; audio packets.
NetId=169.254.42.42
; NetOfInterest and MaskOfInterest: used to define what subnet(s) of packets the AudioServer
; should be checking. Example: if a phone's IP address is 192.168.1.101, then the correct
; setting might be: NetOfInterest=192.168.1.0 and MaskOfInterest=255.255.255.0
; More than one NetOfInterest can be assigned to a single NIC (up to 10 total).
; Use NetOfInterest1 and MaskOfInterest1, etc. (digit 1 - 9).
; SPECIAL CASE: If there are packets being directed from a number of different subnets
; and defining the separate subnets is too difficult, then set the NetOfInterest=0.0.0.0
; and the mask of interest to 255.255.255.255. In that case, any defined station will
; have its data collected, regardless of its subnet. ("Defined Station" in stations.txt).
NetOfInterest=192.168.100.0
MaskOfInterest=255.255.255.0
```

From the same directory, edit the **Stations.txt** file shown below.



Enter a line for each phone extension used by agents in the local site from **Section 5.3**. Use the format “x,y,z”, where “x” is the phone extension, “y” is the phone IP address, and “z” is “True”. This will enable monitoring for the phone extensions used by agents.



```

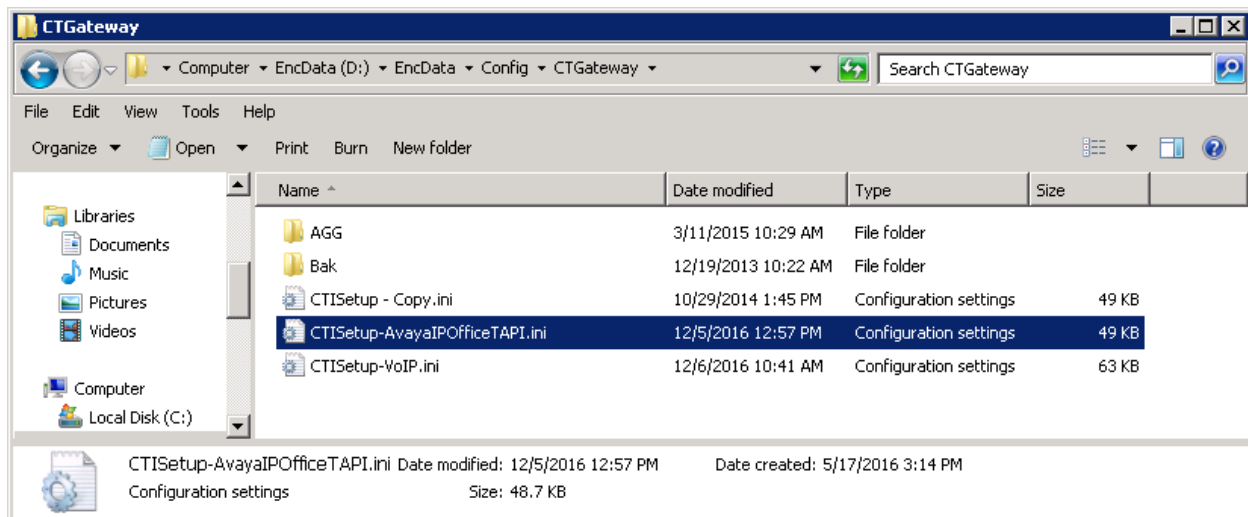
; DO NOT REMOVE THESE COMMENTS ! (the records that start with a semicolon).
; This file is used by Cisco_AudioServer or VoIP_AudioServer
; to determine the "stations of interest",
; that is, the stations to be recorded. Because stations can be moved from one
; network segment to another (with different subnet addresses), it can be
; somewhat problematic to keep track of where a station is. Part of the
; technique we will now use is to map a station to its MAC or IP address. Each
; Audio Server will need to know which LAN subnet(s) it is recording.

; Since ports can move around, there will NOT be a permanent Station-to-Port
; relationship. A "logical port" will not be assigned until we have actual
; data for a desired station.
; For station to MAC address map, set AddressType = MAC
; For station to IP address map, set AddressType = IP4

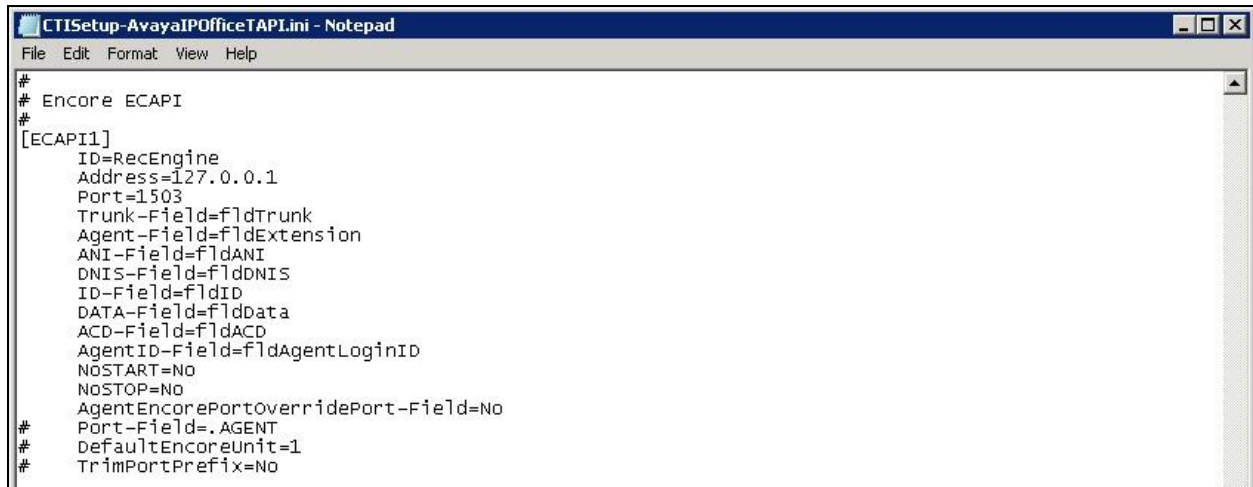
; sample entries
; StationID, MAC Address,      Recording Enabled
; AddressType = MAC
; 5201,      00.0d.29.0b.cd.34, True
; 5202,      00.0d.29.0b.d9.30, True
; StationID, IP Address,      Recording Enabled
; AddressType = IP4
; 21031,192.168.100.104,True
; 21033,192.168.100.137,True
  
```

6.4. Administer CTISetup

Navigate to the **D:\EncData\Config\CTGateway** directory to edit the **CTISetup-AvayaIPOfficeTAPI.ini** file.



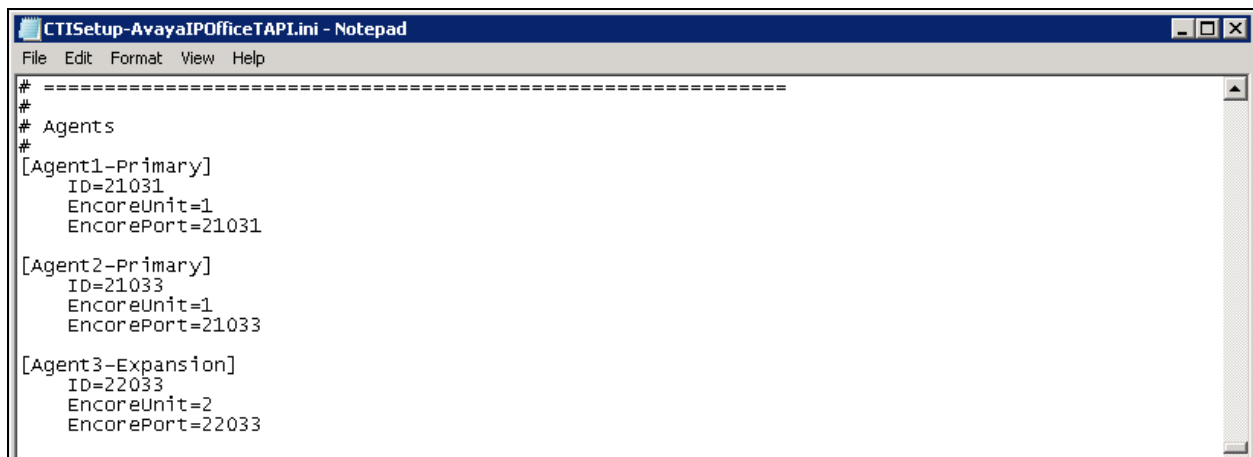
Scroll down to the **Encore ECAPI** sub-section. Under **ECAPI1**, make certain all parameters are set to the default values shown below.



```
#
# Encore ECAPI
#
[ECAPI1]
  ID=RecEngine
  Address=127.0.0.1
  Port=1503
  Trunk-Field=fldTrunk
  Agent-Field=fldExtension
  ANI-Field=fldANI
  DNIS-Field=fldDNIS
  ID-Field=fldID
  DATA-Field=fldData
  ACD-Field=fldACD
  AgentID-Field=fldAgentLoginID
  NOSTART=NO
  NOSTOP=NO
  AgentEncorePortOverridePort-Field=NO
#
# Port-Field=.AGENT
# DefaultEncoreUnit=1
# TrimPortPrefix=NO
```

Scroll to the **Agents** sub-section. For each phone extension from **Section 6.3**, create a set of entries shown below. In this case, **ID** “21031” and “21033” were created to correspond to the two phone extensions used by the agents at the Main site. Set **EncoreUnit** to “1”, and **EncorePort** to the same phone extension value.

For sites that use remote hot desking, create a set of agent entries as shown below. In this case, **ID** “22033” was created to correspond to the phone extension at the Remote site that can be used by the visiting hot desking user from the Main site. Set **EncoreUnit** to the logical recording unit associated with the other Encore server from **Section 6.2**, and set **EncorePort** to the same remote phone extension value. Upon notified via local TAPI events associated with the hot desking user at remote phone extension “22033”, then the local Encore server directs the recording start/stop commands to the logical recording unit associated with the remote Encore server for recording of calls for the agent.



```
# =====
#
# Agents
#
[Agent1-Primary]
  ID=21031
  EncoreUnit=1
  EncorePort=21031

[Agent2-Primary]
  ID=21033
  EncoreUnit=1
  EncorePort=21033

[Agent3-Expansion]
  ID=22033
  EncoreUnit=2
  EncorePort=22033
```

7. Verification Steps

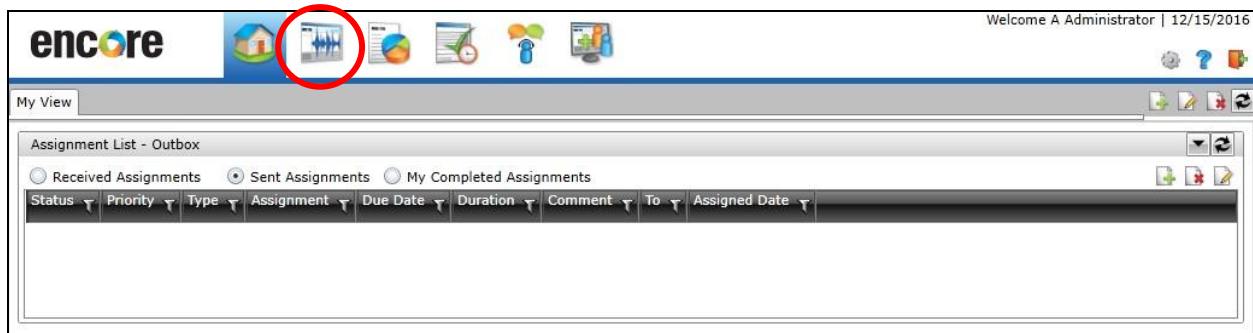
This section provides the tests that can be performed to verify proper configuration of IP Office and Encore.

7.1. Verify Main Site

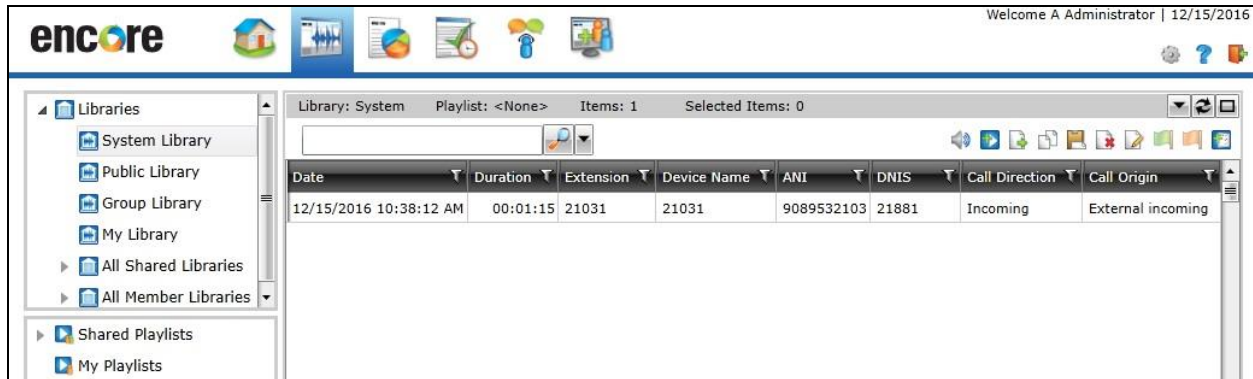
Complete a call from the PSTN to a distributed group with answering agent on the Main site. Access the Encore web interface by using the URL “http://ip-address/encore” in an Internet Explorer browser window, where “ip-address” is the IP address of the Encore server with the Web Interface component. The **encore** screen is displayed. Click **Login** and log in using the appropriate credentials.



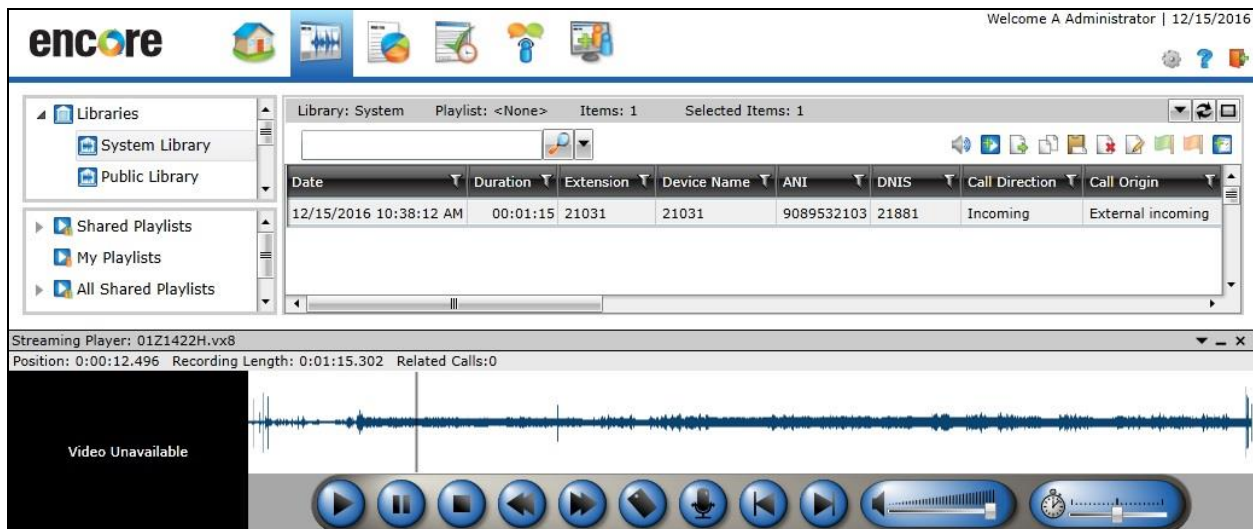
The **encore** screen below is displayed. Select the **Recorded Contacts** icon from the top menu, as shown below.



The **encore** screen is updated with a list of call recordings. Verify that there is an entry in the right pane reflecting the last call, with proper values in the relevant fields. In this case, **DNIS** contained the distributed group extension “21881”, and **Device Name** contained the phone extension “21031” associated with the answering agent on the Main site

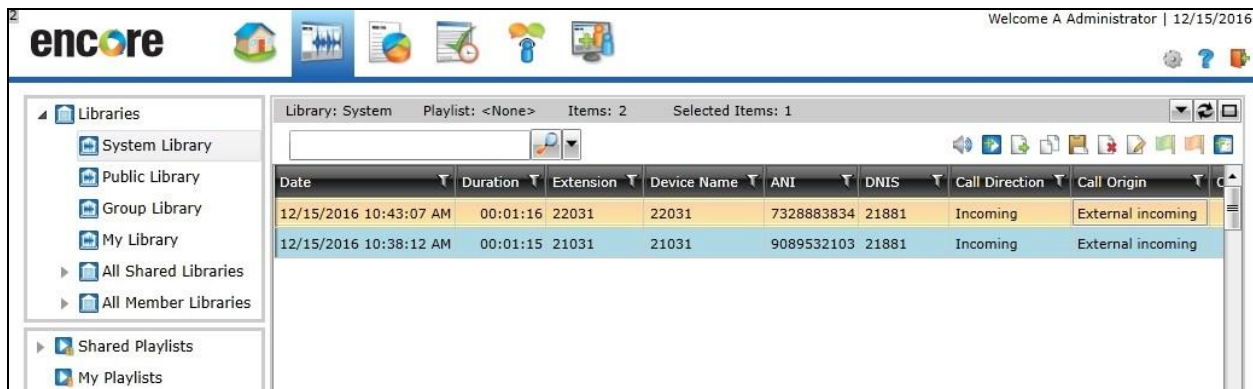


Right click on the entry and select **Play** to listen to the playback. Verify that the screen is updated and that the call recording is played back.



7.2. Verify Remote Site

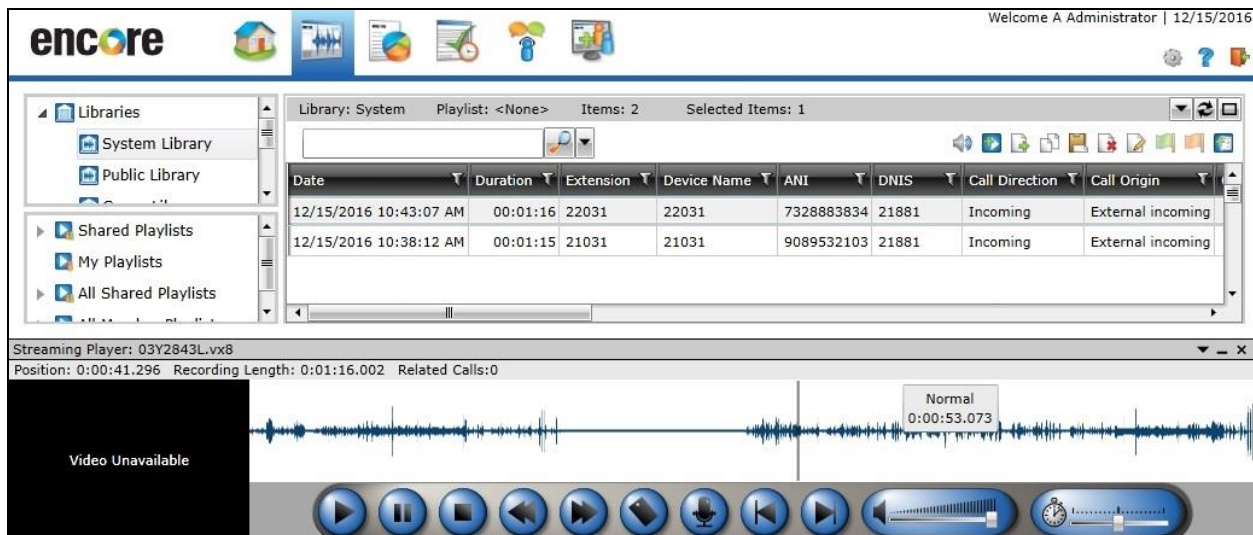
Complete a call from the PSTN to a distributed group with answering user on the Remote site. From the same Encore web-based interface from **Section 7.1**, verify that there is an entry in the right pane reflecting the last call, with proper values in the relevant fields. In this case, **DNIS** contained the distributed group extension “21881”, and **Device Name** contained the phone extension “22031” associated with the answering agent on the Remote site



The screenshot shows the Encore web interface. The top navigation bar includes the Encore logo and a welcome message for 'A Administrator' on '12/15/2016'. The left sidebar contains a 'Libraries' menu with options like 'System Library', 'Public Library', 'Group Library', 'My Library', 'All Shared Libraries', 'All Member Libraries', 'Shared Playlists', and 'My Playlists'. The main content area displays a table of call logs. The table has columns for Date, Duration, Extension, Device Name, ANI, DNIS, Call Direction, and Call Origin. Two entries are visible:

Date	Duration	Extension	Device Name	ANI	DNIS	Call Direction	Call Origin
12/15/2016 10:43:07 AM	00:01:16	22031	22031	7328883834	21881	Incoming	External incoming
12/15/2016 10:38:12 AM	00:01:15	21031	21031	9089532103	21881	Incoming	External incoming

Right click on the entry and select **Play** to listen to the playback. Verify that the screen is updated and that the call recording is played back.



The screenshot shows the Encore web interface with the call playback player. The top navigation bar and sidebar are the same as in the previous screenshot. The main content area displays the call log table. The entry for '12/15/2016 10:38:12 AM' is selected. Below the table, the 'Streaming Player' is visible, showing the file '03Y2843L.vx8'. The player includes a progress bar, a volume control, and a play button. The status bar at the bottom indicates 'Position: 0:00:41.296', 'Recording Length: 0:01:16.002', and 'Related Calls:0'.

8. Conclusion

These Application Notes describe the configuration steps required for dvsAnalytics Encore 6.0.5 to successfully interoperate with Avaya IP Office Server Edition 10.0. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

9. Additional References

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

1. *Administering Avaya IP Office™ Platform with Manager*, Release 10.0, September 2016, available at <http://support.avaya.com>.
2. *Avaya IP Office TAPI and ACCS Installation Addendum*, Version 6.0.4, June 30, 2016, available from dvsAnalytics Support.
3. *Avaya IP Office TAPI and ACCS Integration Guide*, Version 6.0.4, June 30, 2016, available from dvsAnalytics Support.

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