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Avaya Solution & Interoperability Test Lab

Application Notes for Resource Software International Revolution Web Call Accounting with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Resource Software International Revolution Web Call Accounting to interoperate with Avaya IP Office. Resource Software International Revolution Web Call Accounting is a browser-based call accounting solution that uses the Station Message Detail Recording records from Avaya IP Office to track phone calls and produce detailed reports.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1 of 13
Revolution-IPO

1. Introduction

These Application Notes describe the configuration steps required for Resource Software International (RSI) Revolution Web Call Accounting to interoperate with Avaya IP Office. RSI Revolution Web Call Accounting is a browser-based call accounting solution that uses the Station Message Detail Recording (SMDR) records from Avaya IP Office to track phone calls and produce detailed reports.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the proper parsing and displaying of SMDR data received from Avaya IP Office by RSI Revolution Web Call Accounting for call scenarios including internal, voicemail, inbound PSTN, outbound PSTN, transfer, conference, account codes, and authorization codes. The verification also included a sanity check on the report that can be generated from the received SMDR data.

The serviceability testing focused on verifying the ability of RSI Revolution Web Call Accounting to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable on the RSI Revolution Web Call Accounting server.
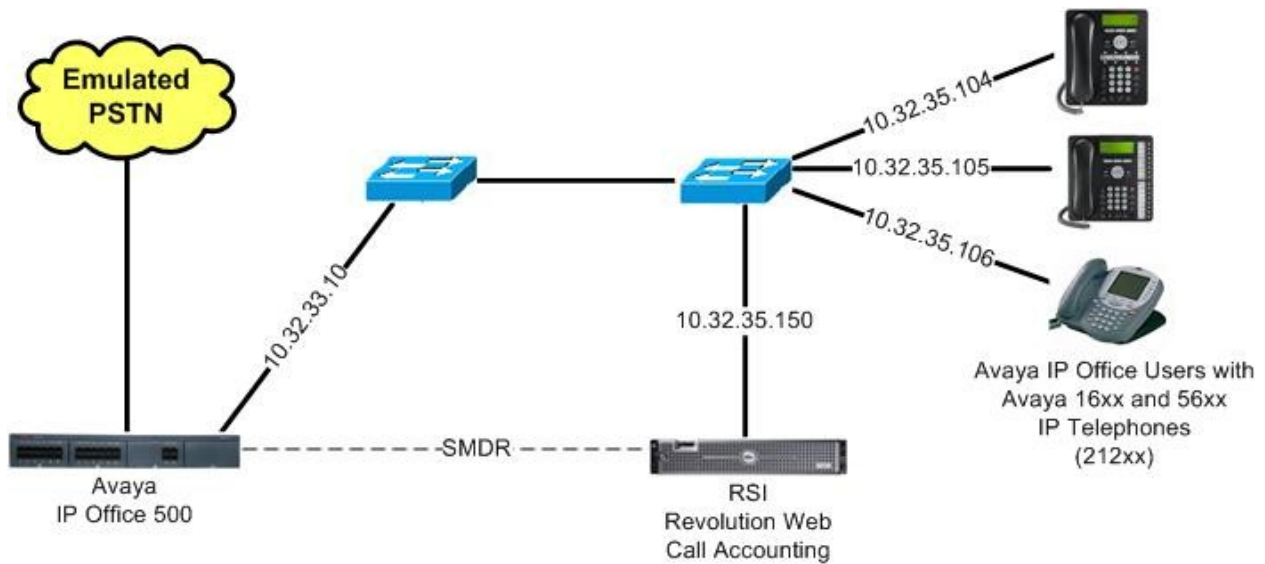
1.2. Support

Technical support on RSI Revolution Web Call Accounting can be obtained through the following:

- **Phone:** (800) 891-6014
- **Email:** support@telecost.com
- **Web:** www.telecost.com

2. Reference Configuration

The configuration used for the compliance testing is shown below.

3. Equipment and Software Validated

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

| Equipment	Software
Avaya IP Office 500	6.0 (8)
Avaya 1608 and 1616 IP Telephone (H.323)	1.21
Avaya 5620SW IP Telephone (H.323)	2.9
RSI Revolution Web Call Accounting	2.6.1.97.6

4. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office.

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application.   Select the proper IP Office system, and log in with the appropriate credentials.

From the configuration tree in the left pane, select **System** to display the **IP500-Dev** screen in the right pane. Select the **SMDR** tab. Select "SMDR Only" from the **Output** drop-down list, to display the **SMDR** section.

For **IP Address**, enter the IP address of the RSI Revolution Web Call Accounting server. For **TCP Port**, enter a desired port, in this case "12000". Modify **Records to Buffer** if desired, and check **Call Splitting for Diverts**. The record buffer is used by IP Office to cache SMDR records in the case of a communication failure with RSI Revolution Web Call Accounting.
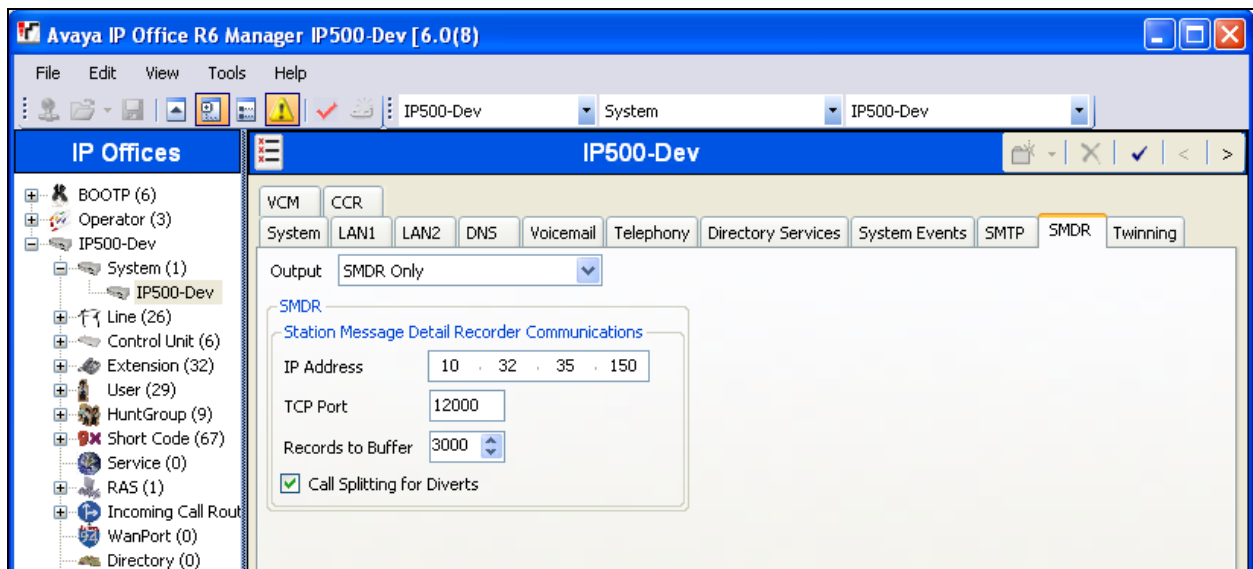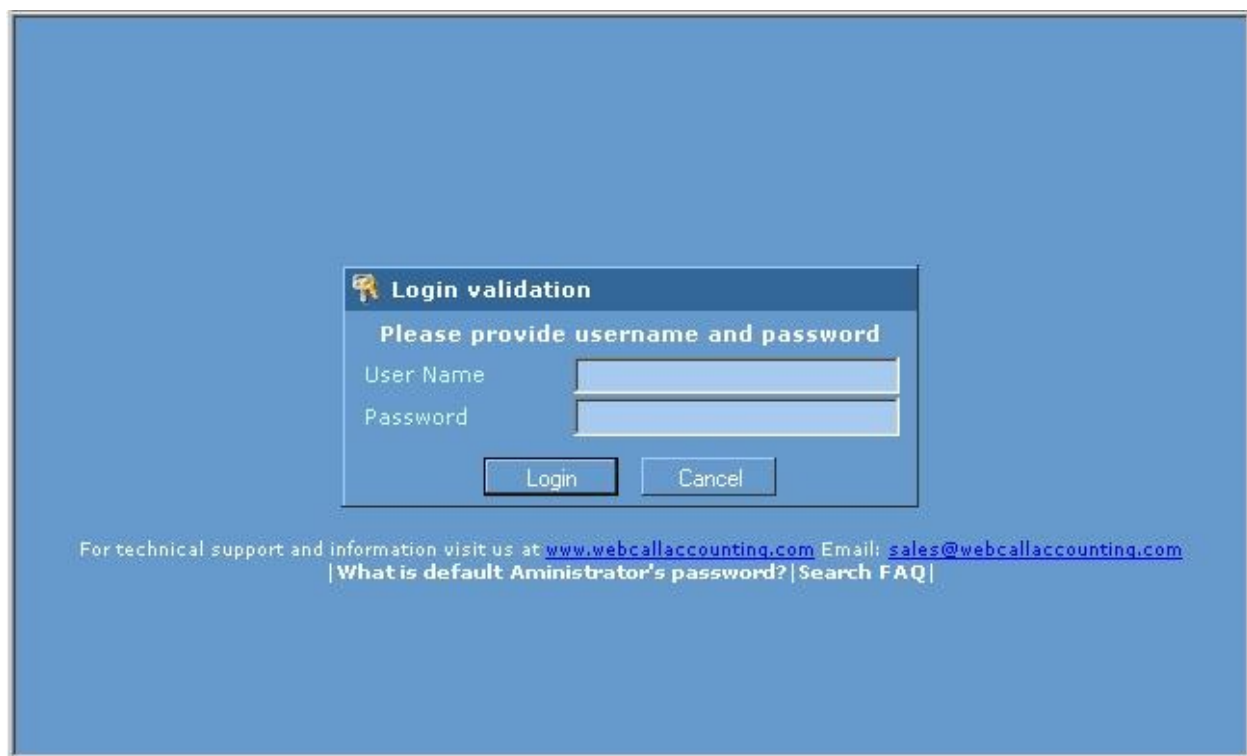
5. Configure RSI Revolution Web Call Accounting

This section provides the procedures for configuring RSI Revolution Web Call Accounting. The procedures include the following areas:

- Launch application
- Administer PBX communication

5.1. Launch Application

From the Revolution Web Call Accounting server, select **Start > All Programs > RSI > Run Revolution Web Call Accounting** to display the **Login validation** screen in a browser window. Log in using the appropriate credentials.
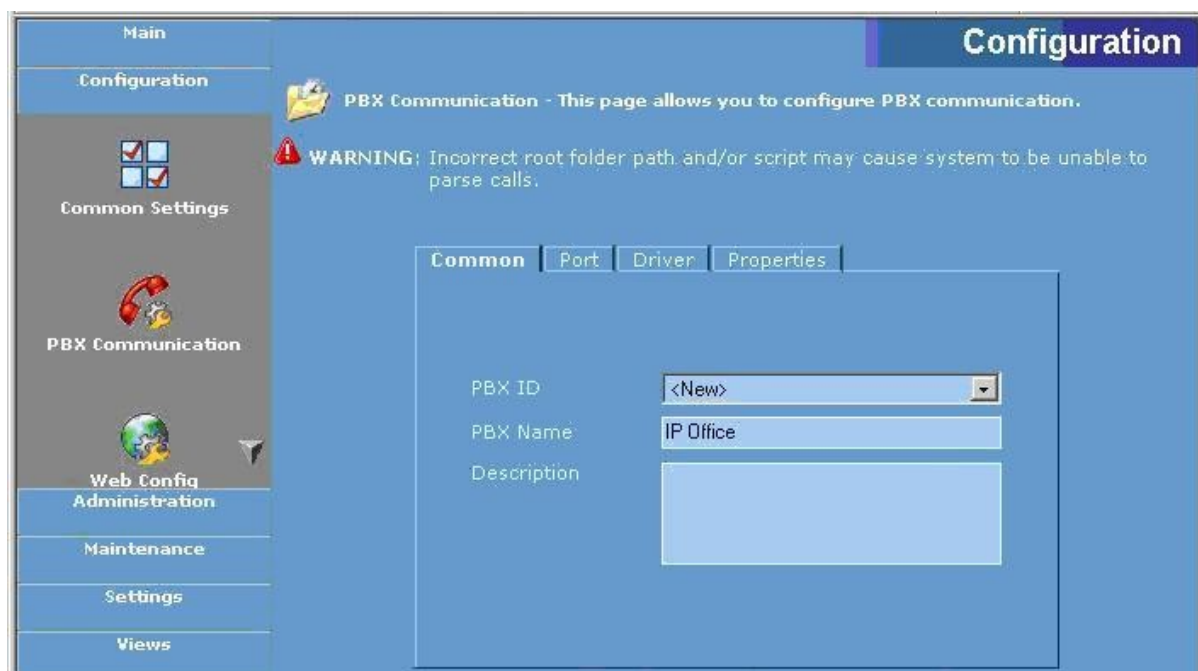
5.2. Administer PBX Communication

The **Home** screen is displayed. Select **Configuration > PBX Communication** from the left pane.

The **Configuration** screen is displayed next. Select the **Common** tab. Enter a desired **PBX Name** and **Description**, and retain the default value in the remaining field.

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SPOC 8/23/2010

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6 of 13
Revolution-IPO

Select the **Port** tab. For **Port**, select "TCP" from the drop-down list. For **Port** number, enter the TCP port number from **Section 4**.

Select the **Driver** tab. For **PBX driver**, select "Avaya (IP Office 6)" from the drop-down list. Retain the default values in the remaining fields. Click **Save**.

6. General Test Approach and Test Results

The feature test cases were performed manually. Different types of calls were made, along with different actions initiated from the user telephones, to verify proper parsing and displaying of received SMDR data by RSI Revolution Web Call Accounting.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cables on the RSI Revolution Web Call Accounting server.

All test cases were executed and passed. The one observation from the compliance test is that the special characters in the destination digit string are stripped by RSI Revolution Web Call Accounting and not shown in the reports.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and RSI Revolution Web Call Accounting.
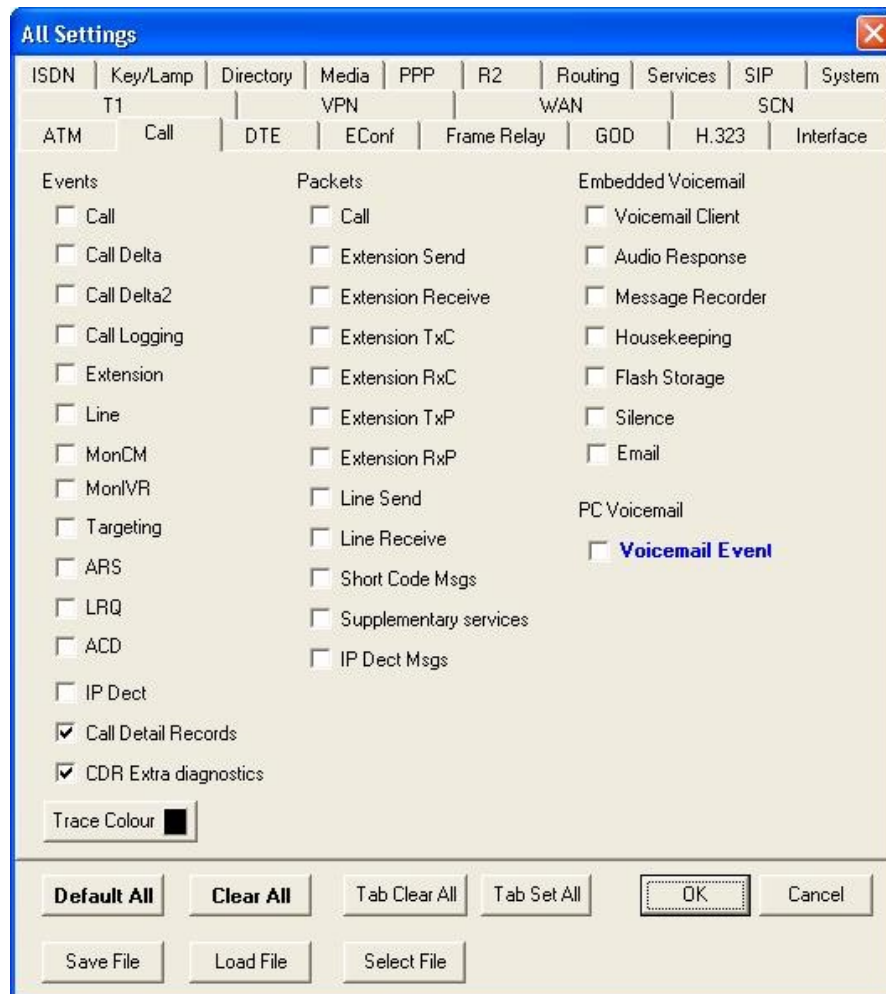
7.1. Verify Avaya IP Office

From a PC running the Avaya IP Office Monitor application, select **Start > Programs > IP Office > Monitor** to launch the application. The **Avaya IP Office R6 SysMonitor** screen is displayed, as shown below. Click on the **Filter** icon.
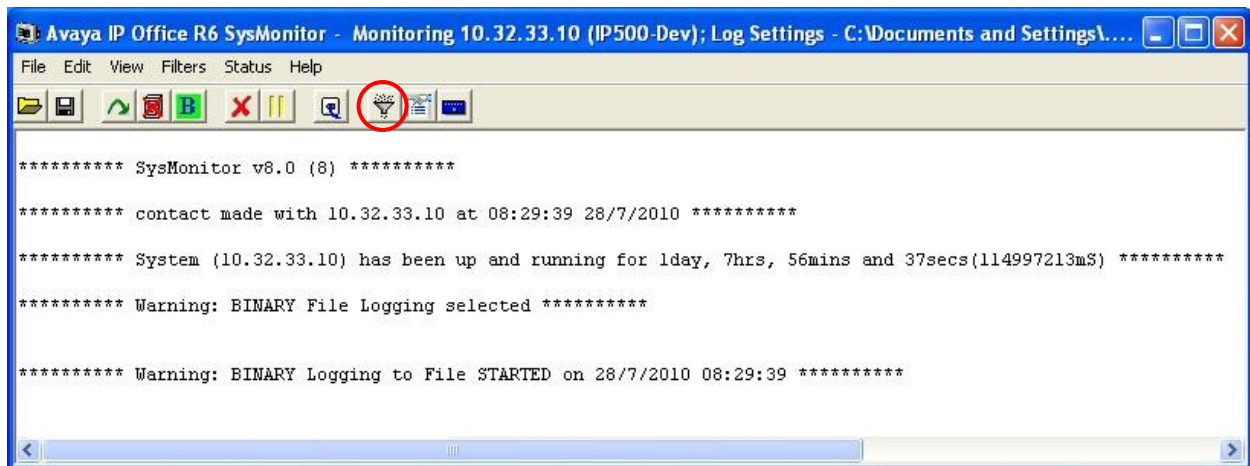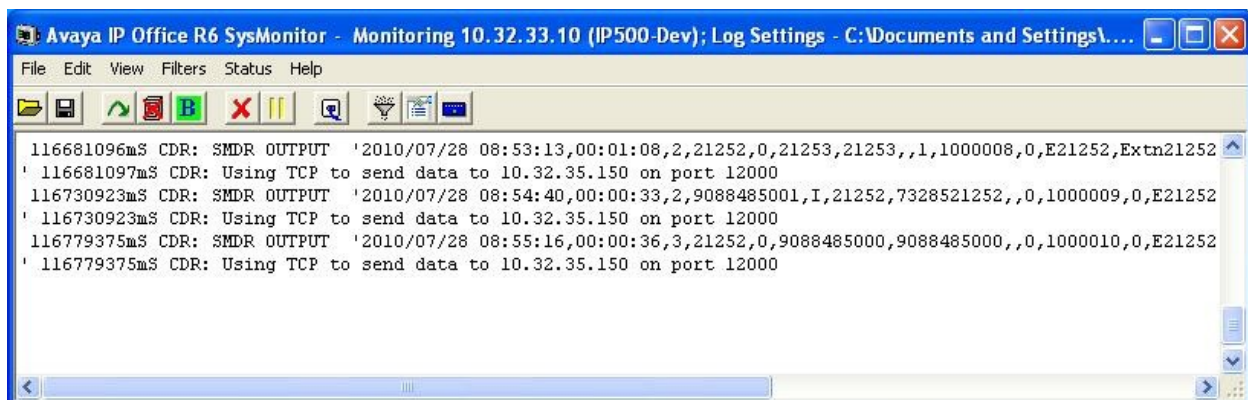
The **All Settings** screen is displayed. Check **Call Detail Records** and **CDR Extra diagnostics**, as shown below.


Make and complete a few phone calls, including internal, inbound from the PSTN, and outbound to the PSTN. Verify that raw SMDR data is displayed on the **Avaya IP Office R6 SysMonitor** screen, as shown below.

7.2. Verify RSI Revolution Web Call Accounting

Access the Revolution Web Call Accounting web interface by using the URL "https://ip-address:3549" in an Internet browser window, where "ip-address" is the IP address of the Revolution Web Call Accounting server. Log in using the appropriate credentials.

The **Home** screen shown in **Section 5.1** is displayed. Select **Views > Live** from the left pane, to display the **Views** screen shown below. Select **Calls** from the right pane.
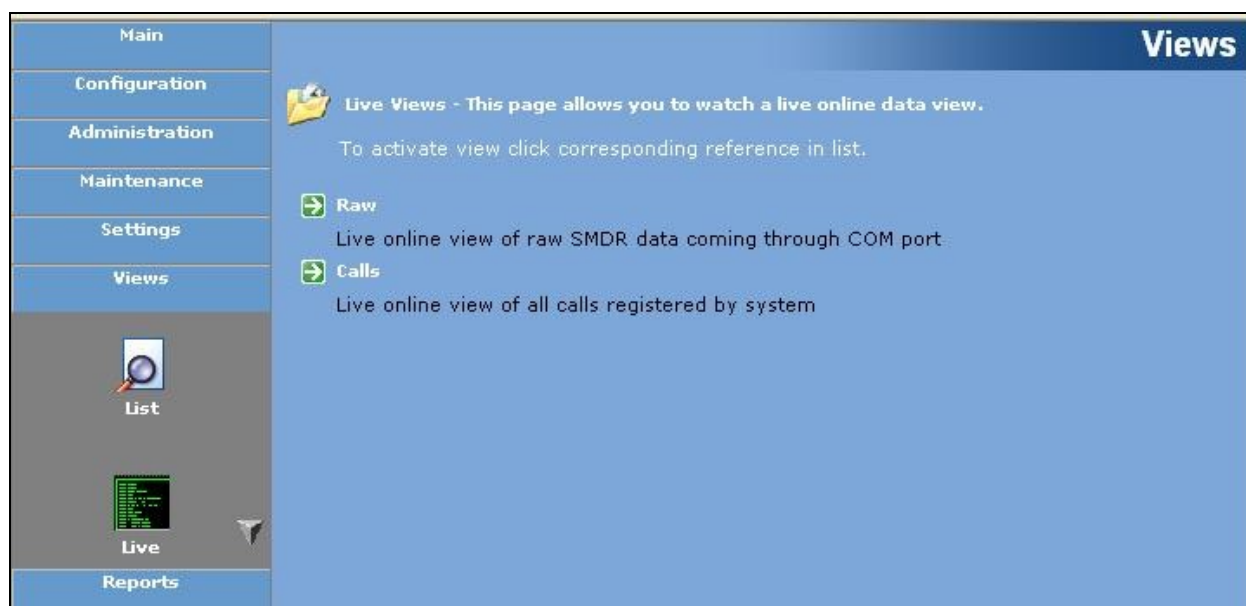
The **Live Views** screen is displayed. Verify that an entry is displayed for each SMDR record output from **Section 7.1**.

Select **Reports > List** in the left pane, to display the **Reports** screen. Select **Detailed Custom Report > Check Number** in the right pane, and retain the default values in the next screen (not shown below).
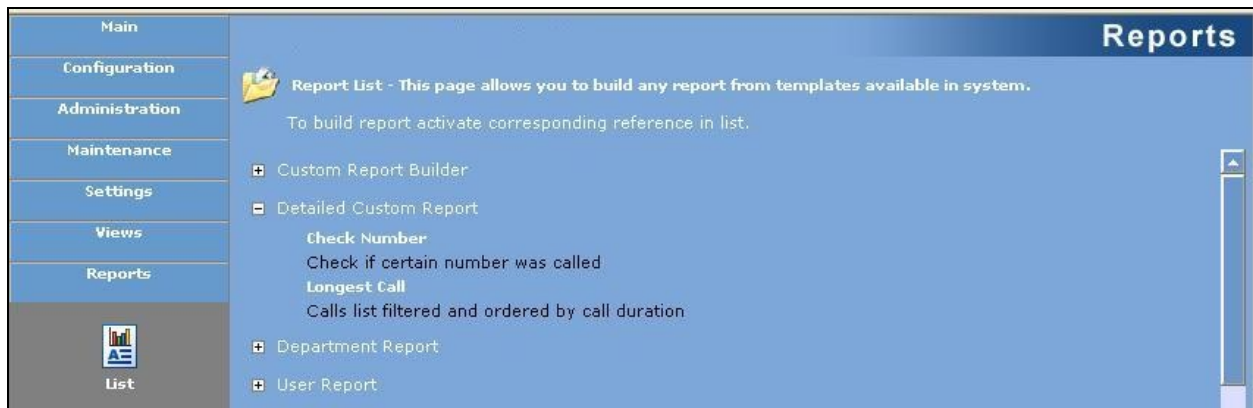
The **Check Number** report is displayed, as shown below. Verify that the report entries match to the entries from **Section 7.1**.

8. Conclusion

These Application Notes describe the configuration steps required for RSI Revolution Web Call Accounting to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed with one observation noted in **Section 6**.

9. Additional References

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

1. *IP Office 6.0 Documentation CD*, February 2010, available at http://support.avaya.com.

2. *Resource Software International Ltd. Avaya IP Office RSI Revolution Web Integration Guide*, available from RSI Support.

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13 of 13
Revolution-IPO