



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Envision Performance Suite with Avaya Proactive Contact – Issue 1.0

### Abstract

These Application Notes describe the configuration steps required for Envision Performance Suite 8.4 to successfully interoperate with Avaya Proactive Contact 3.0.

Envision Performance Suite 8.4 delivers enterprise call recording capabilities to optimize call center quality and performance. Envision Performance Suite 8.4 uses the Event Service of Avaya Proactive Contact 3.0 to extract agent and call event information. The test configuration consisted of Avaya S8700 Servers with an MCC1 Media Gateway running Avaya Communication Manager 4.0 and Avaya Proactive Contact 3.0.

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 compliance-tested configuration utilizing Avaya Proactive Contact 3.0 (PC3) and Envision Performance Suite 8.4. Envision Performance Suite 8.4 is a hardware and software solution that consists of a Performance Suite Server (Envision Server) and Performance Suite Quality Monitor (Quality Monitor). Envision Server is supported on Windows 2000 Server and Windows 2003 Server operating systems. Envision Server monitors, records, and stores phone calls. The Quality Monitor plays back phone calls for verification and quality assurance. During the compliance testing, the Service Observing feature was used to do the call recording.

Envision Server uses the Event Services interface available on PC3 and T1 lines on the Avaya Media Gateway to record calls arriving at agent telephones. Envision Server registers with the PC3 for the following events:

- Call Events
  - CALLINITIATED
  - CALLANSWERED
  - CALLCONNECTED
  - CALLDISCONNECT
  - CALLENDED
  - CALLHELD
  - CALLRETRIEVED
  - CALLTRANSFER
  - CALLCONSULT
  - CALLTRANSFER
  
- Agent Events
  - AGENTLOGON
  - AGENTLOGOFF
  - AGENTONLINE
  - AGENTNOTREADY
  - AGENTPREVIEW
  - AGENTOFFLINE
  - AGENTNREADY
  - AGENTOFFCALL
  - AGENTONCALL

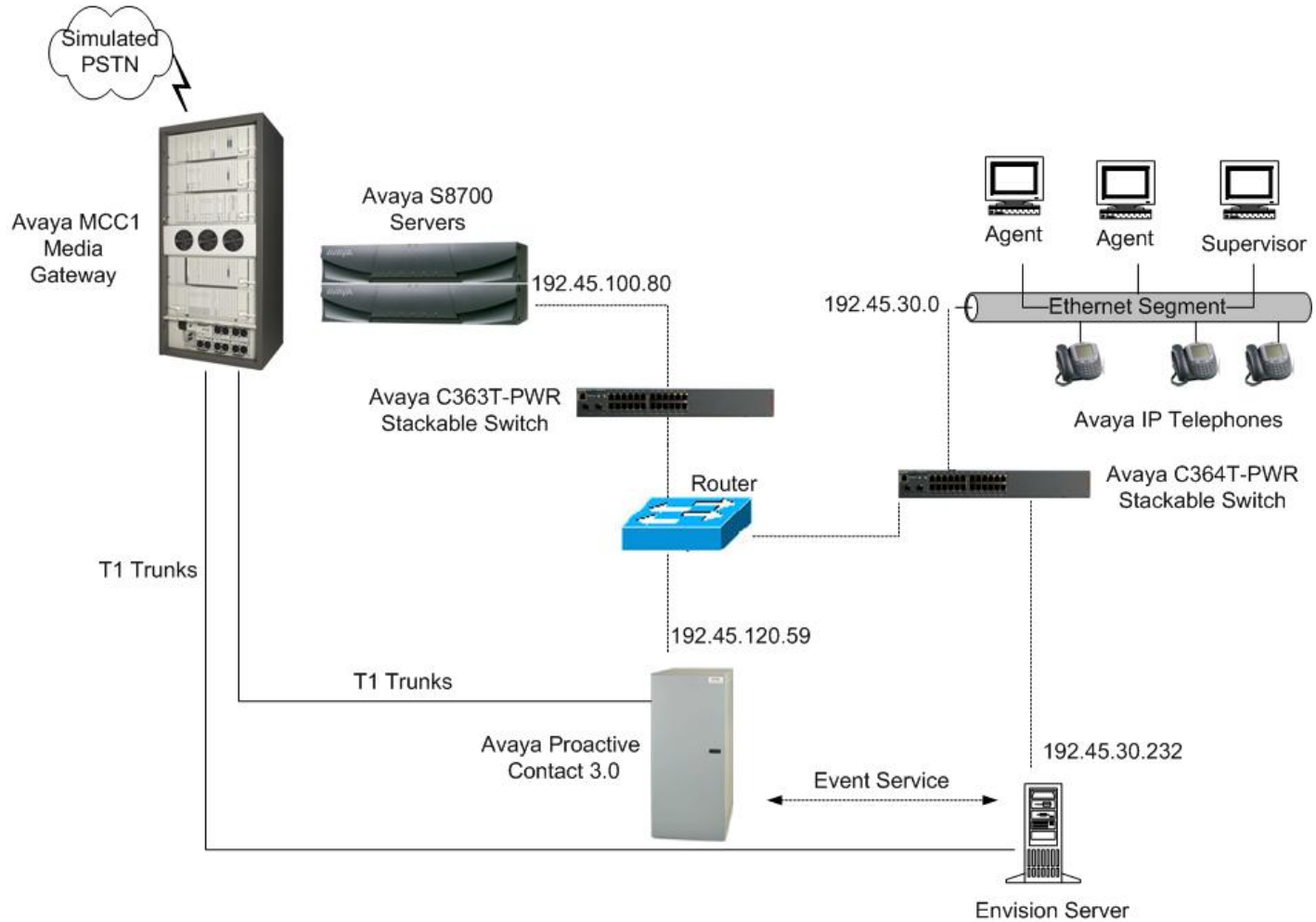
Envision Server uses the AGENTONCALL event to start recording and the CALLENDED and CALLDISCONNECT events to stop recording.

There are three possible system deployments of Avaya Proactive Contact 3.0.

- Avaya Proactive Contact with computer telephony interface (CTI)
- Avaya Proactive Contact with Avaya Proactive Contact Gateway PG230

- Avaya Proactive Contact with the System Cabinet (the System Cabinet contains the PG230)

The compliance testing was configured for Avaya Proactive Contact with the System Cabinet as shown in Figure 1.



**Figure 1: Avaya DevConnect Compliance Test Configuration**

## 2. Equipment and Software Validated

The following equipment and software were used for the test configuration.

Equipment	Version
Avaya Proactive Contact System Cabinet with B2600 HP Server and Digital PG230 Switch	Avaya Proactive Contact 3.0 SP 1, Build 36
Avaya S8700 Media Server	Avaya Communication Manager 4.0 (R014x.00.0.730.5)
Avaya MCC1 Media Gateway	
TN464 DS1 Interface	HW02, FW016
Avaya 4610SW IP Telephones (H.323)	2.1.3
Avaya C363T-PWR Converged Stackable Switch	4.5.14
Avaya C364T-PWR Converged Stackable Switch	4.5.14
Envision Server	8.4 Service Pack 9, Hotfix 1
Envision Performance Suite (Quality Monitor)	8.4 Service Pack 9

## 3. Configure Avaya Communication Manager

These Application Notes address provisioning of Avaya Communication Manager as it relates to integration with Envision Server. The trunk and station provisioning details along with setting up the Service Observing feature for recording calls are included here. Configuration in the following sections is only for the fields where a value needs to be entered or modified. Default values are used for all other fields. These steps are performed from the Avaya Communication Manager System Access Terminal (SAT) interface and all changes are saved. Refer to [1] for additional details.

The Avaya Communication Manager to Avaya Proactive Contact configuration is outside the scope of these Application Notes and should already be operating successfully. The trunks between Avaya Communication Manager and Avaya PC3 have already been configured during the installation of Avaya PC3.

### 3.1. Configure Service Observing feature

Envision Server uses the Service Observing feature to record agent calls. Configuration steps in Avaya Communication Manager are as follows:

Step	Description
1.	<p>Enter <b>change system-parameters customer-options</b> and configure as follows:</p> <ul style="list-style-type: none"> <li>• <b>Service Observing (Basic)</b> – Set to <b>y</b>.</li> <li>• <b>Service Observing (Remote/By FAC)</b> – Set to <b>y</b>.</li> </ul> <p><b>Note:</b> A license is required to activate these features</p> <pre> change system-parameters customer-options                               Page 6 of 11 CALL CENTER OPTIONAL FEATURES  Call Center Release: 12.0  ACD? y      PASTE (Display PBX Data on Phone)? y BCMS (Basic)? y      Reason Codes? y BCMS/VuStats Service Level? y      Service Level Maximizer? n BSR Local Treatment for IP &amp; ISDN? n      Service Observing (Basic)? y Business Advocate? n      Service Observing (Remote/By FAC)? y Call Work Codes? y      Service Observing (VDNs)? y DTMF Feedback Signals For VRU? n      Timed ACW? y Dynamic Advocate? n      Vectoring (Basic)? y Expert Agent Selection (EAS)? y      Vectoring (Prompting)? y EAS-PHD? y      Vectoring (G3V4 Enhanced)? y Forced ACD Calls? n      Vectoring (ANI/II-Digits Routing)? y Least Occupied Agent? n      Vectoring (G3V4 Advanced Routing)? y Lookahead Interflow (LAI)? y      Vectoring (CINFO)? y Multiple Call Handling (On Request)? y      Vectoring (Best Service Routing)? n Multiple Call Handling (Forced)? y      Vectoring (Holidays)? n  Vectoring (Variables)? n  (NOTE: You must logoff &amp; login to effect the permission changes.) </pre>
2.	<p>Enter <b>change feature-access-codes</b> and set <b>Service Observing Listen Only Access Code</b> to <b>*05</b>.</p> <pre> change feature-access-codes   Page 5 of 8 FEATURE ACCESS CODE (FAC)  Automatic Call Distribution Features  After Call Work Access Code: *13 Assist Access Code: Auto-In Access Code: *15 Aux Work Access Code: *16 Login Access Code: *17 Logout Access Code: *20 Manual-in Access Code: *12 Service Observing Listen Only Access Code: *05 Service Observing Listen/Talk Access Code: *06 Add Agent Skill Access Code: Remove Agent Skill Access Code: Remote Logout of Agent Access Code: </pre>

### 3.2. DS1FD Lines from the MCC1 Media Gateway to Envision Performance Suite Server

Envision Server uses T1 lines configured as DS1FD stations to record telephone calls. Configuration steps in Avaya Communication Manager are as follows:

Step	Description
1.	<p>Enter <b>add ds1 1a17</b> and configure as follows:</p> <ul style="list-style-type: none"><li>• <b>Name</b> - Enter any descriptive name.</li><li>• <b>Line Coding</b> – Set to <b>ami-zcs</b> for this testing.</li><li>• <b>Framing Mode</b> – Set to <b>d4</b> for this testing.</li><li>• <b>Signaling Mode</b> – Set to <b>robbed-bit</b> for this testing.</li></ul> <pre data-bbox="334 762 1450 1234">add ds1 1a17                                 DS1 CIRCUIT PACK                                 Location: 01A17                Name: Envision                                 Bit Rate: 1.544                Line Coding: ami-zcs                                 Line Compensation: 1            Framing Mode: d4                                 Signaling Mode: robbed-bit                                 Interface Companding: mulaw                                 Idle Code: 11111111                                 Slip Detection? n                Near-end CSU Type: other</pre>

Step	Description
2.	<p>Enter <b>change cor 5</b> and configure as follows:</p> <ul style="list-style-type: none"> <li>• <b>COR Description</b> – Enter any descriptive name.</li> <li>• <b>Can Be a Service Observer</b> – Set to <b>y</b>.</li> </ul> <pre> change cor 5                                     Page 1 of 4                                      CLASS OF RESTRICTION  COR Number: 5 COR Description: Envision Server  FRL: 7   APLT? y Can Be Service Observed? n                       Calling Party Restriction: none Can Be A Service Observer? y                     Called Party Restriction: none Time of Day Chart: 1                             Forced Entry of Account Codes? n Priority Queuing? n                               Direct Agent Calling? n Restriction Override: all                         Facility Access Trunk Test? n Restricted Call List? y                           Can Change Coverage? n  Access to MCT? y                                 Fully Restricted Service? n Group II Category For MFC: 7                     Hear VDN of Origin Annc.? n Send ANI for MFE? n                              Add/Remove Agent Skills? n MF ANI Prefix:                                  Automatic Charge Display? n Hear System Music on Hold? y                     PASTE (Display PBX Data on Phone)? n Can Be Picked Up By Directed Call Pickup? n     Can Use Directed Call Pickup? n Group Controlled Restriction: inactive </pre>
3.	<p>Enter <b>add station &lt;s&gt;</b>, where <b>s</b> is an unused extension and configure as follows:</p> <ul style="list-style-type: none"> <li>• <b>Type</b> – Set to <b>DS1FD</b>.</li> <li>• <b>Port</b> – Set to a channel for the DS1 board configured.</li> <li>• <b>COR</b> – Set to the class of restriction configured in <b>Step 2</b>.</li> </ul> <pre> add station 22261                               Page 1 of 3                                      STATION  Extension: 22261                                 Lock Messages? n           BCC: 0 Type: DS1FD                                     Security Code:              TN: 1 Port: 01A1701                                  Coverage Path 1:           COR: 5 Name: CR Port 1                                Coverage Path 2:           COS: 1 Hunt-to Station:                               Tests? y  STATION OPTIONS  Loss Group: 4                                   Time of Day Lock Table: Off Premises Station? y R Balance Network? N  Survivable COR: internal Survivable Trunk Dest? y </pre>

Step	Description
4.	<p>On <b>Page 2</b> of the <b>STATION</b> screen, configure as follows:</p> <ul style="list-style-type: none"> <li>• <b>Data Restriction</b> – Set to <b>n</b>.</li> <li>• <b>Call Waiting Indication</b>– Set to <b>n</b>.</li> <li>• <b>Att. Call Waiting Indication</b> – Set to <b>n</b>.</li> <li>• <b>Distinctive Audible Alert</b> – Set to <b>n</b>.</li> <li>• <b>Switchhook Flash</b> – Set to <b>n</b>.</li> <li>• Repeat <b>Steps 3</b> and <b>4</b> for additional stations to be configured for all the DS1 channels.</li> </ul>
	<pre> add station 22261                                     Page 2 of 3   STATION FEATURE OPTIONS   LWC Reception: none   LWC Activation? n                                Coverage Msg Retrieval? n LWC Log External Calls? n                          Auto Answer: none   CDR Privacy? n                                  <b>Data Restriction? n</b> Redirect Notification? n                            <b>Call Waiting Indication? n</b> Per Button Ring Control? n                        <b>Att. Call Waiting Indication? n</b>   <b>Distinctive Audible Alert? n</b>   <b>Switchhook Flash? n</b>                               Adjunct Supervision? y Ignore Rotary Digits? n H.320 Conversion? n                               Per Station CPN - Send Calling Number? Service Link Mode: as-needed Multimedia Mode: basic                            Audible Message Waiting? n MWI Served User Type:   AUDIX Name:   Coverage After Forwarding? s   Multimedia Early Answer? n Emergency Location Ext: 22261 </pre>



## 4. Configure Avaya Proactive Contact 3.0

These Application Notes assume that the interface with Avaya Proactive Contact 3.0, Avaya S8700 Servers and Avaya Communication Manager has been configured and is operational, and that a calling list has been successfully downloaded to PC3 [3]. The following features should have already been configured on PC3.

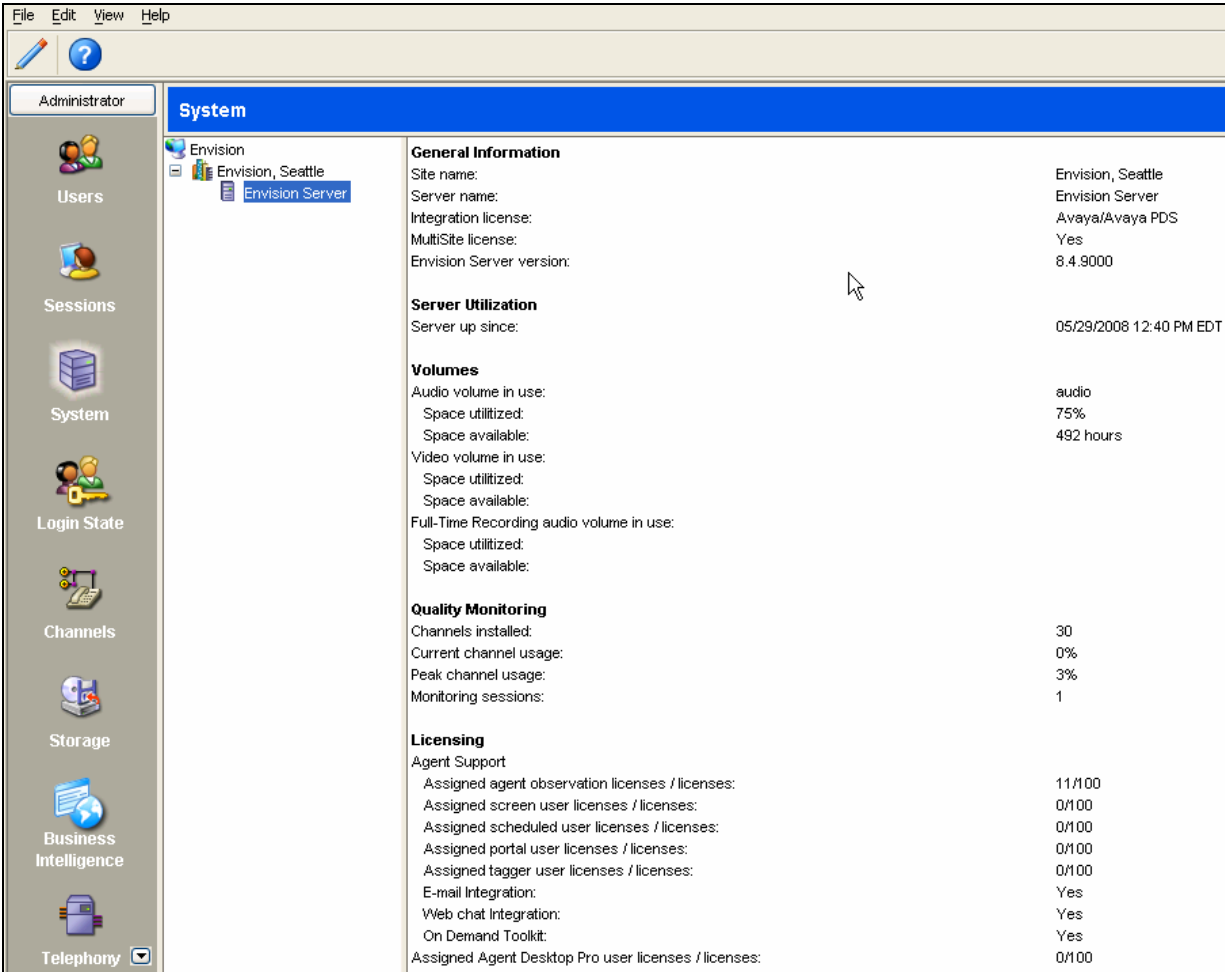
- Outbound Calling
- Intelligent Call Blending
- Predictive Agent Blending

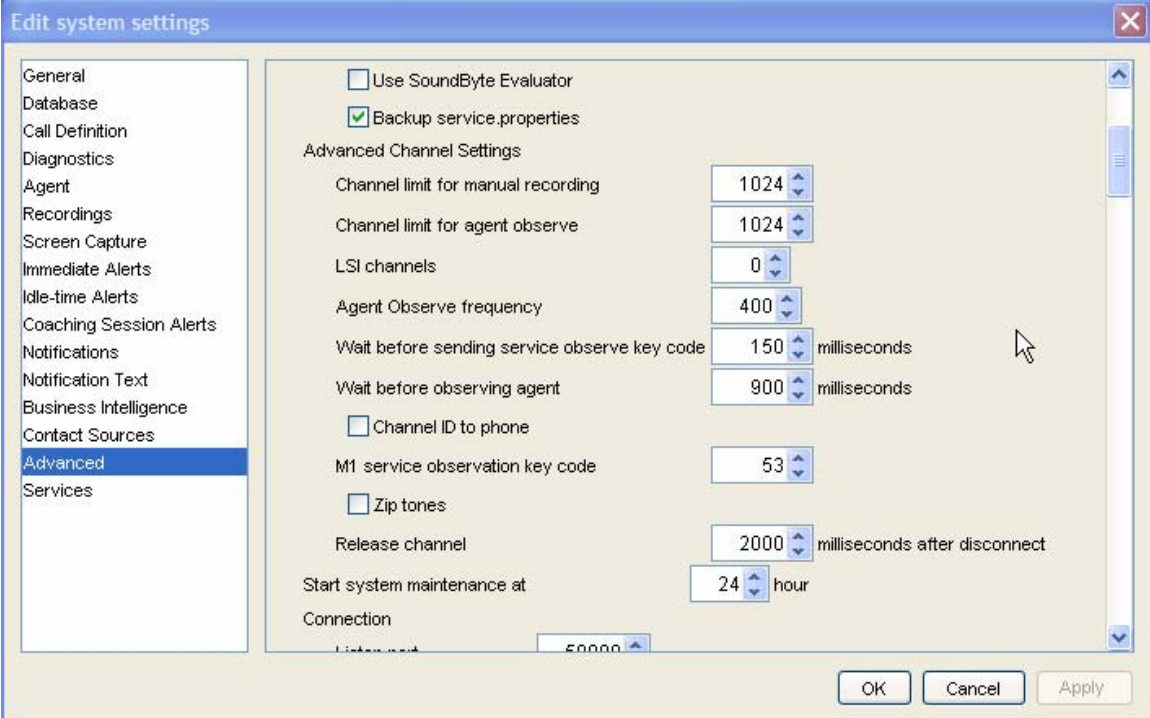
For the purpose of this compliance test only Outbound Calling features were exercised.

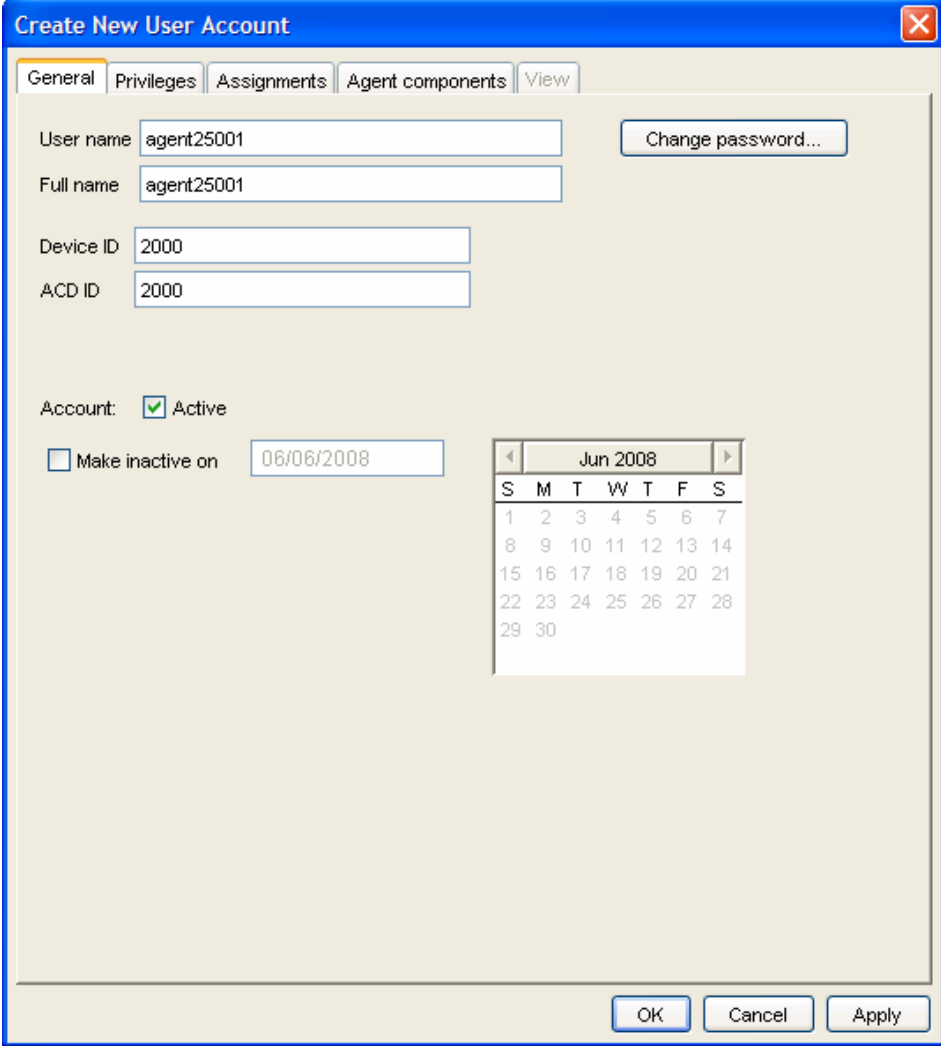
## 5. Configure Envision Performance Suite 8.4

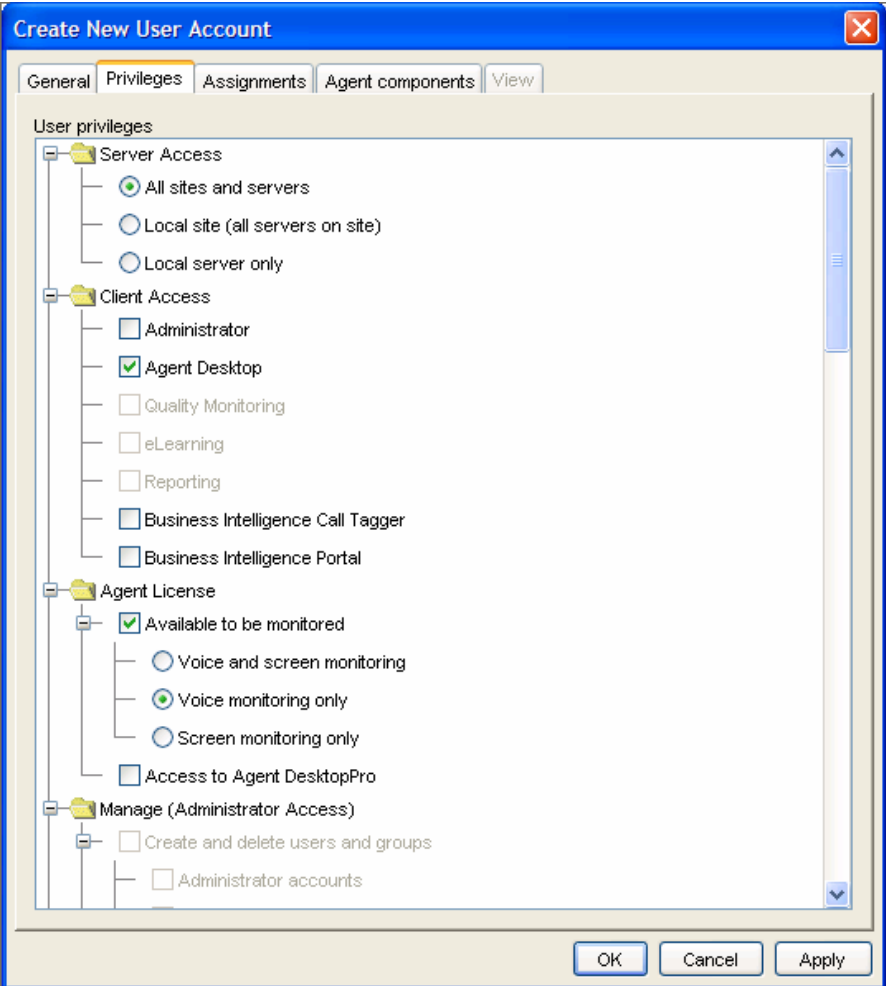
Initial provisioning of Envision Performance Suite Server is done by Envision on behalf of their customers. The following section provides an overview of the configuration steps necessary for Envision Performance Suite 8.4. Steps described here apply only to the fields where a value needs to be entered or modified. Default values are used for all other fields. Refer to [4] for additional information.

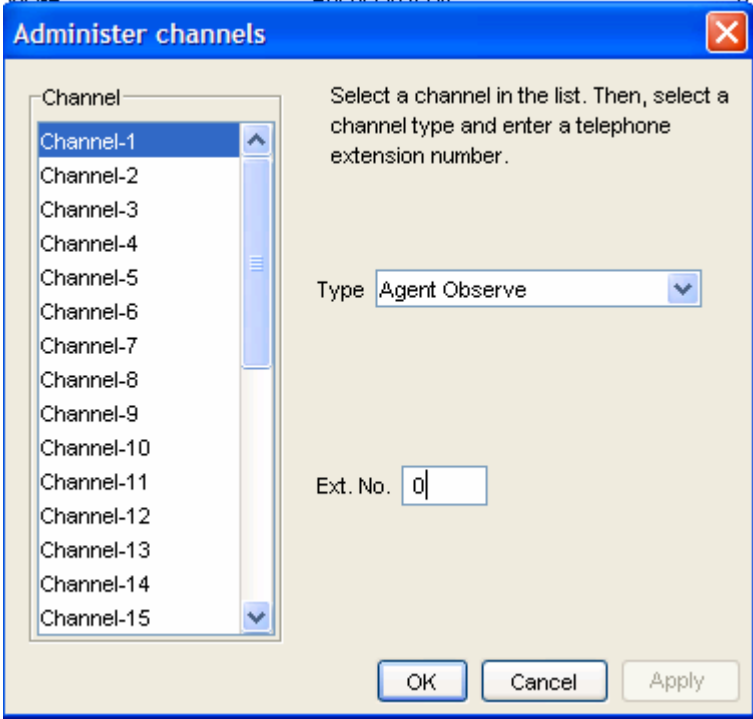
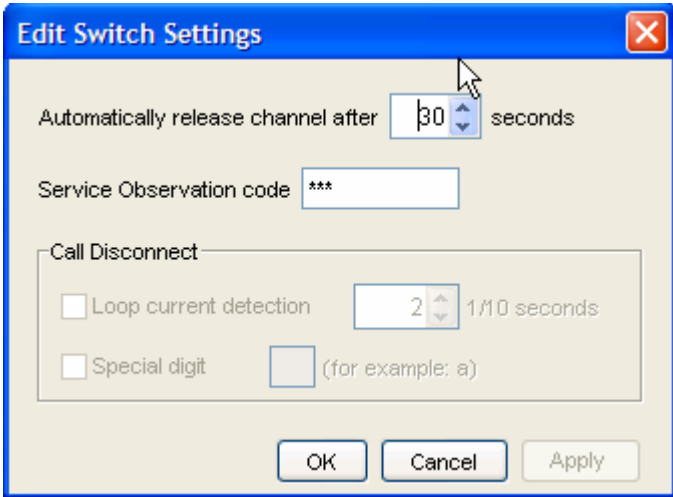
Step	Description
1.	Log into Envision Server Administrator with proper credentials.

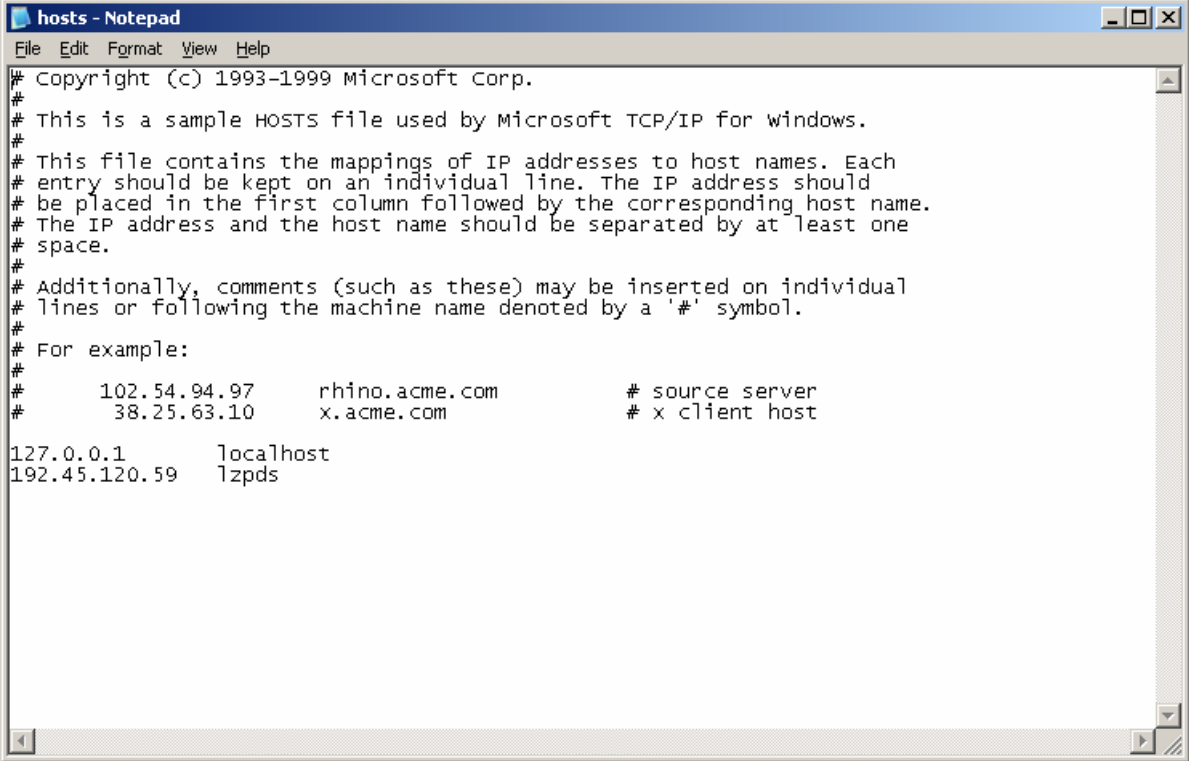
Step	Description
2.	<p>Click on <b>System</b> in the left pane of the <b>Administrator</b> screen to display the following screen.</p>  <p>The screenshot shows the Avaya Administrator interface. The left pane is titled 'Administrator' and contains a tree view with the following items: Users, Sessions, System (selected), Login State, Channels, Storage, Business Intelligence, and Telephony. The main pane is titled 'System' and displays configuration details for 'Envision, Seattle' and 'Envision Server'. The details are organized into several sections:</p> <ul style="list-style-type: none"> <li><b>General Information:</b> Site name: Envision, Seattle; Server name: Envision Server; Integration license: Avaya/Avaya PDS; MultiSite license: Yes; Envision Server version: 8.4.9000.</li> <li><b>Server Utilization:</b> Server up since: 05/29/2008 12:40 PM EDT.</li> <li><b>Volumes:</b> Audio volume in use: audio; Space utilized: 75%; Space available: 492 hours; Video volume in use: (empty); Space utilized: (empty); Space available: (empty); Full-Time Recording audio volume in use: (empty); Space utilized: (empty); Space available: (empty).</li> <li><b>Quality Monitoring:</b> Channels installed: 30; Current channel usage: 0%; Peak channel usage: 3%; Monitoring sessions: 1.</li> <li><b>Licensing:</b> Agent Support: (empty); Assigned agent observation licenses / licenses: 11/100; Assigned screen user licenses / licenses: 0/100; Assigned scheduled user licenses / licenses: 0/100; Assigned portal user licenses / licenses: 0/100; Assigned tagger user licenses / licenses: 0/100; E-mail Integration: Yes; Web chat Integration: Yes; On Demand Toolkit: Yes; Assigned Agent Desktop Pro user licenses / licenses: 0/100.</li> </ul>

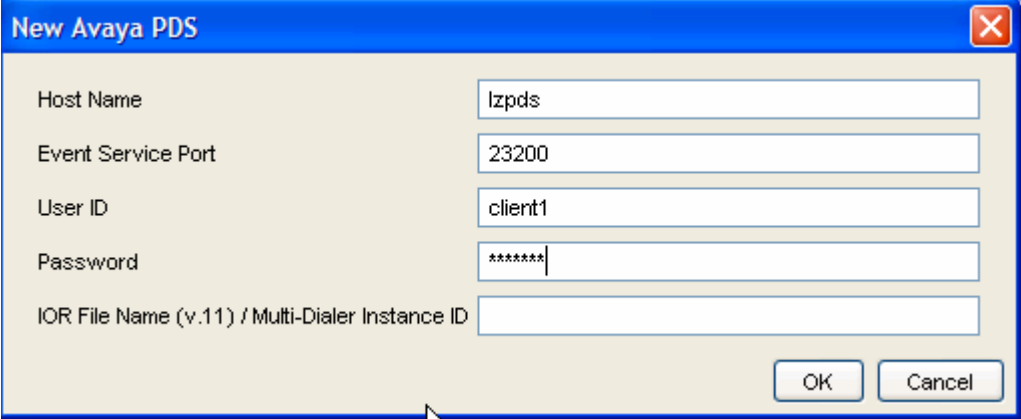
Step	Description
3.	<p>Click on <b>Edit</b> menu on the screen at <b>Step 2</b> and select <b>Edit system settings</b> and then click on <b>Advanced</b> in the left pane of the <b>Edit system settings</b> screen. Following timing parameters need to be adjusted for recording:</p> <ul style="list-style-type: none"> <li>• <b>Wait before sending observe key code</b> - Set to 150 in this example.</li> <li>• <b>Wait before observing agent</b> - Set to 900 in this example.</li> <li>• Click <b>OK</b>.</li> </ul> <p><b>Note:</b> These values need to be fine tuned in the field to record properly.</p>  <p>The screenshot shows the 'Edit system settings' dialog box with the 'Advanced' tab selected. The 'Wait before sending service observe key code' is set to 150 milliseconds and 'Wait before observing agent' is set to 900 milliseconds. Other settings include 'Channel limit for manual recording' at 1024, 'Channel limit for agent observe' at 1024, 'LSI channels' at 0, 'Agent Observe frequency' at 400, 'M1 service observation key code' at 53, 'Release channel' at 2000 milliseconds after disconnect, and 'Start system maintenance at' at 24 hours.</p>

Step	Description
4.	<p>Click <b>Users</b> on the screen at <b>Step 2</b> and select the <b>General</b> tab at the <b>Create New User Account</b> screen to configure agents as follows:</p> <ul style="list-style-type: none"> <li>• <b>User name</b> – Set to any descriptive name.</li> <li>• <b>Full name</b> – Set to any descriptive name.</li> <li>• <b>Device ID</b> – Set to the same value as the Agent Id in PC3.</li> <li>• <b>ACD ID</b> – Set to the same value as the Agent Id in PC3.</li> <li>• Click <b>OK</b>.</li> </ul> 

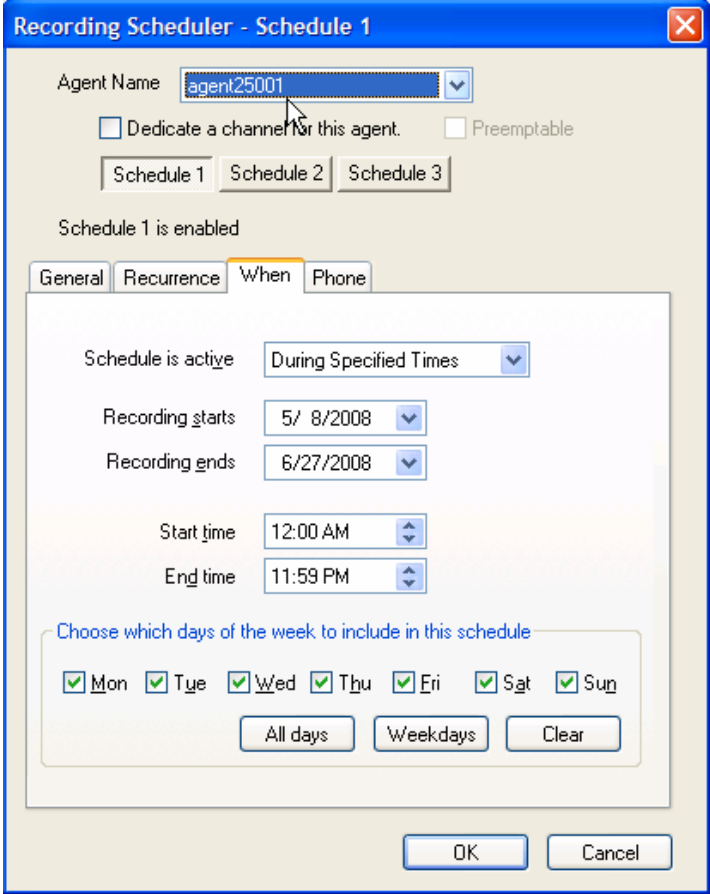
Step	Description
5.	<p>Select the <b>Privileges</b> tab on the <b>Create New User Account</b> Screen and make sure the <b>Voice monitoring only</b> option is checked. The <b>Voice and screen monitoring</b> option can also be used.</p>  <p>The screenshot shows the 'Create New User Account' dialog box with the 'Privileges' tab selected. The 'User privileges' section is expanded to show the following options:</p> <ul style="list-style-type: none"> <li><b>Server Access:</b> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> All sites and servers</li> <li><input type="radio"/> Local site (all servers on site)</li> <li><input type="radio"/> Local server only</li> </ul> </li> <li><b>Client Access:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Administrator</li> <li><input checked="" type="checkbox"/> Agent Desktop</li> <li><input type="checkbox"/> Quality Monitoring</li> <li><input type="checkbox"/> eLearning</li> <li><input type="checkbox"/> Reporting</li> <li><input type="checkbox"/> Business Intelligence Call Tagger</li> <li><input type="checkbox"/> Business Intelligence Portal</li> </ul> </li> <li><b>Agent License:</b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Available to be monitored <ul style="list-style-type: none"> <li><input type="radio"/> Voice and screen monitoring</li> <li><input checked="" type="radio"/> Voice monitoring only</li> <li><input type="radio"/> Screen monitoring only</li> </ul> </li> <li><input type="checkbox"/> Access to Agent DesktopPro</li> </ul> </li> <li><b>Manage (Administrator Access):</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Create and delete users and groups</li> <li><input type="checkbox"/> Administrator accounts</li> </ul> </li> </ul> <p>Buttons at the bottom: OK, Cancel, Apply.</p>

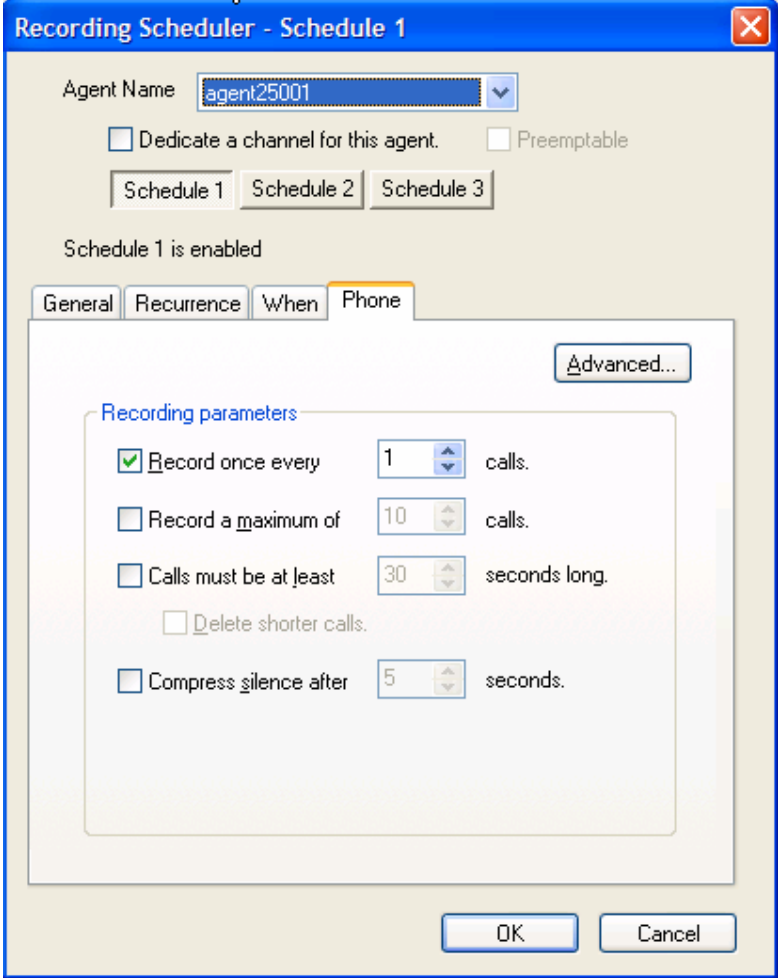
Step	Description
6.	<p>Click <b>Channel</b> on the screen at <b>Step 2</b> and select the channel in the left pane of the <b>Administer Channel</b> screen. Set the <b>Type</b> field to <b>Agent Observe</b> from the pull down menu and then click <b>OK</b>. Repeat this step for the number of channels to be configured.</p> 
7.	<p>Click <b>Telephony</b> on the screen at <b>Step 2</b> and select the <b>Switch Settings</b> at the next screen [not shown]. On the <b>Edit Switch Settings</b> screen that appears, enter the <b>Service Observation code</b> then click <b>OK</b>.</p> 

Step	Description
8.	<p>Verify that the server name used in the <b>Host Name</b> field in <b>Step 9</b> is defined in the hosts file on Envision Server typically found at C:\WINDOWS\SYSTEM32\DRIVERS\ETC\HOSTS.</p>  <pre>hosts - Notepad File Edit Format View Help # Copyright (c) 1993-1999 Microsoft Corp. # # This is a sample HOSTS file used by Microsoft TCP/IP for Windows. # # This file contains the mappings of IP addresses to host names. Each # entry should be kept on an individual line. The IP address should # be placed in the first column followed by the corresponding host name. # The IP address and the host name should be separated by at least one # space. # # Additionally, comments (such as these) may be inserted on individual # lines or following the machine name denoted by a '#' symbol. # # For example: # #       102.54.94.97       rhino.acme.com           # source server #       38.25.63.10      x.acme.com             # x client host 127.0.0.1       localhost 192.45.120.59   lzpds</pre>

Step	Description
<p><b>9.</b></p>	<p>Click <b>Telephony</b> on the screen at <b>Step 2</b> and select the <b>AvayaPDS Settings</b> at the next screen [not shown] to configure the <b>New Avaya PDS</b> screen as follows:</p> <ul style="list-style-type: none"> <li>• <b>Host name</b> – Set to the hostname of the Avaya Proactive Dialer.</li> <li>• <b>Event Service Port</b> – Set to 23200.</li> <li>• <b>User ID</b> – Set to the id created in PC3 for Envision Server to logon to PC3.</li> <li>• <b>ACD ID</b> – Set to the password created in PC3 for Envision Server to logon to PC3.</li> <li>• Click <b>OK</b>.</li> </ul> 
<p><b>10.</b></p>	<p>Log into Envision Performance Suite Quality Monitor with proper credentials.</p>



Step	Description
11.	<p>At the <b>Quality Monitor</b> client screen [not shown] select the <b>Recording Schedule</b> from the <b>Options</b> menu. Select the <b>Agent Name</b> from the drop down lists of agents configured in <b>Step 4</b> and then select <b>When</b> at the <b>Recording Scheduler</b> screen to specify the recording start and end times and date. In the following example, recording starts on 5/8/2008 and ends on 6/27/2008 and records between hours of 12:00AM to 11:59PM on all days of the week. Click <b>OK</b> after configuring the recording schedule.</p>  <p>The screenshot shows a dialog box titled "Recording Scheduler - Schedule 1". It has a blue title bar with a close button. The "Agent Name" is set to "agent25001". There are checkboxes for "Dedicate a channel for this agent" (unchecked) and "Preemptable" (unchecked). Below are tabs for "Schedule 1", "Schedule 2", and "Schedule 3". A message says "Schedule 1 is enabled". There are four tabs: "General", "Recurrence", "When", and "Phone". The "When" tab is active, showing a "Schedule is active" dropdown set to "During Specified Times". Below are fields for "Recording starts" (5/ 8/2008), "Recording ends" (6/27/2008), "Start time" (12:00 AM), and "End time" (11:59 PM). A section titled "Choose which days of the week to include in this schedule" has checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun, all of which are checked. There are buttons for "All days", "Weekdays", and "Clear". At the bottom are "OK" and "Cancel" buttons.</p>

Step	Description
12.	<p>At the <b>Recording Scheduler</b> Screen, select the <b>Phone</b> tab and check the <b>Record once every</b> field to set it to <b>1</b> to record every call and then click <b>OK</b>.</p>  <p>The screenshot shows the 'Recording Scheduler - Schedule 1' dialog box. The 'Agent Name' is 'agent25001'. There are checkboxes for 'Dedicate a channel for this agent' and 'Preemptable'. There are three tabs: 'Schedule 1', 'Schedule 2', and 'Schedule 3'. Below these is the text 'Schedule 1 is enabled'. There are four tabs: 'General', 'Recurrence', 'When', and 'Phone'. The 'Phone' tab is selected. There is an 'Advanced...' button. The 'Recording parameters' section contains:     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Record once every 1 calls.</li> <li><input type="checkbox"/> Record a maximum of 10 calls.</li> <li><input type="checkbox"/> Calls must be at least 30 seconds long.</li> <li><input type="checkbox"/> Delete shorter calls.</li> <li><input type="checkbox"/> Compress silence after 5 seconds.</li> </ul>     At the bottom are 'OK' and 'Cancel' buttons.           </p>

## 6. Interoperability Compliance Testing

This interoperability compliance test covers feature functionality, serviceability and basic load testing. Feature functionality focused on verifying that Envision Server could successfully record calls when using events from Avaya PC3. Serviceability testing verified that Envision Server recovered from adverse conditions, such as rebooting, power failure and network disconnect. Basic load testing verified that Envision Server could successfully record calls for an extended period of time.

### 6.1. General Test Approach

All feature functionality test cases were performed manually to verify proper operation. The general test approach entailed:

- Establishing connectivity between Envision Server and Avaya Proactive Contact 3.0.
- Verifying calls could be recorded using the Service Observing Method.
- Verifying call recording using basic telephony operations such as answer, hold/retrieve, transfer, consult, conference, and disconnect.
- Verifying call recording with outbound calls.

The basic load testing was automated with outbound calls delivered to agents from Avaya PC3. The Avaya PC3 executed a calling list, which delivered answered calls to agents.

### 6.2. Test Results

All feature and performance tests passed. Envision Server successfully recorded, displayed and replayed the recordings of agents. For all calls involving transfers, only the first part of the call was recorded (i.e., the call prior to getting transferred to another extension). For serviceability testing, Envision Server was able to resume call recording after restoration of connectivity to the PC3 server, from network disconnect/re-connect, and Envision Server resets. For performance testing, Envision Server successfully recorded calls for a sustained period of time.

## 7. Verification Steps

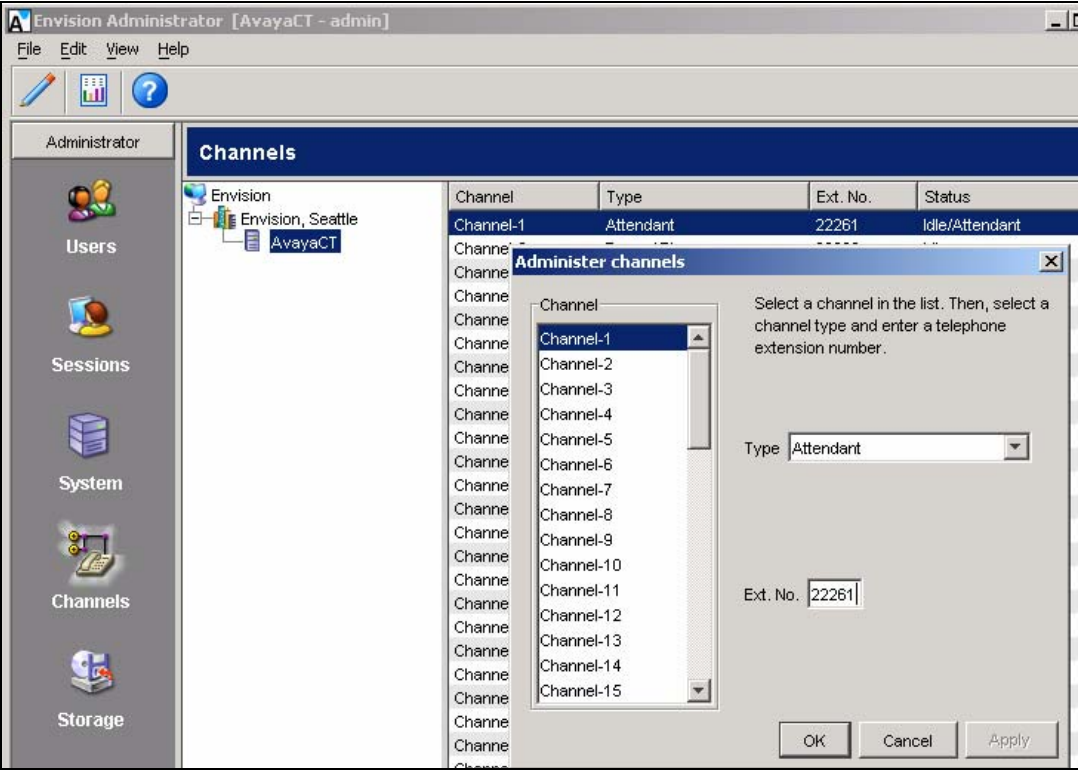
### 7.1. DS1FD Stations via the SAT

The T1 line(s) from the MCC1 Media Gateway to Envision Server can be verified through the SAT administration interface as follows:

Step	Description
1.	<p>Run the <b>test board</b> command on the DS1 circuit pack assigned in <b>Step 1</b> of <b>Section 3.2</b>. Verify that tests 138 through 146 and tests 312 and 36 for each channel, all pass.</p> <p>Note: An abort on test 1227 is expected for this configuration.</p>
	<pre> test board 1a17                                     Page 1                                  TEST RESULTS  Port      Maintenance Name  Alt. Name  Test No.  Result      Error Code 01A17     UDS1-BD              138       PASS 01A17     UDS1-BD              139       PASS 01A17     UDS1-BD              140       PASS 01A17     UDS1-BD              141       PASS 01A17     UDS1-BD              142       PASS 01A17     UDS1-BD              143       PASS 01A17     UDS1-BD              144       PASS 01A17     UDS1-BD              145       PASS 01A17     UDS1-BD              146       PASS 01A17     UDS1-BD              1227     ABORT      1951 01A1701   OPS-LINE              22261    312       PASS 01A1701   OPS-LINE              22261    36        PASS 01A1702   OPS-LINE              22262    312       PASS 01A1702   OPS-LINE              22262    36        PASS 01A1703   OPS-LINE              22263    312       PASS           </pre>

## 7.2. DS1FD Stations via Envision Server

The T1 line(s) from the MCC1 Media Gateway to Envision Server can be verified as follows:

Step	Description
<p>1.</p>	<p>Run Envision Server Administrator and select any channel. Set the <b>Type</b> field to <b>Attendant</b> and the <b>Ext. No.</b> field to one of the DS1FD stations configured in <b>Section 3.2, Step 3</b>. Click OK.</p> 
<p>2.</p>	<p>From any telephone on the system, dial the extension associated with Channel 1. Verify that Envision Server plays back <b>“Thank you for calling. You have been connected to Envision Telephony’s Sound bite Enterprise System.”</b></p>

### 7.3. Recording on Envision Server

Agent recording on Envision Server can be verified as follows:

Step	Description																																																																																																																																		
1.	<p>At Envision Performance Suite Quality Monitor check that the recording is being done. Recording can be played by double clicking on the selected record.</p> <table border="1"> <thead> <tr> <th>Agent</th> <th>Ext</th> <th>Phone</th> <th>Recorded</th> <th>Length</th> </tr> </thead> <tbody> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 4:24 PM</td> <td>0:09</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 4:08 PM</td> <td>0:13</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:44 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:18 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:16 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:15 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:13 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:12 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:11 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:09 PM</td> <td>0:12</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/29/2008 3:08 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/28/2008 4:27 PM</td> <td>38:16</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/28/2008 11:23 AM</td> <td>38:16</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/28/2008 11:22 AM</td> <td>0:18</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/23/2008 4:16 PM</td> <td>0:08</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/22/2008 12:26 PM</td> <td>0:14</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/21/2008 5:41 PM</td> <td>0:16</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td></td> <td>5/21/2008 5:35 PM</td> <td>0:04</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td></td> <td>5/21/2008 5:35 PM</td> <td>0:10</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td></td> <td>5/21/2008 5:30 PM</td> <td>0:11</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td>912075234567#</td> <td>5/21/2008 5:29 PM</td> <td>0:12</td> </tr> <tr> <td>agent25001</td> <td>26614</td> <td></td> <td>5/21/2008 5:26 PM</td> <td>0:26</td> </tr> <tr> <td><b>agent25001</b></td> <td><b>26614</b></td> <td><b>91207523456...</b></td> <td><b>5/21/2008 5:23 PM</b></td> <td><b>0:15</b></td> </tr> <tr> <td><b>agent25001</b></td> <td><b>26614</b></td> <td><b>91207523456...</b></td> <td><b>5/21/2008 5:23 PM</b></td> <td><b>0:28</b></td> </tr> <tr> <td><b>agent25001</b></td> <td><b>26614</b></td> <td><b>91207523456...</b></td> <td><b>5/21/2008 5:22 PM</b></td> <td><b>0:16</b></td> </tr> </tbody> </table>	Agent	Ext	Phone	Recorded	Length	agent25001	26614	912075234567#	5/29/2008 4:24 PM	0:09	agent25001	26614	912075234567#	5/29/2008 4:08 PM	0:13	agent25001	26614	912075234567#	5/29/2008 3:44 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:18 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:16 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:15 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:13 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:12 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:11 PM	0:11	agent25001	26614	912075234567#	5/29/2008 3:09 PM	0:12	agent25001	26614	912075234567#	5/29/2008 3:08 PM	0:11	agent25001	26614	912075234567#	5/28/2008 4:27 PM	38:16	agent25001	26614	912075234567#	5/28/2008 11:23 AM	38:16	agent25001	26614	912075234567#	5/28/2008 11:22 AM	0:18	agent25001	26614	912075234567#	5/23/2008 4:16 PM	0:08	agent25001	26614	912075234567#	5/22/2008 12:26 PM	0:14	agent25001	26614	912075234567#	5/21/2008 5:41 PM	0:16	agent25001	26614		5/21/2008 5:35 PM	0:04	agent25001	26614		5/21/2008 5:35 PM	0:10	agent25001	26614		5/21/2008 5:30 PM	0:11	agent25001	26614	912075234567#	5/21/2008 5:29 PM	0:12	agent25001	26614		5/21/2008 5:26 PM	0:26	<b>agent25001</b>	<b>26614</b>	<b>91207523456...</b>	<b>5/21/2008 5:23 PM</b>	<b>0:15</b>	<b>agent25001</b>	<b>26614</b>	<b>91207523456...</b>	<b>5/21/2008 5:23 PM</b>	<b>0:28</b>	<b>agent25001</b>	<b>26614</b>	<b>91207523456...</b>	<b>5/21/2008 5:22 PM</b>	<b>0:16</b>
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## 8. Support

For technical support on Envision Performance Suite, contact Envision Customer Support at (206) 225-0800 x600 or via e-mail at [help@envisioninc.com](mailto:help@envisioninc.com). Technical support is also available at Envision's web site on <http://www.envisioninc.com>

## 9. Conclusion

These Application Notes describe the configuration steps required for Envision Performance Suite 8.4 to successfully interoperate with Avaya Proactive Contact 3.0.

Envision Performance Suite 8.4 delivers enterprise call recording capabilities to optimize call center quality and performance. Envision Performance Suite 8.4 uses the Event Service of Avaya Proactive Contact 3.0 to extract agent and call event information. The test configuration consisted of Avaya S8700 Servers with an MCC1 Media Gateway running Avaya Communication Manager 4.0 and Avaya Proactive Contact 3.0.

## 10. Additional References

The following documents may be found at <http://support.avaya.com>:

- [1] *Administrator Guide for Avaya Communication Manager*, Issue 3.1, February 2007, Document Number 03-300509
- [2] *Avaya Proactive Contact 3.0 Installation and Configuration*, November 2005; Doc ID: 07-300491
- [3] *Avaya Proactive Contact 3.0 Administration (UNIX-based)*, October 2005; Doc ID: 07-300488

Product documentation for Envision Products may be found at <http://support.envisioninc.com/>

- [4] Envision Administrator User Guide, Version 8.4

### 10.1. Glossary

Technical Term	Definition as it pertains to this document.
<b>ANI</b>	Automatic Number Identification
<b>CTI</b>	Computer Telephony Integration
<b>DNS</b>	Domain Name Service
<b>DNIS</b>	Dialed Number Identification Service
<b>DS1FD</b>	DS1 Forward Disconnect Station Type
<b>PSTN</b>	Public Switched Telephone Network

**VDN**

Vector Directory Number



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