Avaya Solution & Interoperability Test Lab

Application Notes for configuring inContact Call Recording from inContact to interoperate with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0 using DMCC Single Step Conference to record calls - Issue 1.0

Abstract

These Application Notes describe the configuration steps for inContact Call Recording to interoperate with the Avaya solution consisting of an Avaya Aura® Communication Manager R7.0, an Avaya Aura® Session Manager R7.0, and Avaya Aura® Application Enablement Services R7.0 using Single Step Conference.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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.

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1. Introduction

These Application Notes describe the configuration steps for the inContact Call Recording R16.2 from inContact to interoperate with the Avaya solution consisting of an Avaya Aura® Communication Manager R7.0, an Avaya Aura® Session Manager R7.0, and Avaya Aura® Application Enablement Services R7.0. inContact Call Recording uses Communication Manager's Single Step Conference (SSC) feature via the Application Enablement Services (AES) Device, Media, and Call Control (DMCC) interface and the Telephony Services API (TSAPI) to capture the audio and call details for call recording on various Communication Manager endpoints, listed in **Section 4**.

DMCC works by allowing software vendors to create soft phones on a recording server, and use them to monitor and record Avaya phonesets. This is purely a software solution and does not require telephony boards or any wiring beyond a typical network infrastructure. The DMCC API associated with the AES server monitors the digital and VoIP extensions. The application uses the Single Step Conference feature to conference in a virtual extension and record the conversation.

inContact Call Recording is just one part of inContact's Call suite designed to improve the contact center's operational performance. Call recording provides the flexibility, efficiency and strength to handle all recording needs in terms of audio and screen/desktop capture. inContact Call Recording interface allows for simple configurations and flexibility to make changes within the product. The Hybrid recording compatibility with various telephony platforms allows for a seamless integration with the Avaya solution.

Note: The recording of SIP phones is currently not supported.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of the inContact Call Recording to carry out call recording in a variety of scenarios using DMCC SSC with AES and Communication Manager. A range of Avaya endpoints were used in the compliance testing all of which are listed in **Section 4**.

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.

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2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- **Inbound/Outbound calls** – Test call recording for inbound and outbound calls to the Communication Manager to and from PSTN callers.
- **Hold/Transferred/Conference calls** – Test call recording for calls transferred to and in conference with PSTN callers.
- **Forwarded calls** - Test call recording for calls that were forwarded to various endpoints.
- **Feature calls** - Test call recording for calls that are parked or picked up using Call Park and Call Pickup.
- **Calls to Elite Agents** – Test call recording for calls to Communication Manager agents logged into one-X® Agent.
- **Serviceability testing** - The behavior of inContact Call Recording under different simulated failure conditions.

2.2. Test Results

All functionality and serviceability test cases were completed successfully, except for the following feature test which had an issue as follows.

1. **Call Park**. The un-parked call is not being recorded. It appears that there are no events being sent for un-parking a call by Communication Manager. Modification Report [**CM-9860**] has been raised with the Communication Manager support team. A fix for this issue will be implemented for release 7.1 of Communication Manager.
2. **The Recording of SIP telephones is currently not supported**. There were issues observed when SIP telephones were involved in conference or transfer scenarios, therefore these endpoints cannot be supported.

2.3. Support

Technical support can be obtained for inContact Call Recording from the website http://www.uptivity.com/contact or from the following.

Telephone
Toll-free: 888-922-5526
Direct/International: 614-340-3346
Fax: 614-340-4840
Support: 888-922-5526, option 2

Email
support@uptivity.com

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3. Reference Configuration

The configuration in **Figure 1** was used to compliance test inContact Call Recording with the Avaya solution using DMCC SSC to record calls. The inContact server is setup for DMCC Single Step Conference mode and connects to the AES.

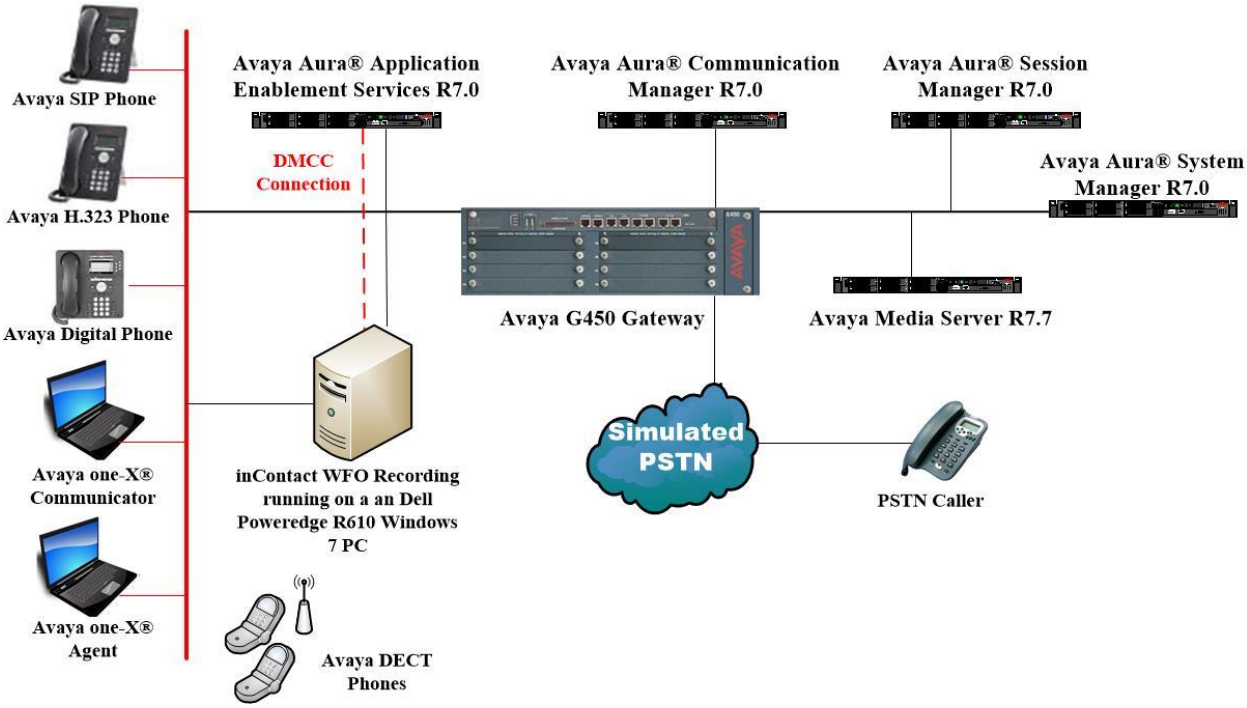

Figure 1: Connection of inContact Call Recording R16.2 from inContact with Avaya Aura® Communication Manager R7.0, Avaya Aura® Session Manager R7.0 and Avaya Aura® Application Enablement Services R7.0

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.0.1.1 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.1.065378 Service Pack 1
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.0 SP1 Build No. – 7.0.1.1.701114
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23169
Avaya Aura® Application Enablement Services running on a virtual server	R7.0 Build No – 7.0.1.0.2.15-0
Avaya Media Server running on a virtual server	Media Server SYSTEM R7.7.0.8 Media Server R7.7.0.200
Avaya G450 Gateway	37.19.0 /1
Avaya 9608 H323 Deskphone	96x1 H323 Release 6.6.028
Avaya 9620 H323 Deskphone	9600 H323 S3.220A
Avaya 9408 Digital Deskphone	V2.0
Avaya one-X® Communicator H.323	R6.2.4.07-FP4
Avaya one-X® Agent	R 2.5.50022.0
Avaya DECT Handsets	3725 DH4 (R3.3.11) 3720 DH3 (R3.3.11)
inContact Call Recording running Windows 2012 Server R2	R16.2

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5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

5.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

```
display system-parameters customer-options                    Page   3 of  11
                              OPTIONAL FEATURES

    Abbreviated Dialing Enhanced List? y          Audible Message Waiting? y
        Access Security Gateway (ASG)? n              Authorization Codes? y
        Analog Trunk Incoming Call ID? y                      CAS Branch? n
 A/D Grp/Sys List Dialing Start at 01? y                        CAS Main? n
Answer Supervision by Call Classifier? y                Change COR by FAC? n
                                ARS? y  Computer Telephony Adjunct Links? y
                ARS/AAR Partitioning? y  Cvg Of Calls Redirected Off-net? y
          ARS/AAR Dialing without FAC? y                      DCS (Basic)? y
          ASAI Link Core Capabilities? n                DCS Call Coverage? y
          ASAI Link Plus Capabilities? n               DCS with Rerouting? y
       Async. Transfer Mode (ATM) PNC? n
  Async. Transfer Mode (ATM) Trunking? n    Digital Loss Plan Modification? y
              ATM WAN Spare Processor? n                          DS1 MSP? y
                                ATMS? y            DS1 Echo Cancellation? y
                  Attendant Vectoring? y
```

5.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**aes70vmpg**).

```
display node-names ip                                          Page   1 of   2
                                IP NODE NAMES
    Name                 IP Address
SM100                  10.10.40.12
aes70vmpg              10.10.40.26
default                0.0.0.0
G450                   10.10.40.15
procr                  10.10.40.13
```


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5.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** Should be set to **AESVCS**.
- **Enabled:** Set to **y**.
- **Local Node:** Set to the node name assigned for the procr in **Section 5.2**
- **Local Port:** Retain the default value of **8765**.

```
change ip-services                                                Page   1 of   4

                                   IP SERVICES
 Service     Enabled     Local        Local       Remote      Remote
  Type                   Node         Port        Node        Port
AESVCS        y          procr        8765
```

Go to **Page 4** of the **ip-services** form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes70vmpg**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

Note: The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** must match the administered name for the AES server; this is created as part of the AES installation, and can be obtained from the AES server by typing **uname –n** at the Linux command prompt.

```
change ip-services                                                Page   4 of   4
                             AE Services Administration

   Server ID    AE Services       Password          Enabled    Status
                   Server
      1:        aes70vmpg         ********          y          idle
      2:
      3:
```

5.4. Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command, where n is the cti-link number. In the example shown below this is **1**.. Enter an available extension number in the **Extension** field. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 1                                                    Page   1 of   3
                                    CTI LINK
 CTI Link: 1
Extension: 7999
     Type: ADJ-IP
                                                                        COR: 1
     Name: aes70vmpg
```


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5.5. Configure Virtual Stations for Single Step Conference

Add virtual stations to allow inContact Call Recording to record calls using Single Step Conference. Type **add station x** where x is the extension number of the station to be configured. Also note this extension number for configuration required in **Section 7.1.** Note the **Type** is set to **4624** and **Security Code** and ensure that **IP SoftPhone** is set to **y**.

```
add station 58900                                            Page   1 of   6
                                    STATION

Extension: 58900                      Lock Messages? n                BCC: 0
     Type: 4624                       Security Code: 1234             TN: 1
     Port: S00101                     Coverage Path 1:                COR: 1
     Name: Recorder                   Coverage Path 2:                COS: 1
                                      Hunt-to Station:
STATION OPTIONS
                                          Time of Day Lock Table:
             Loss Group: 19         Personalized Ringing Pattern: 1
                                           Message Lamp Ext: 58900
           Speakerphone: 2-way          Mute Button Enabled? y
        Display Language: english
 Survivable GK Node Name:
          Survivable COR: internal        Media Complex Ext:
   Survivable Trunk Dest? y                    IP SoftPhone? y

                                       IP Video Softphone? n
                              Short/Prefixed Registration Allowed: default
```


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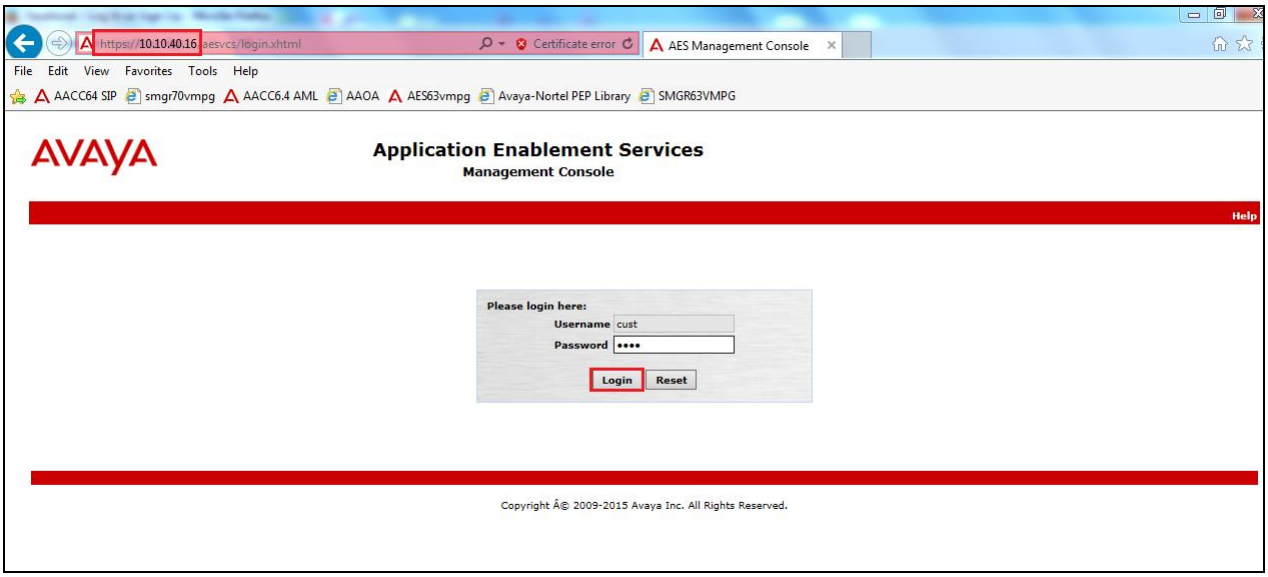
6. Configure Avaya Aura® Application Enablement Services

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

- Verify Licensing
- Create Switch Connection
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI and DMCC Ports
- Create CTI User
- Associate Devices with CTI User

6.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.



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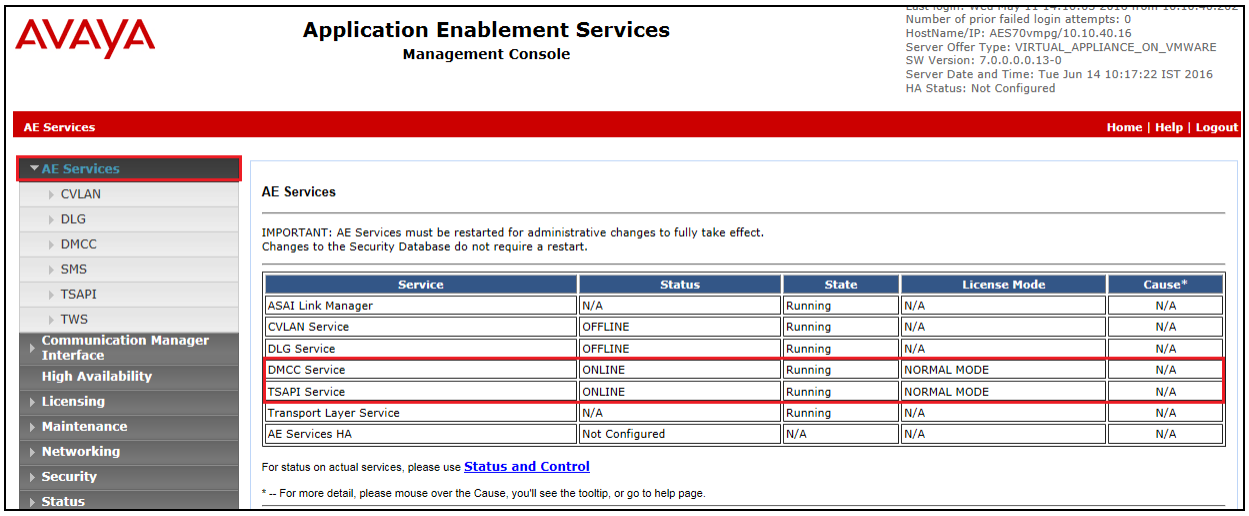
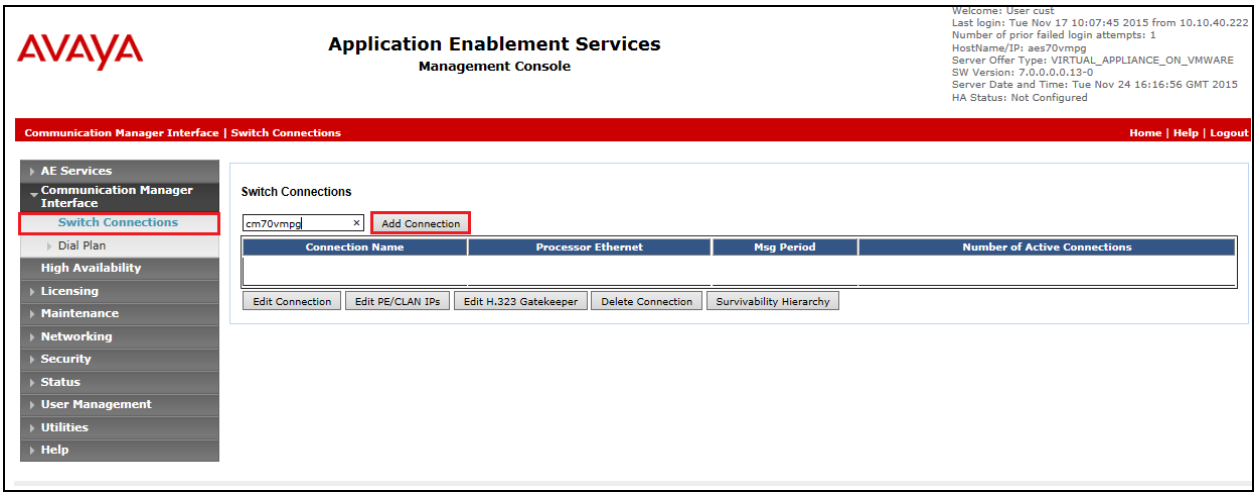
The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that both the TSAPI and DMCC Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE** and the same for the **DMCC Service**. If not, contact an Avaya support representative to acquire the proper license for your solution.



6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** → **Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.



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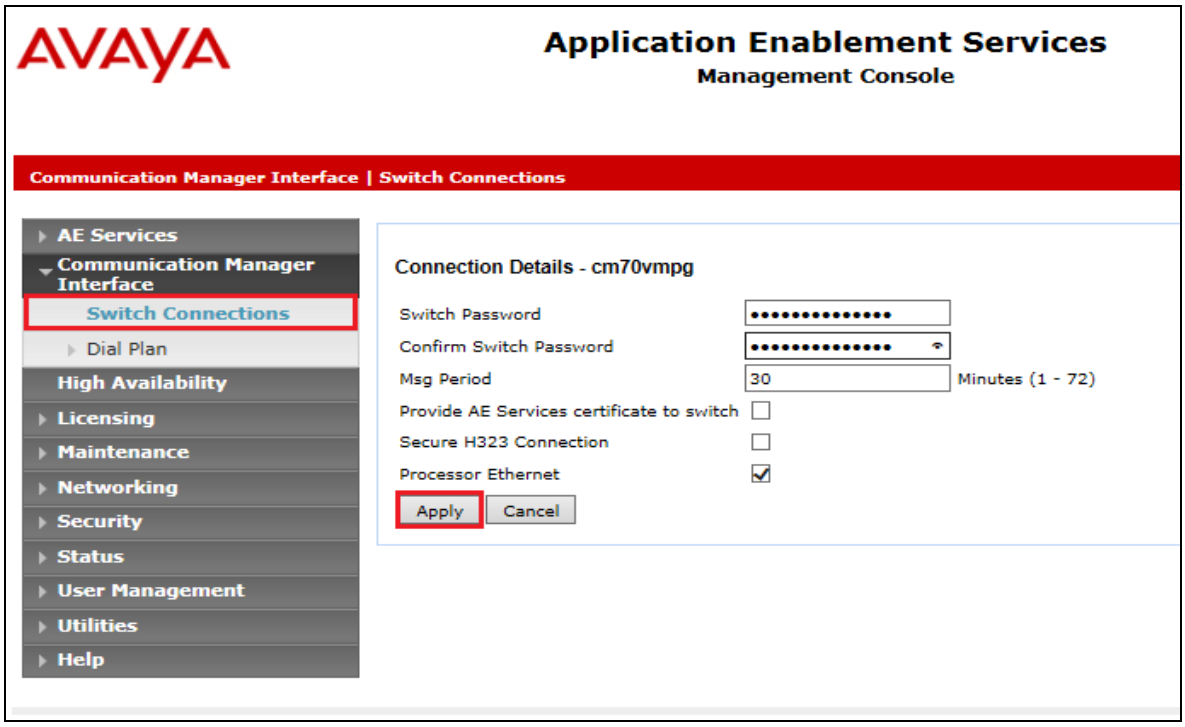
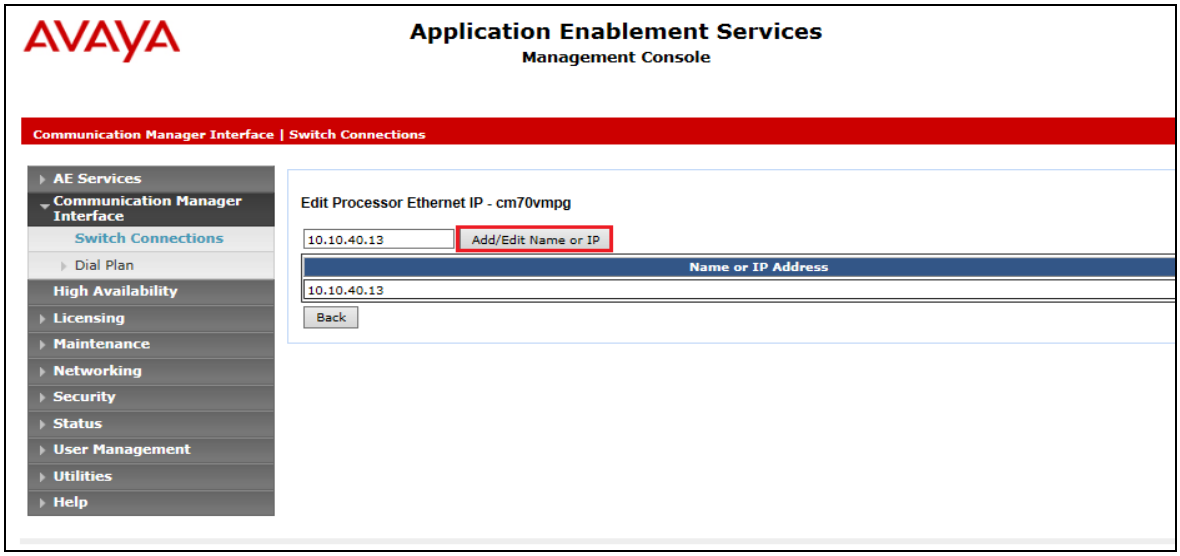
In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.3**. The remaining fields should show as below. Click **Apply** to save changes.



From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button (not shown, see screen at the bottom of the previous page). In the resulting screen, enter the IP address of the procr as shown in **Section 5.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.



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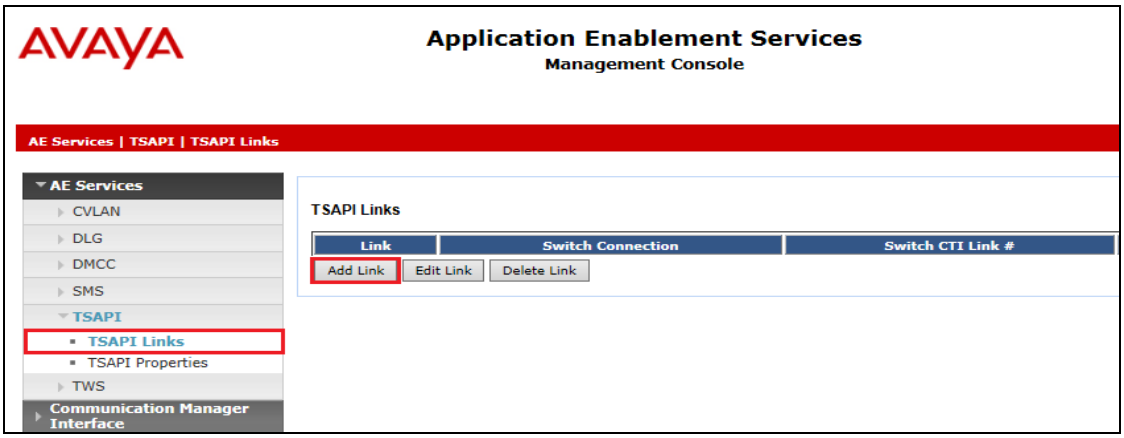
6.3. Administer TSAPI link

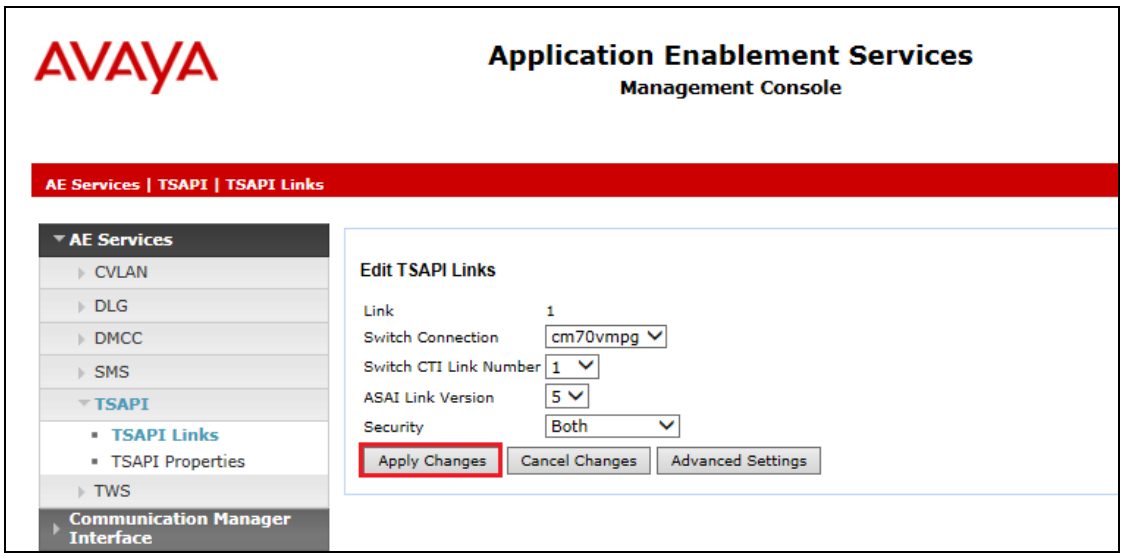
From the Application Enablement Services Management Console, select **AE Services → TSAPI → TSAPI Links**. Select **Add Link** button as shown in the screen below.



On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **cm70vmpg**, which has already been configured in **Section 6.2** from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.4** which is **1**.
- **ASAI Link Version:** This can be left at the default value of **5**.
- **Security:** This can be left at the default value of **both**.

Once completed, select **Apply Changes**.



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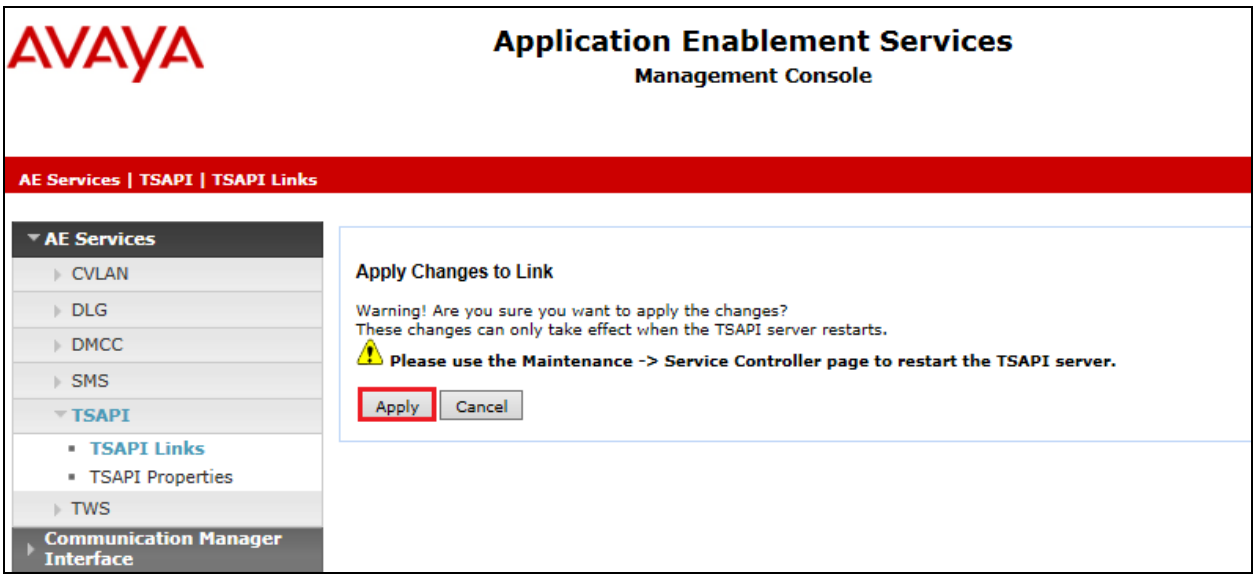
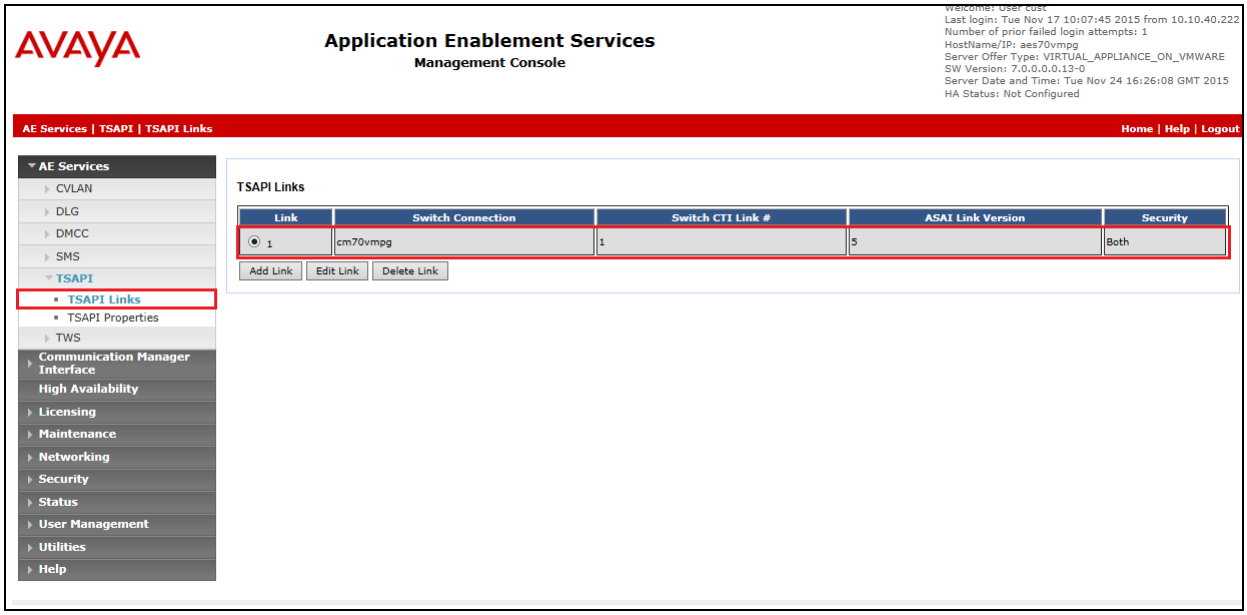
Another screen appears for confirmation of the changes made. Choose **Apply**.



When the TSAPI Link is completed, it should resemble the screen below.



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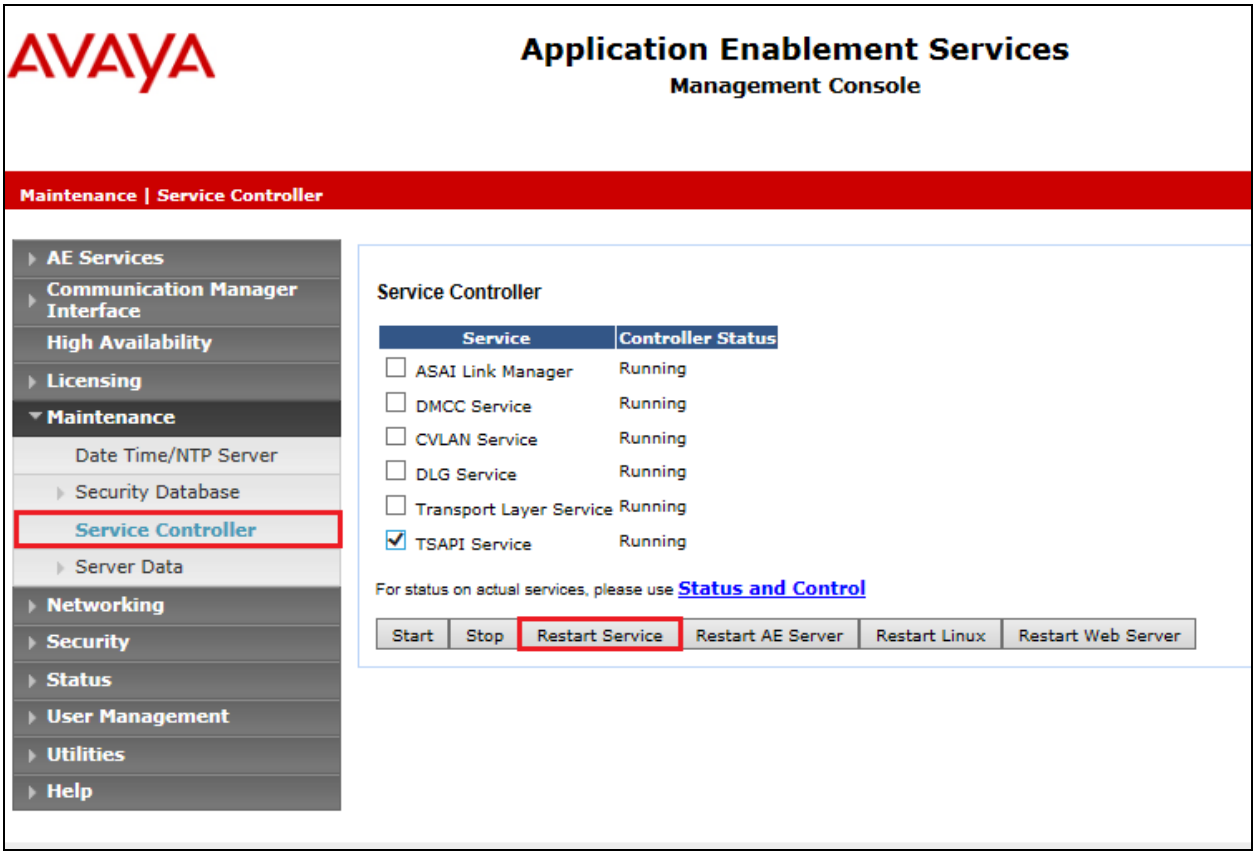
The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance → Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.



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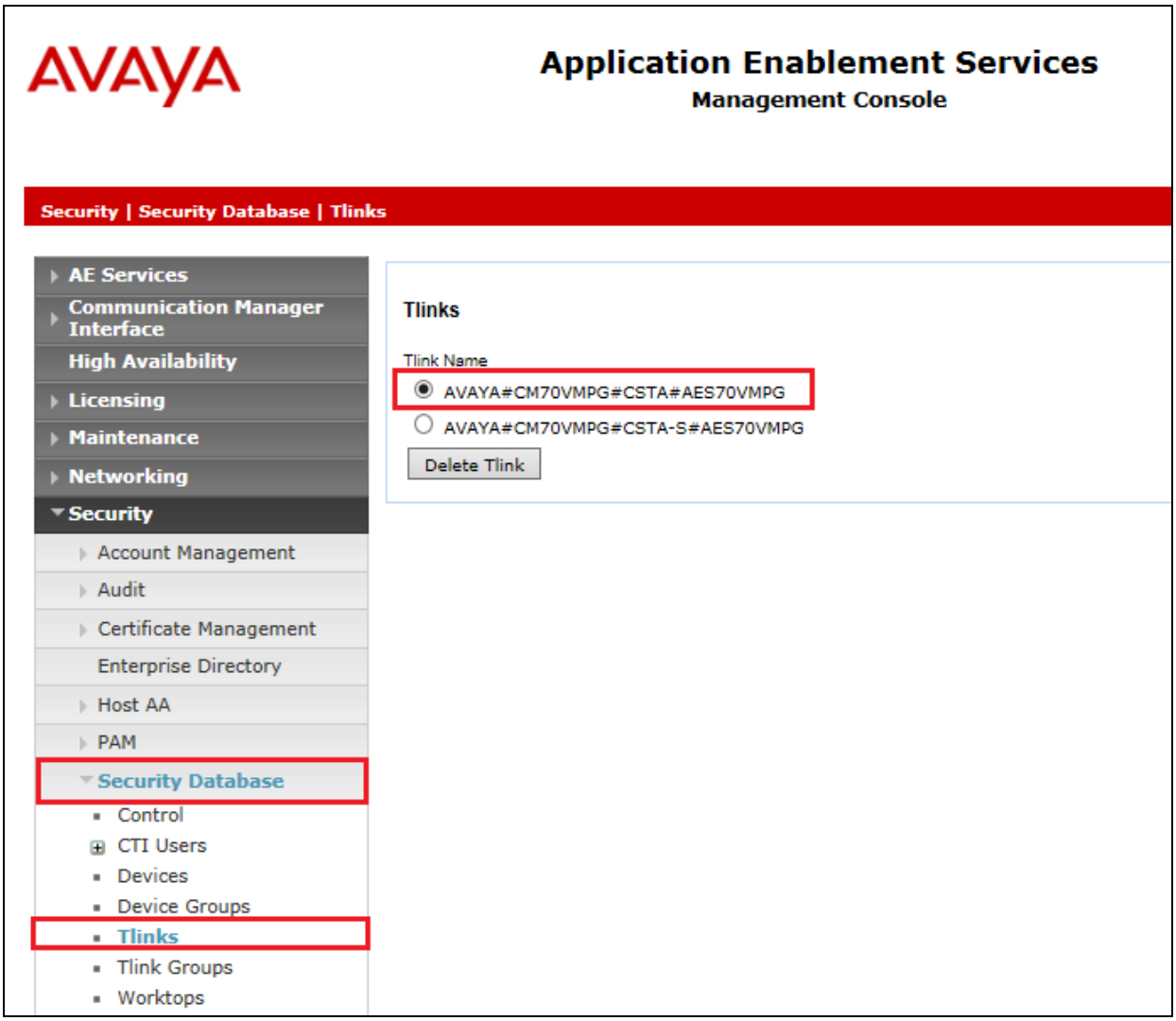
6.4. Identify Tlinks

Navigate to **Security → Security Database → Tlinks**. Verify the value of the **Tlink Name**. This will be needed to configure the inContact Call Recording in **Section 7.3**.



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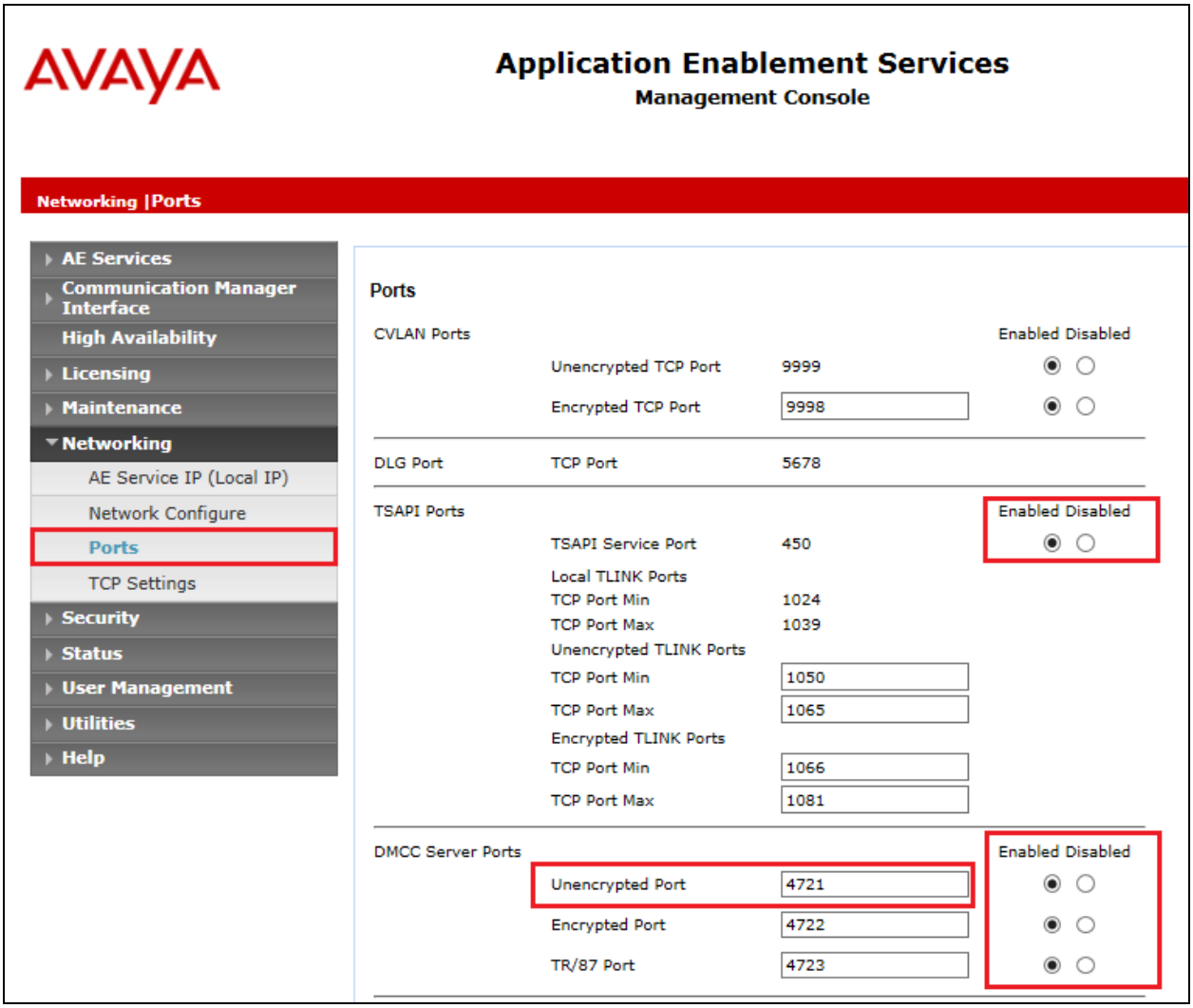
6.5. Enable TSAPI and DMCC Ports

To ensure that TSAPI ports are enabled, navigate to **Networking → Ports**. Ensure that the TSAPI ports are set to **Enabled** as shown below. Ensure that the **DMCC Server Ports** are also **Enabled** and take note of the **Unencrypted Port 4721** which will be used later in **Section 7.1**.



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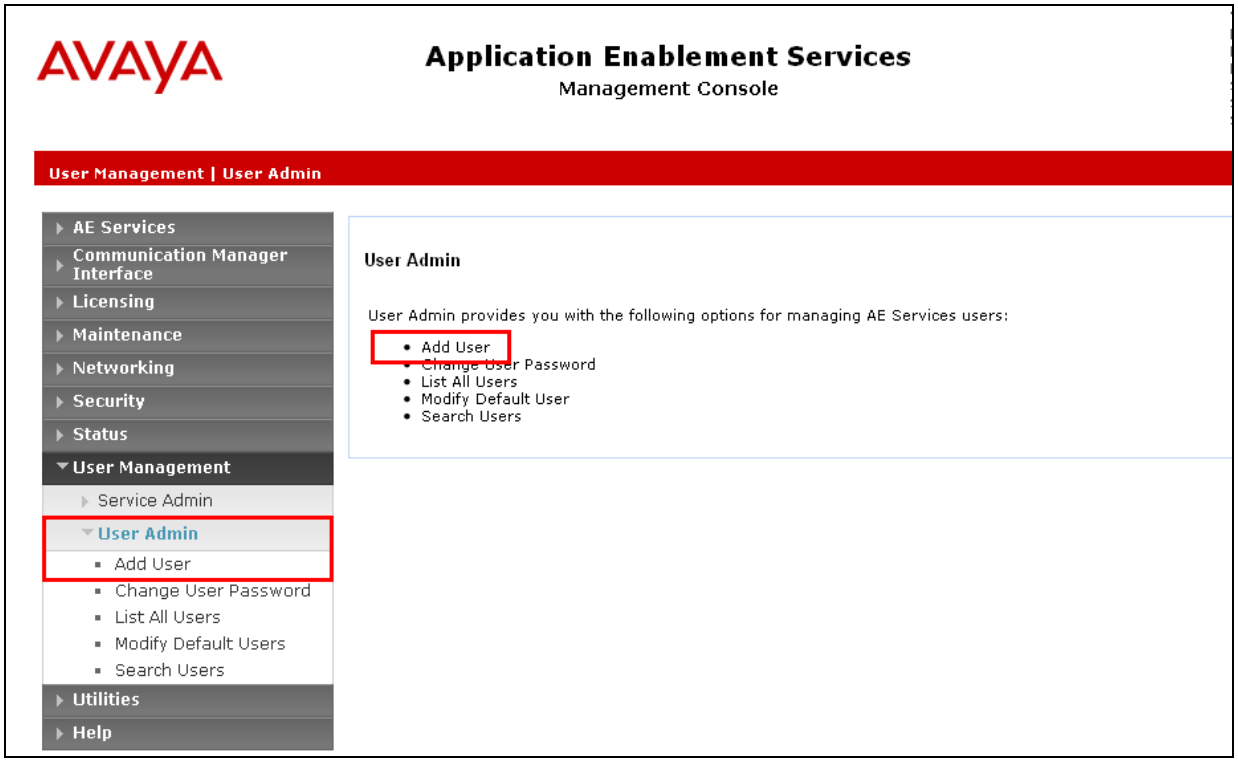
6.6. Create CTI User

A User ID and password needs to be configured for the inContact Call Recording to communicate with the Application Enablement Services server. Navigate to the **User Management → User Admin** screen then choose the **Add User** option.



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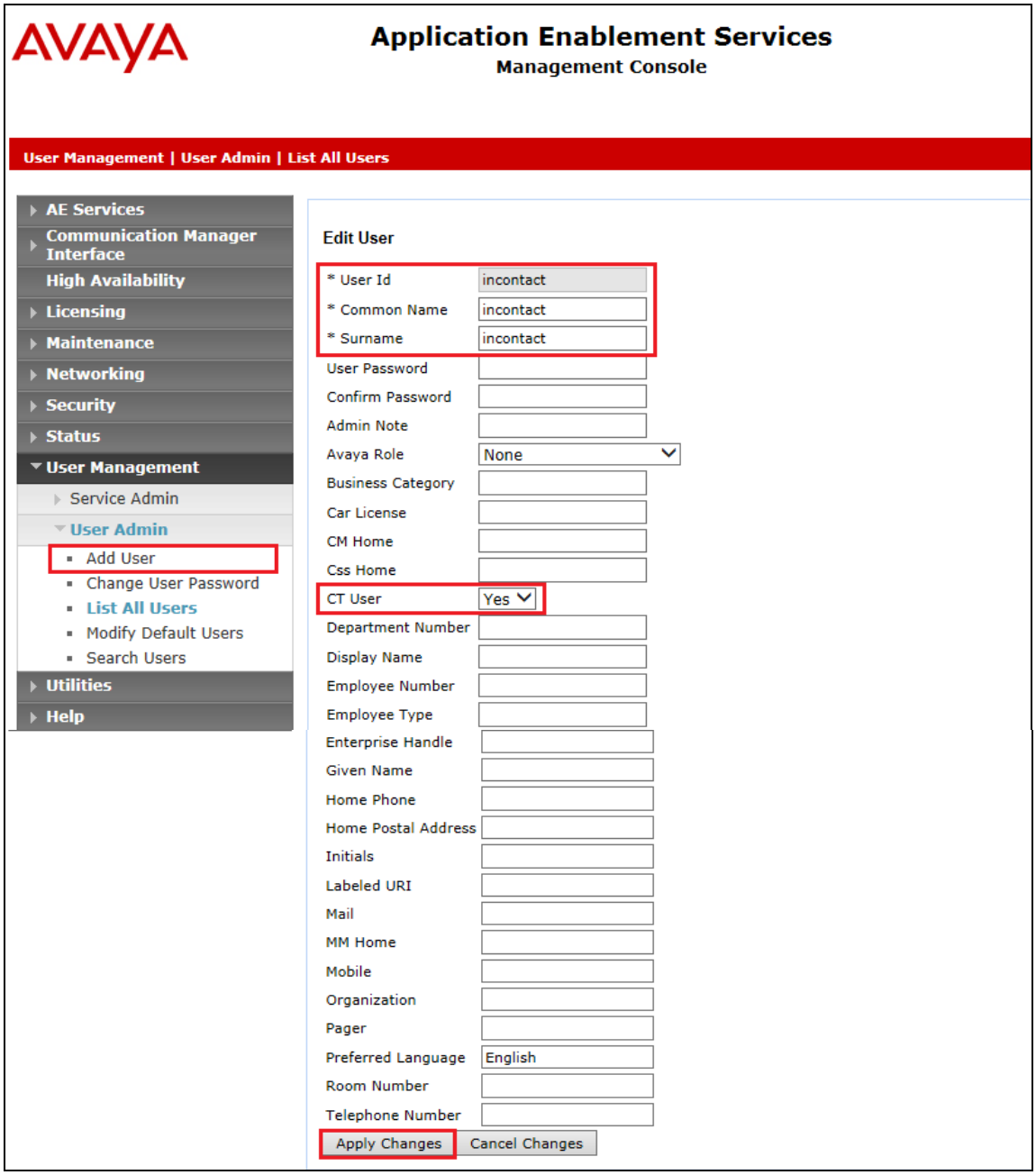
In the **Add User** screen shown below, enter the following values:

- **User Id** - This will be used by the inContact Call Recording setup in **Section 7.1** and **Section 7.3**.
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will be used with inContact Call Recording setup in **Section 7.1** and **Section 7.3**.
- **CT User** - Select **Yes** from the drop-down menu.

Click on **Apply Changes** at the bottom of the screen.



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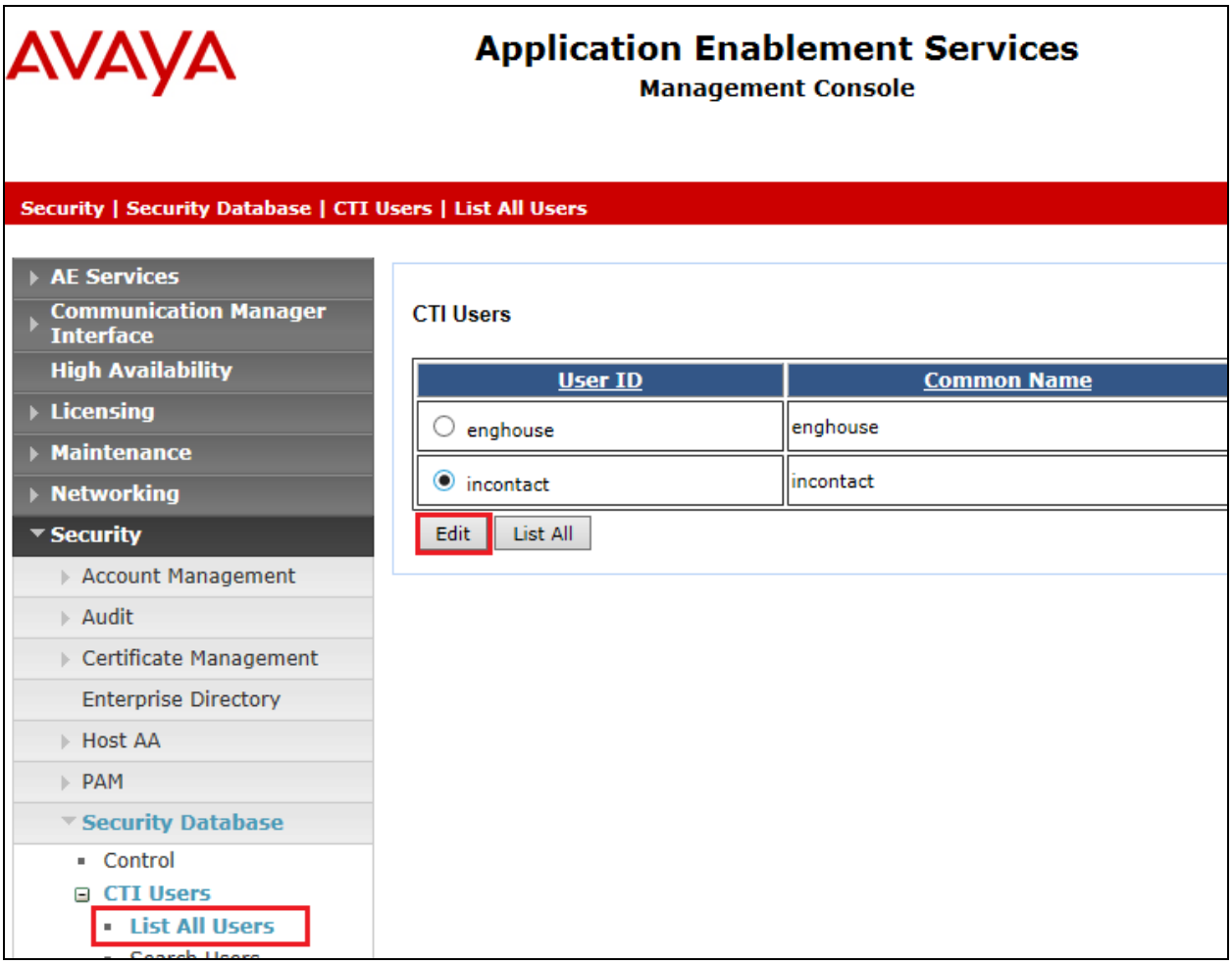
6.7. Associate Devices with CTI User

Navigate to **Security → Security Database → CTI Users → List All Users**. Select the CTI user added in **Section 6.6** and click on **Edit**.



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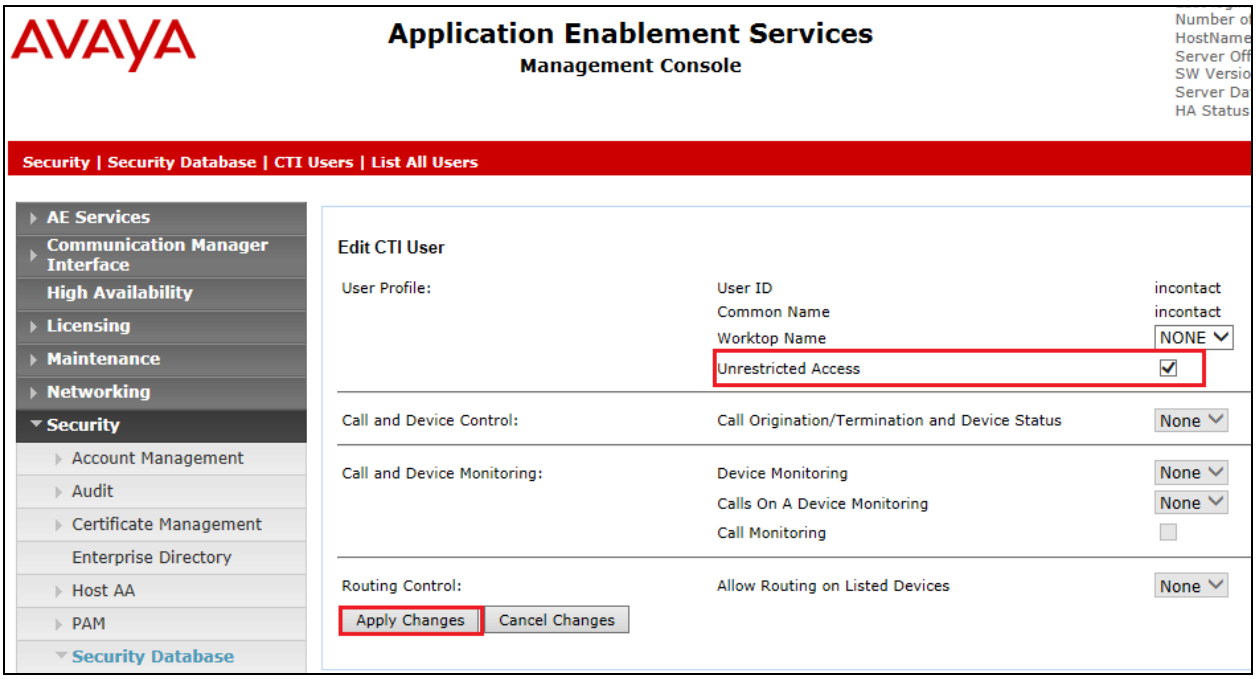
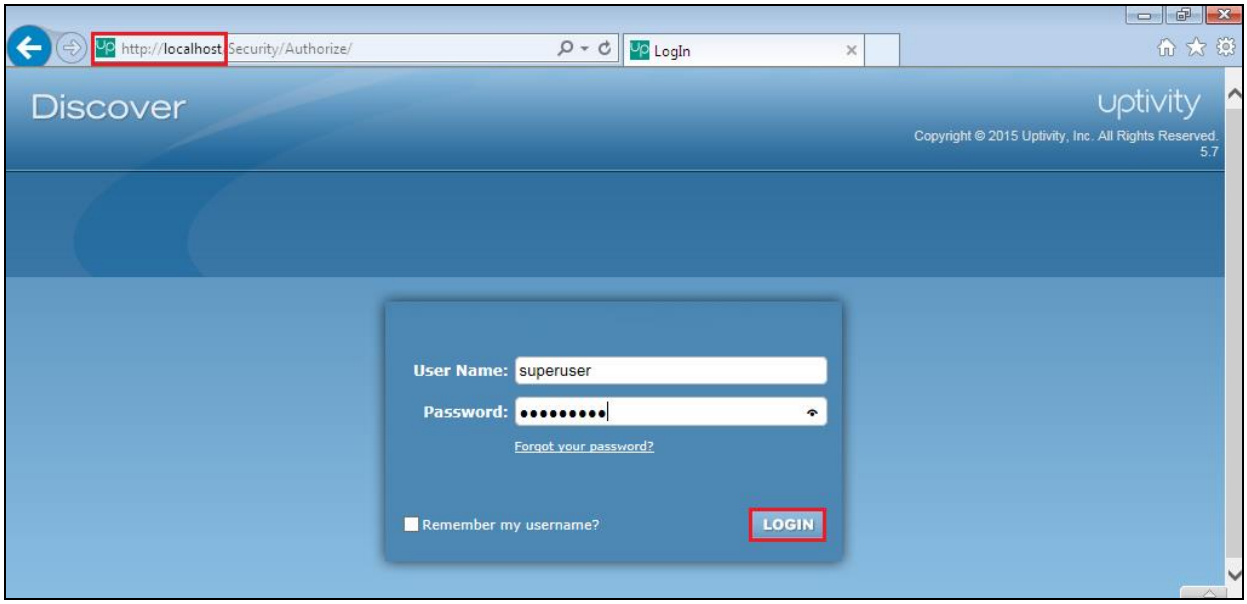
In the main window ensure that **Unrestricted Access** is ticked. Once this is done click on **Apply Changes**.



7. Configure inContact Call Recording

Either from the inContact Call Recording server or from another PC, open a web session to the inContact Call Recording server's IP address Enter the proper credentials and click on **LOGIN**.



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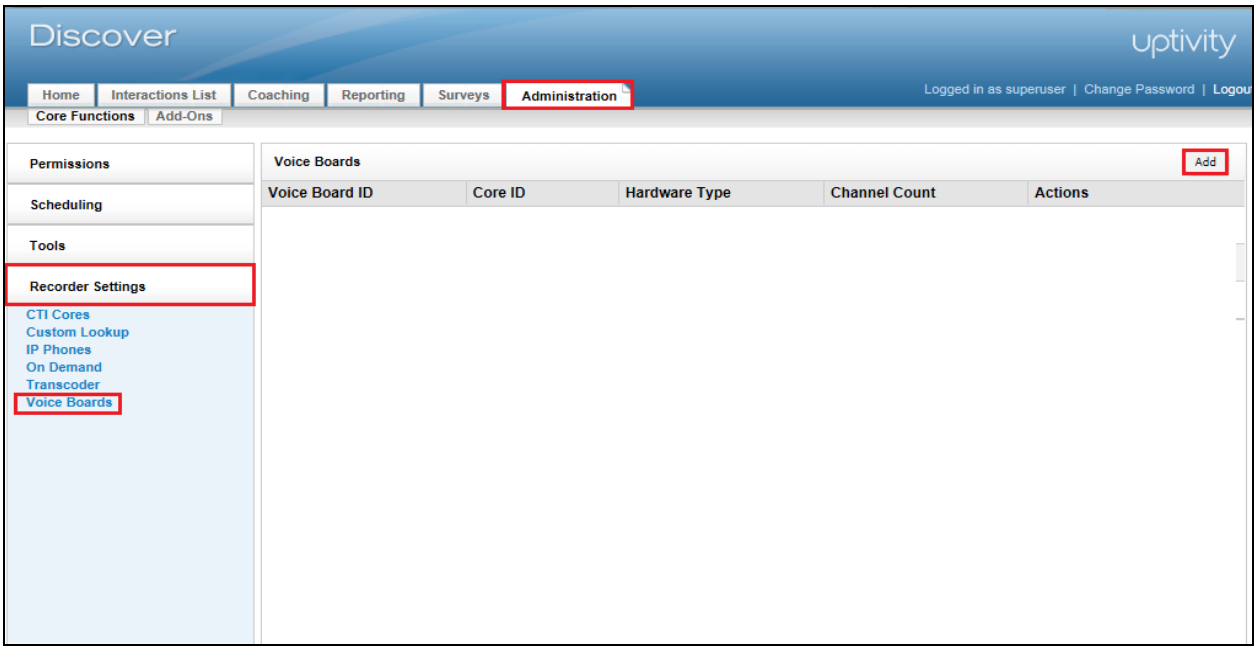
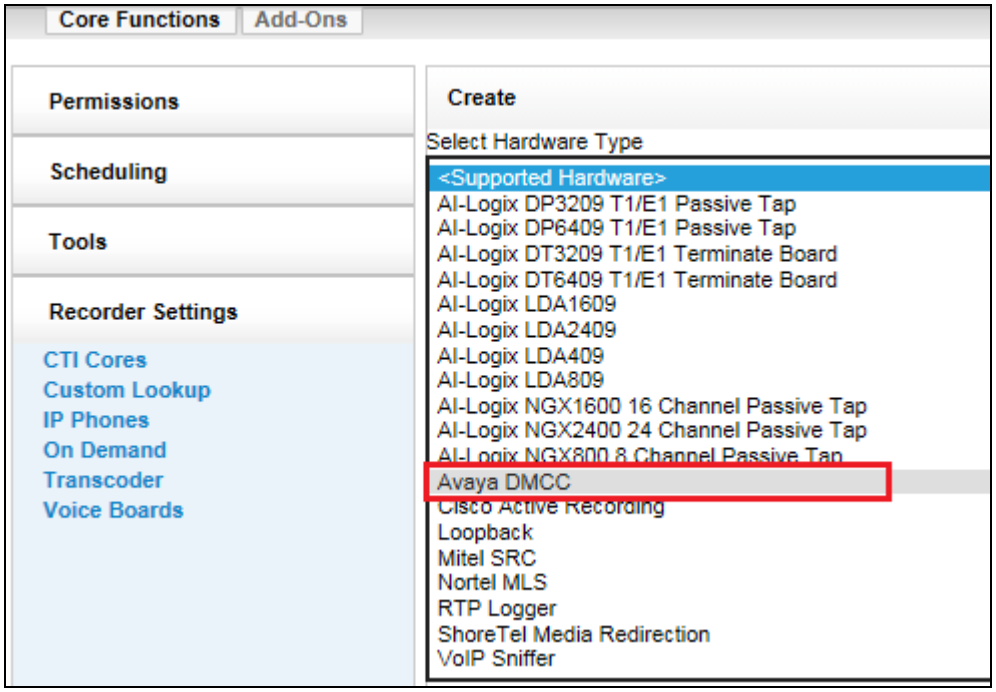
7.1. Create Voice Board

Click on the **Administration** tab and select **Recorder Settings → Voice Boards** in the left window, click on **Add** at the top right of the main window.



Select **Avaya DMCC** as the **Hardware Type**.



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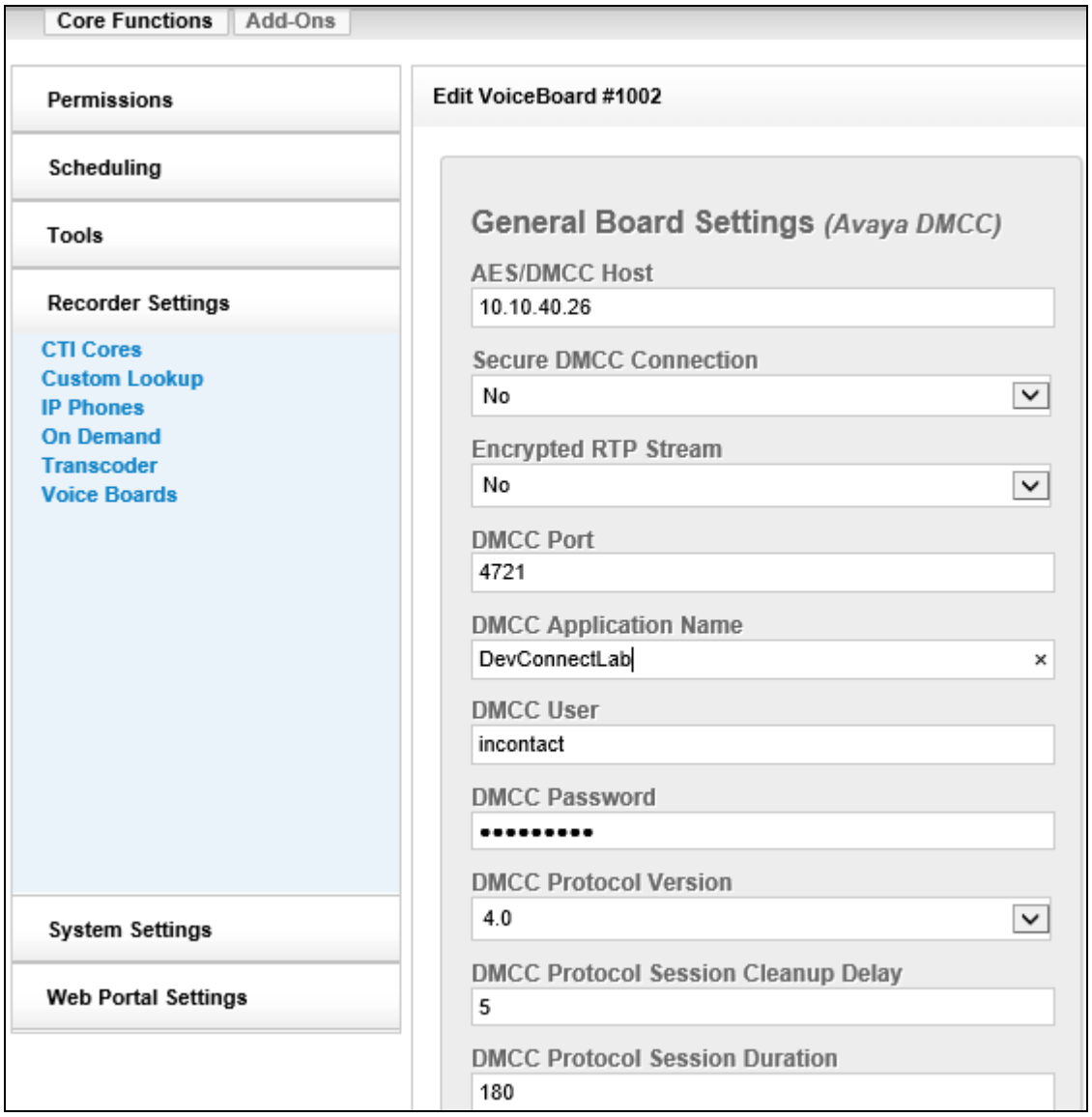
Enter the **AES/DMCC Host** information which will be the IP Address of the AES. The DMCC connection can be secure or unsecure, for compliance testing **Secure DMCC Connection** was set to **No**. The **DMCC Port** for an unsecure connection is set to **4721** and can be found in **Section 6.5**. Choose a suitable **DMCC Application Name** and enter the **DMCC User** and **Password** as per **Section 6.6**. All other values can be left as default, scroll down to the end.



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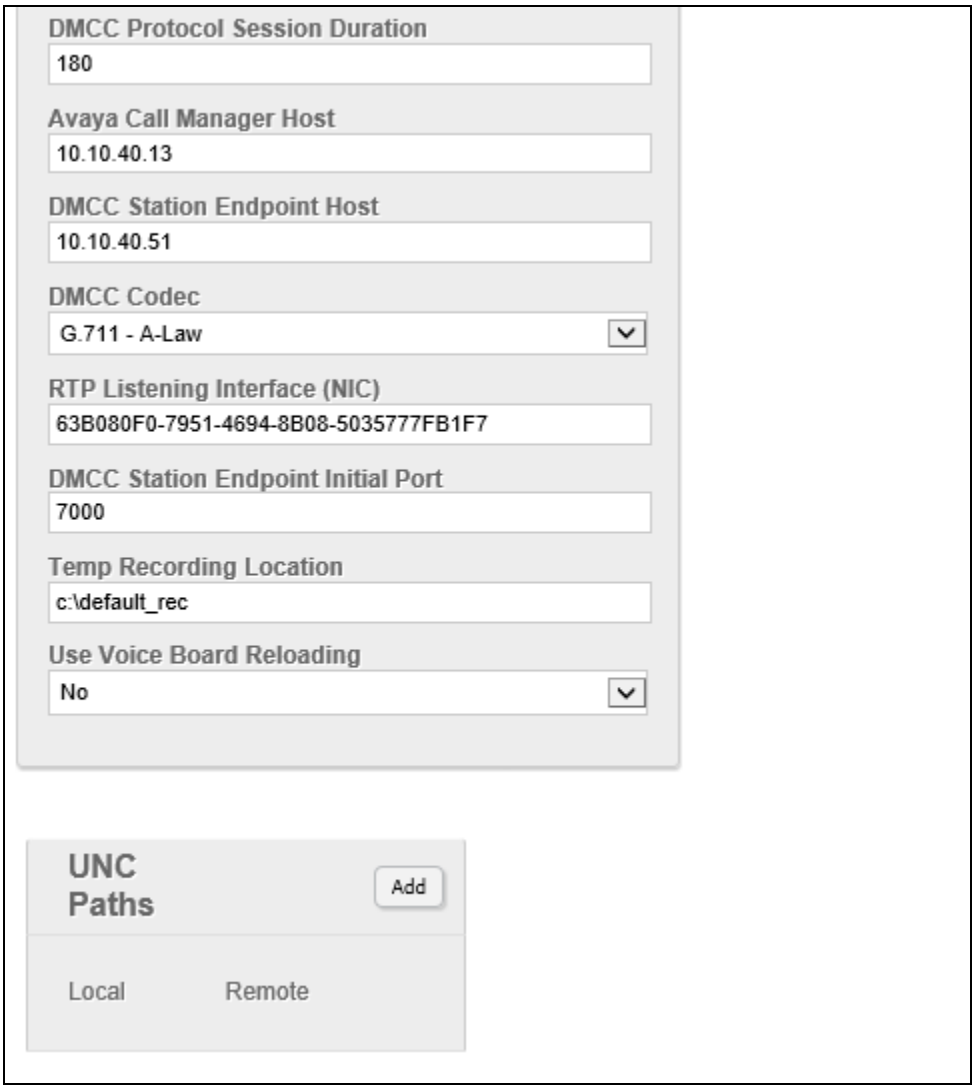
Scroll down to PBX Addresses and enter the IP Address for Communication Manager in the **Avaya Call Manager Host** field. The **DMCC Station Endpoint Host** will be the IP address of the inContact server, which in this case will be the localhost. The value for the **RTP Listening Interface (NIC)** can be obtained from either Wireshark or from the program cc_interfaceBrowser.exe as shown in **Appendix A**.



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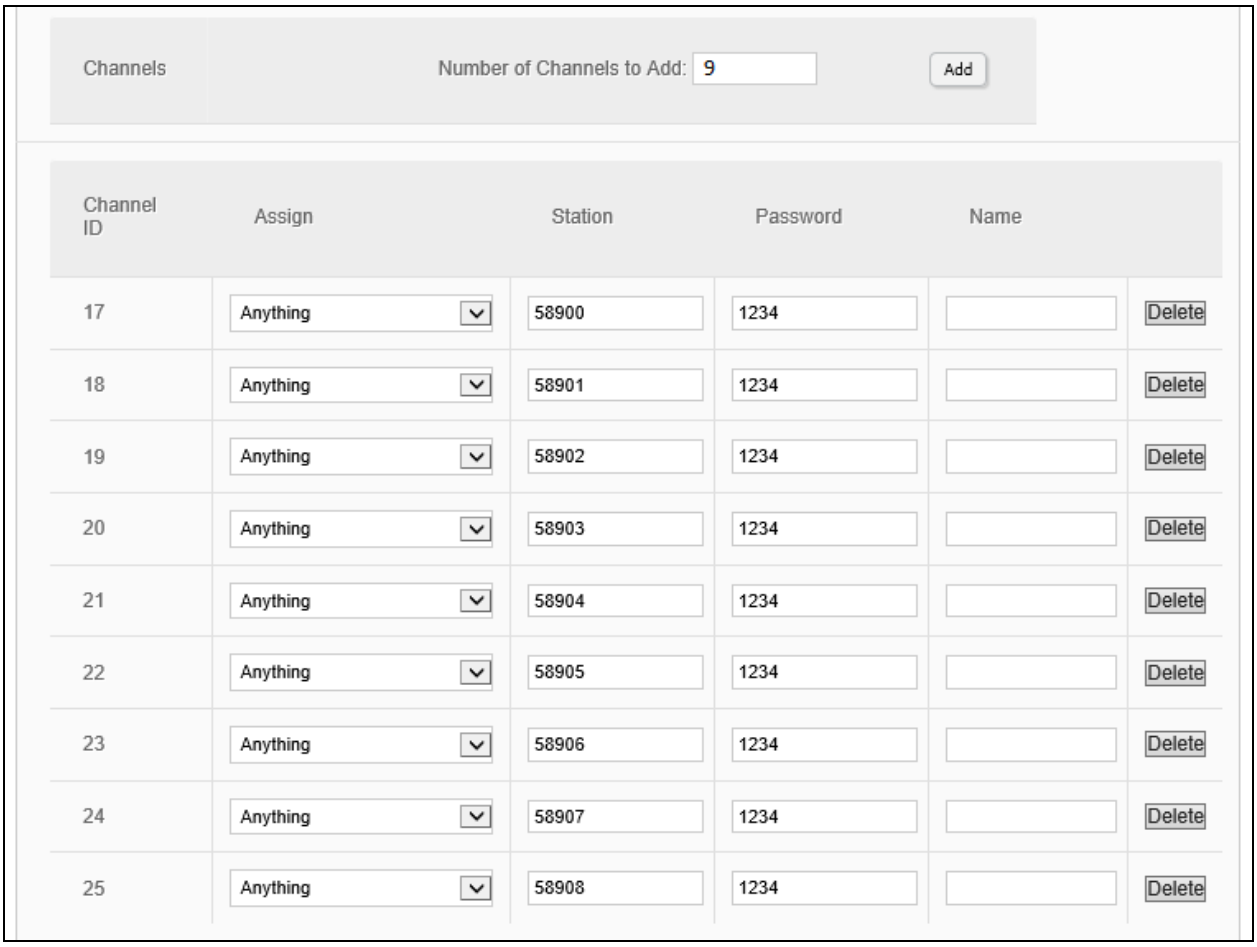
Enter the **Number of Channels to Add**, this will determine the number of simultaneous devices that can be monitored. For compliance testing **9** were chosen allowing each virtual recorder be associated with a different Communication Manager extension. These virtual stations are created on Communication Manager as per **Section 5.5**.



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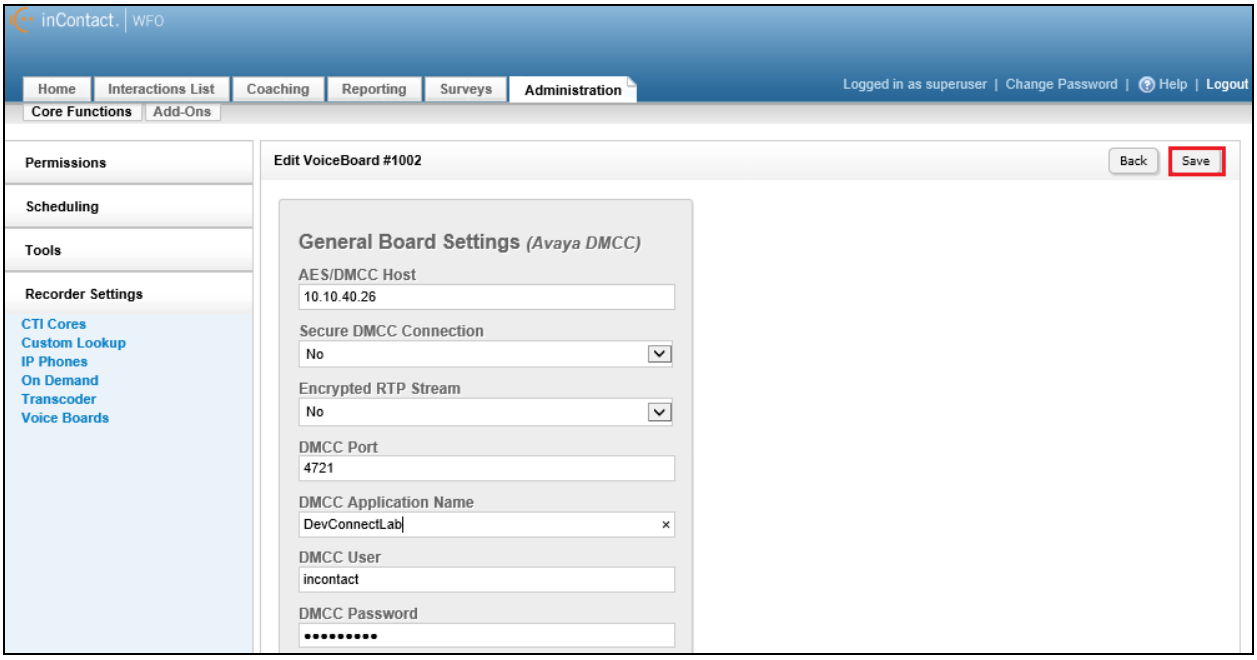
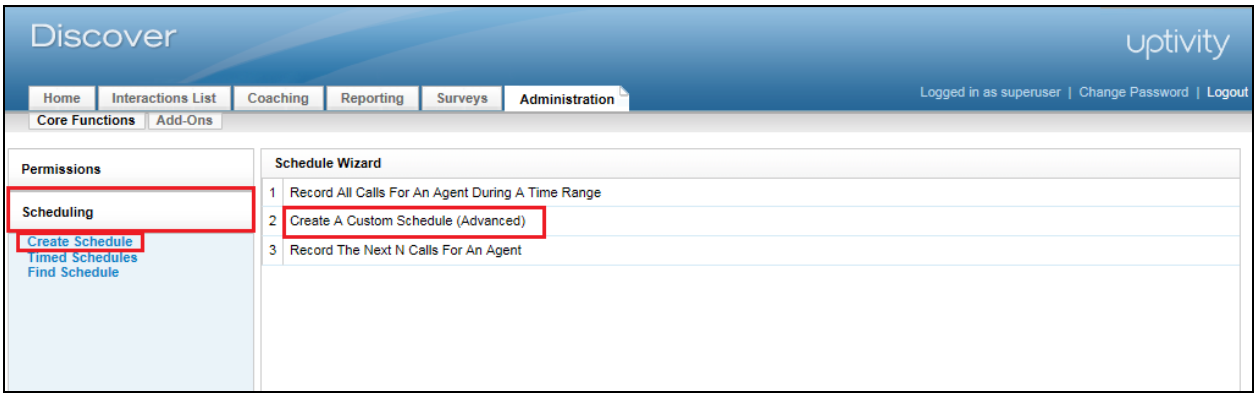
Scroll back up to the top again and click on **Save**, as highlighted below.



7.2. Create Schedule

Remain in the **Administration** tab and select **Scheduling → Create Schedule** in the left window, click on **Create a Custom Schedule (Advanced)** in the main window.



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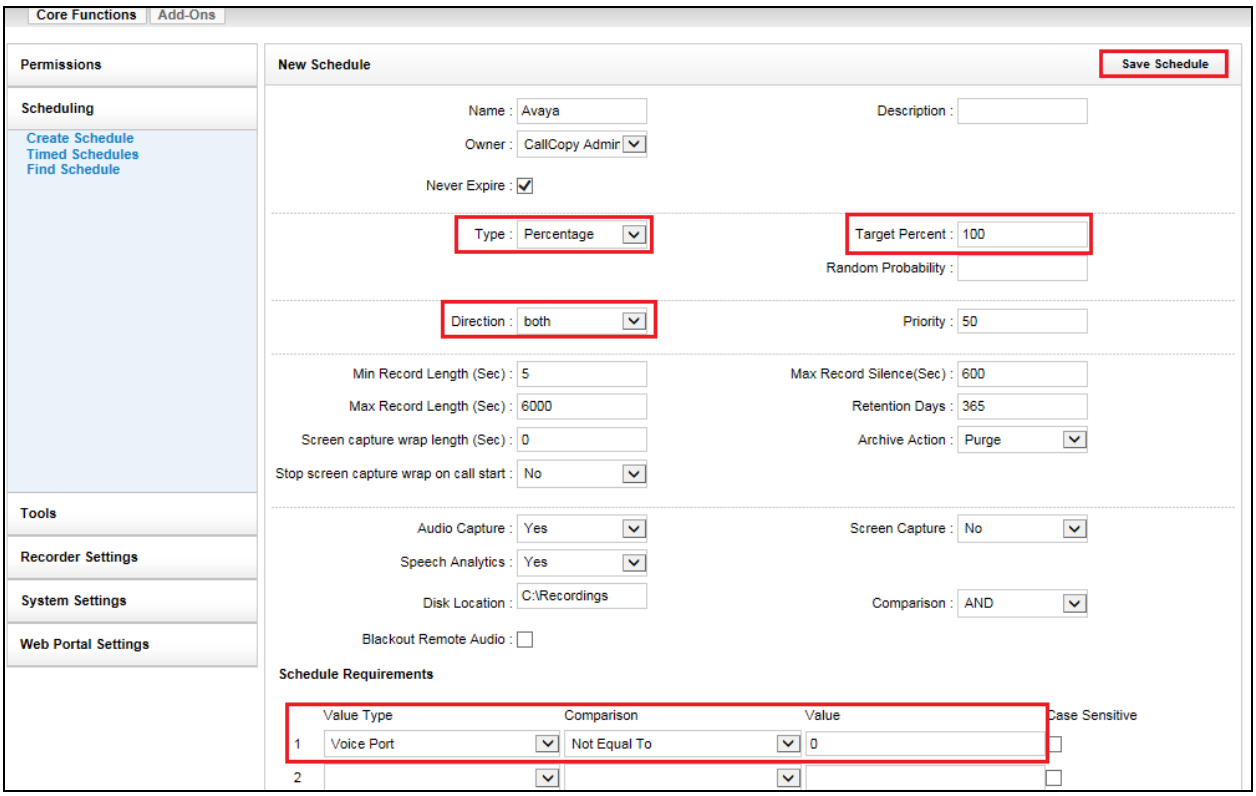
Enter a suitable name for the schedule. For compliance testing the following were set,

- **Type** Set to **Percentage**
- **Target Percent** Set to **100**
- **Direction** Set to **both**
- **Schedule Requirements** **Voice Port Not Equal To 0**

The other values can be left as default. Click on **Save Schedule** to save this.



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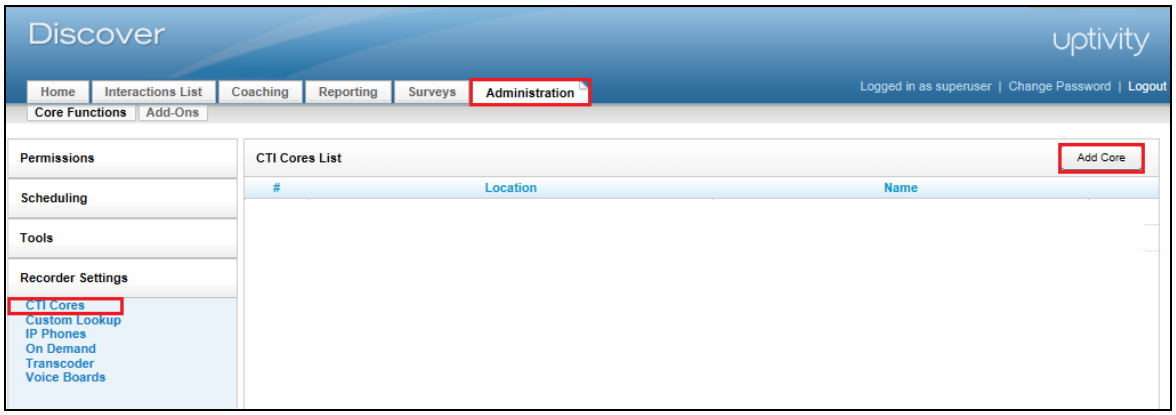
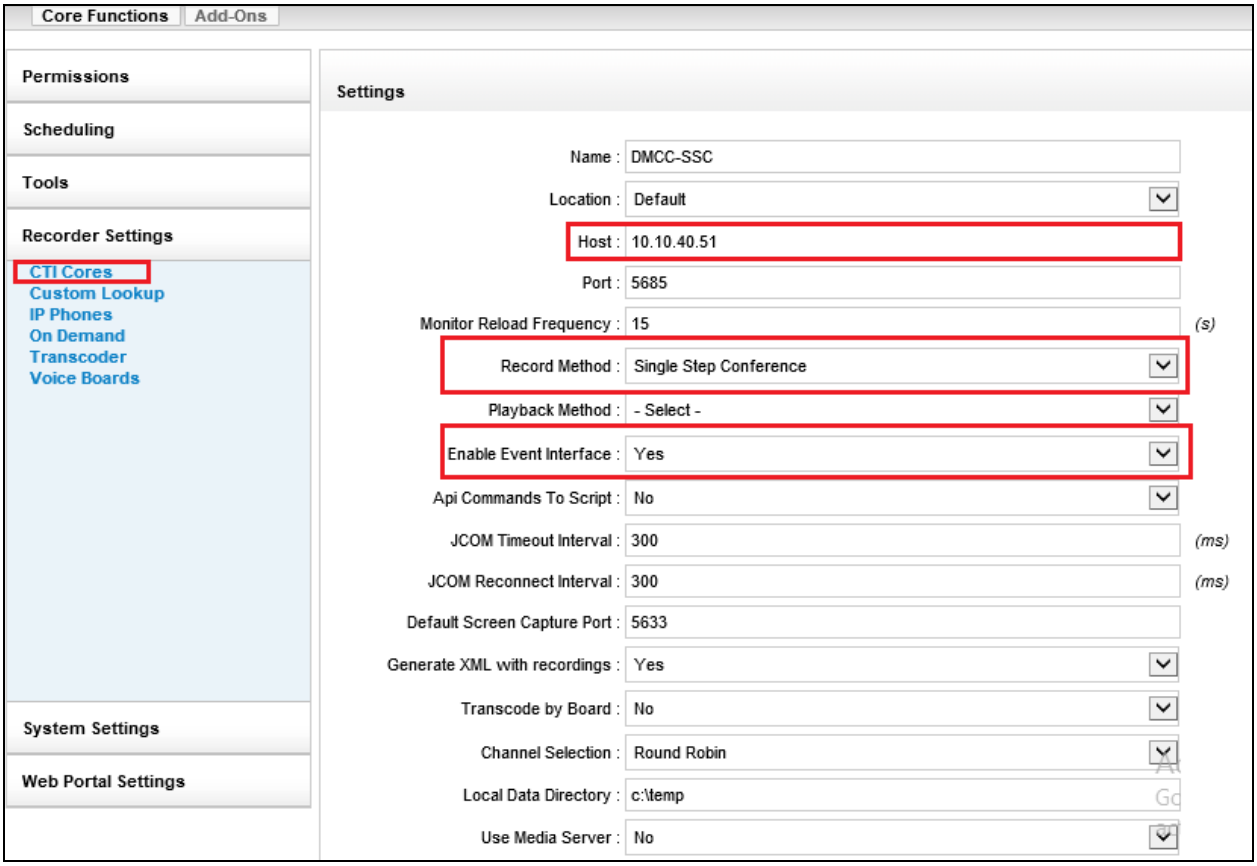
7.3. Create Core

Remain in the **Administration** tab and select **Recorder Settings → CTI Cores** in the left window, click on **Add Core** at the top right of the main window.



Enter a suitable **Name.** The **Host** must be set to that of the inContact Call Recording server, in the case below this was the localhost or IP address for the localhost. The **Record Method** should be set to **Single Step Conference** and the **Enable Event interface** should be set to **Yes**. All other fields can be left as default. Scroll down to the bottom of the page.



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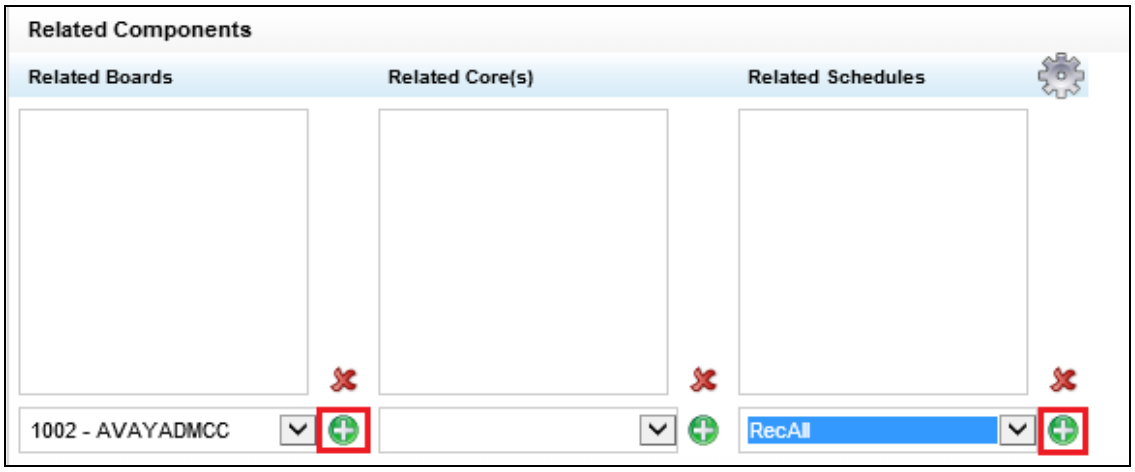
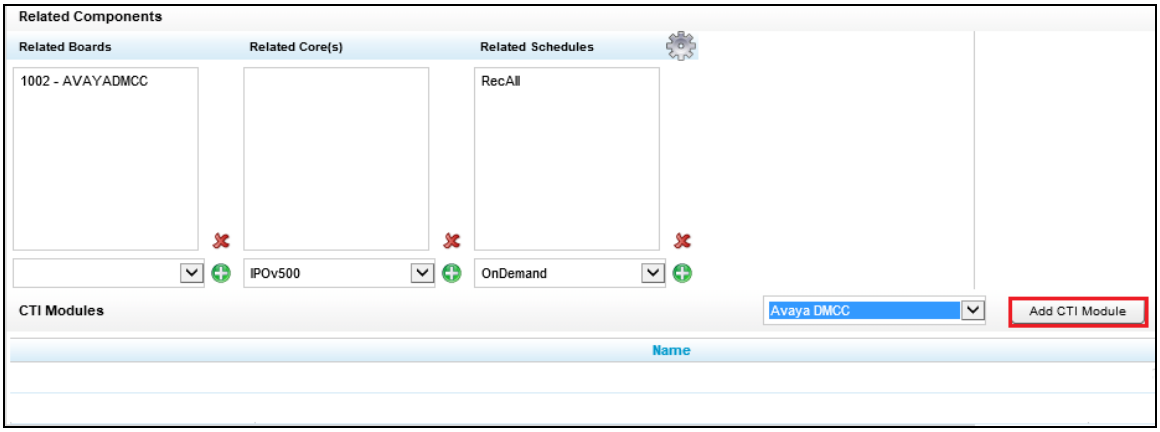
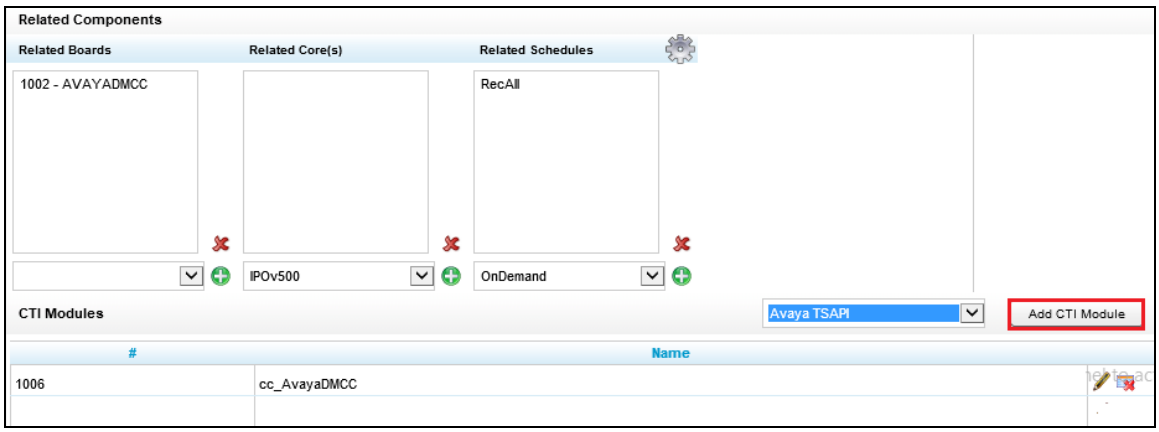
Select the **Related Boards** and the **Related Schedules** as is shown below by clicking on the add icon.



With the Board and Schedule selected click on the drop down menu highlighted and select **Avaya DMCC**, with this selected click on **Add CTI Module**.



From the drop down menu select **Avaya TSAPI** and click on **Add CTI Module**.



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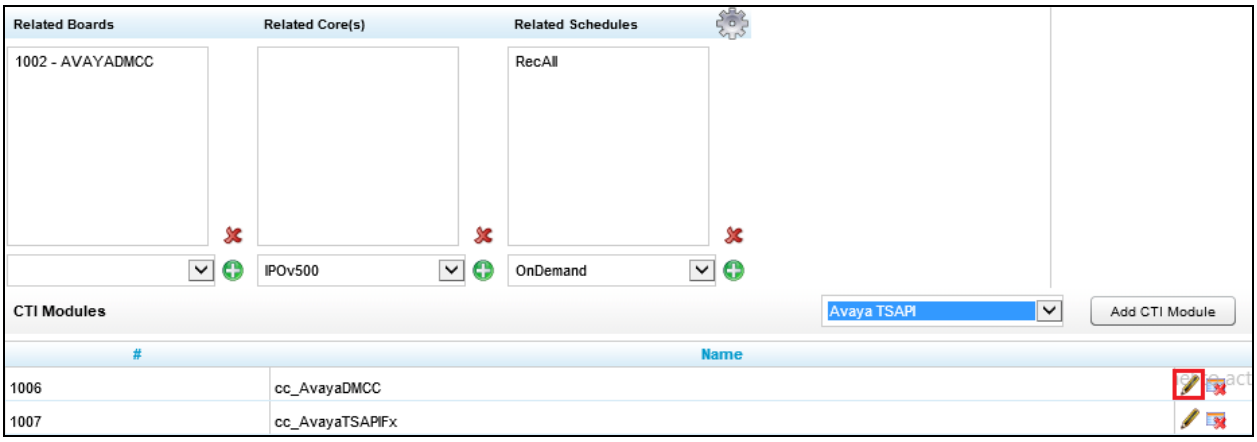
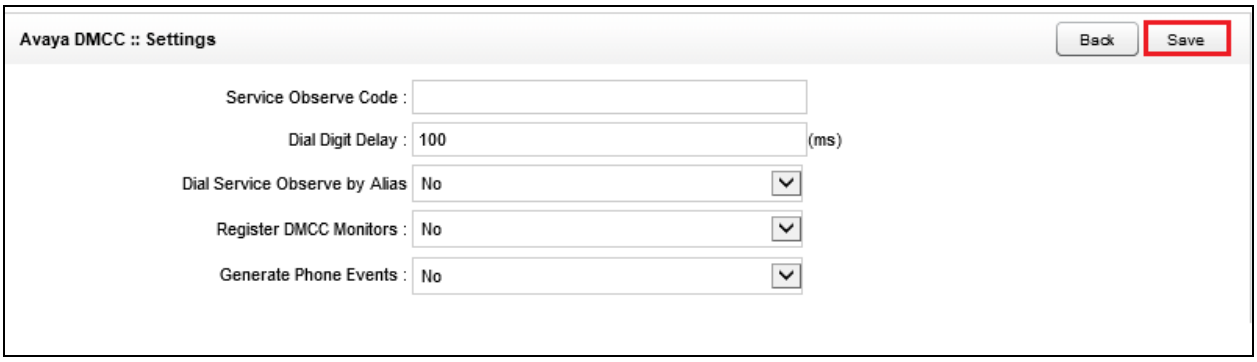
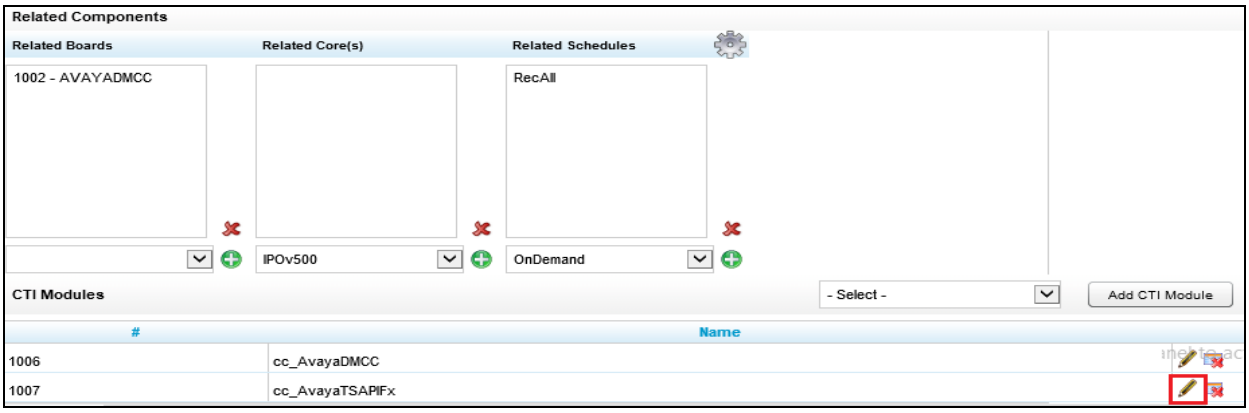
Each new CTI Module needs to be edited, click on the edit icon as shown below and edit each CTI core starting with **cc_AvayaDMCC** as shown below.



The settings below show the configuration used during compliance testing.



Edit the **cc_AvayaTSAPIFx** module as shown below.



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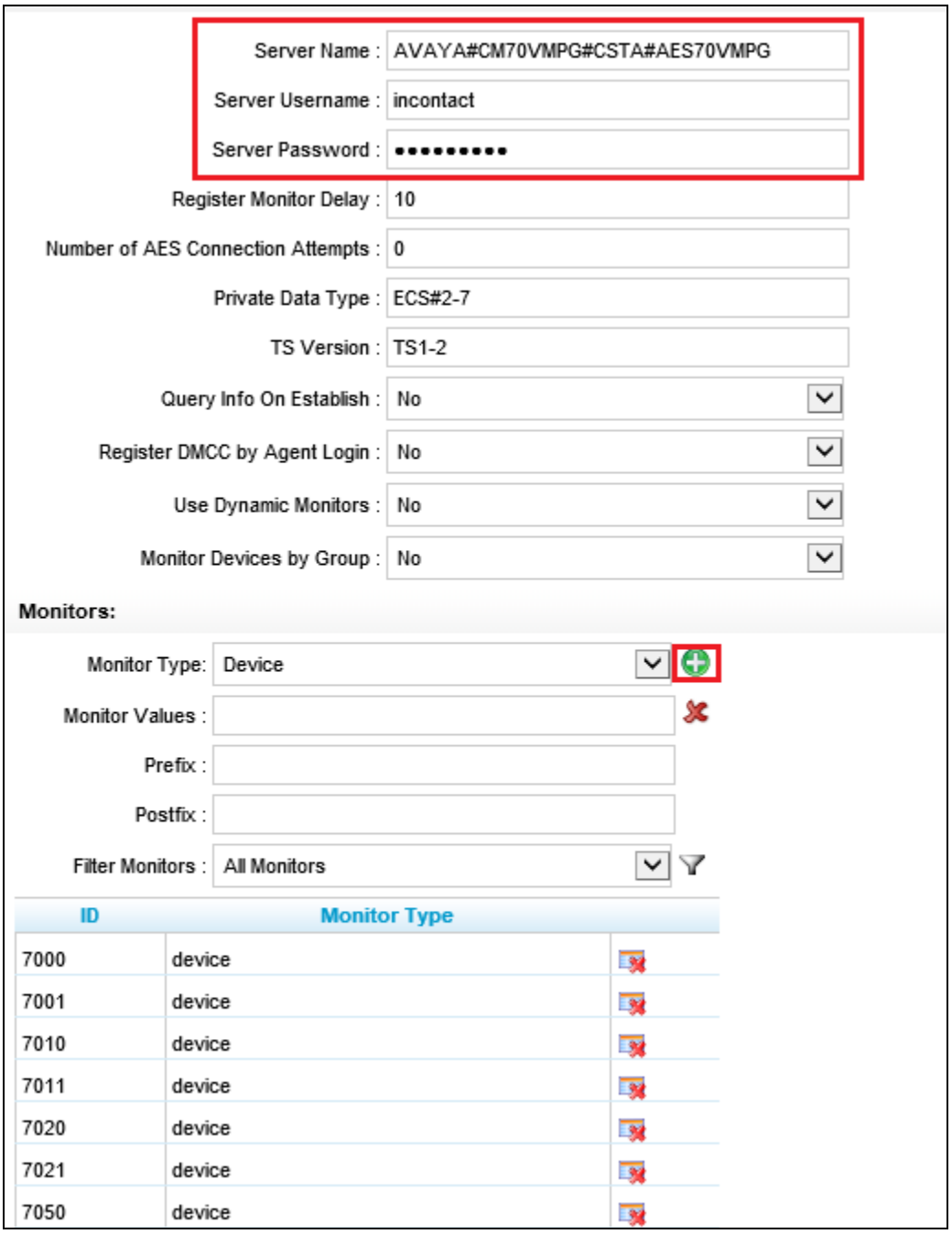
Enter the TLINK information (found from **Section 6.4**) into the **Server Name** box. Enter the CTI user and password as per **Section 6.6** for the **Server Username** and **Server Password**. The other information can be left as default. Scroll down to **Monitors**, each device that needs to be monitored can be added here, as shown below these are Communication Manager extensions ranging from **7000** to **7050**.



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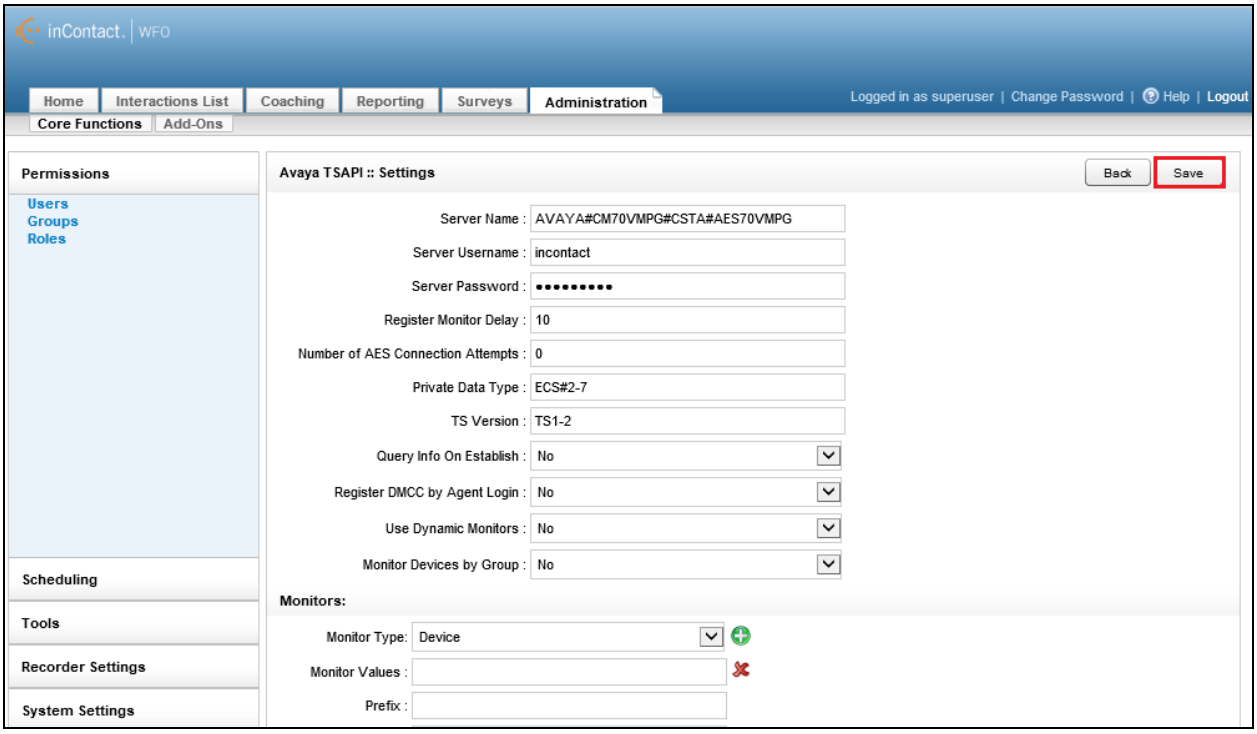
Scroll up to the top of the page and click on **Save**.



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8. Verification Steps

This section provides the steps that can be taken to verify correct configuration of the inContact Call Recording and Avaya Aura® Application Enablement Services.

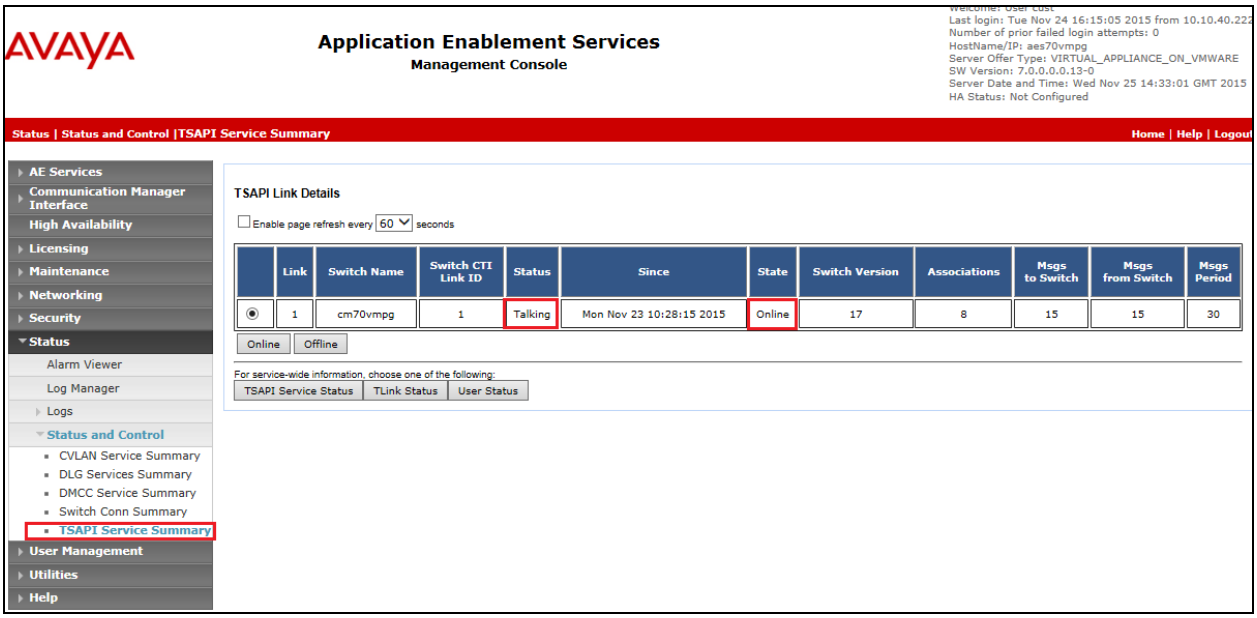
8.1. Verify Avaya Aura® Communication Manager CTI Service State

Before checking the connection between the inContact Call Recording and AES, check the connection between Communication Manager and AES to ensure it is functioning correctly. Check the AESVCS link status by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

```
status aesvcs cti-link

                        AE SERVICES CTI LINK STATUS

CTI    Version      Mnt    AE Services      Service        Msgs      Msgs
Link                Busy     Server          State         Sent      Rcvd

1          5        no       aes70vmpg      established    18        18
```

8.2. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.



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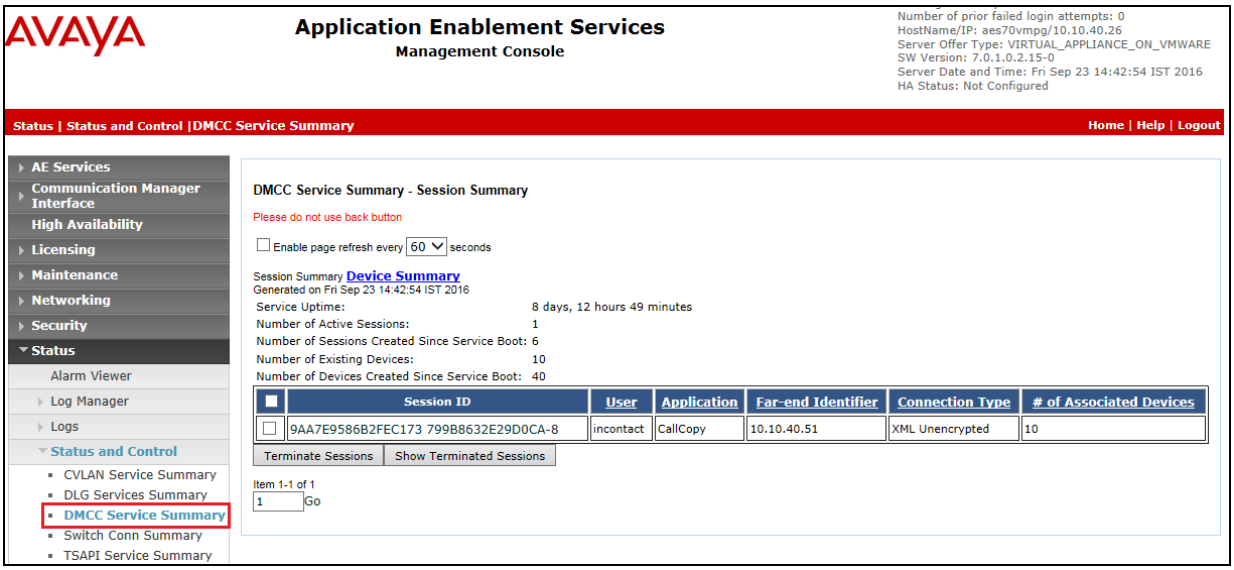
8.3. Verify DMCC link on AES

Verify the status of the DMCC link by selecting **Status → Status and Control → DMCC Service Summary** to display the **DMCC Service Summary – Session Summary** screen. The screen below shows that the user **inContact** is connected from the IP address **10.10.40.51** which is the inContact Call Recording server.



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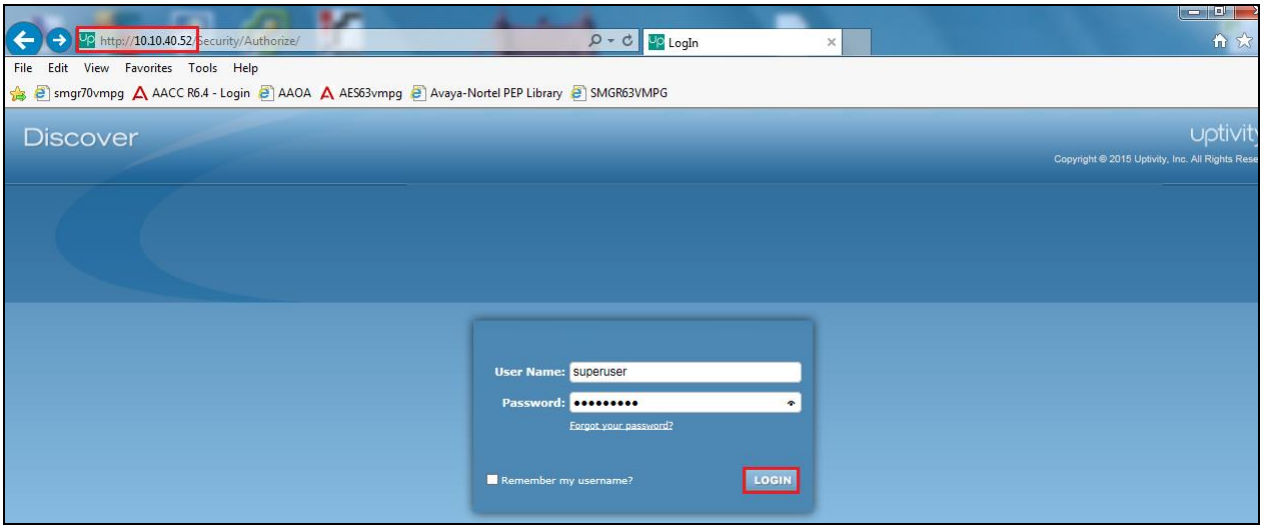
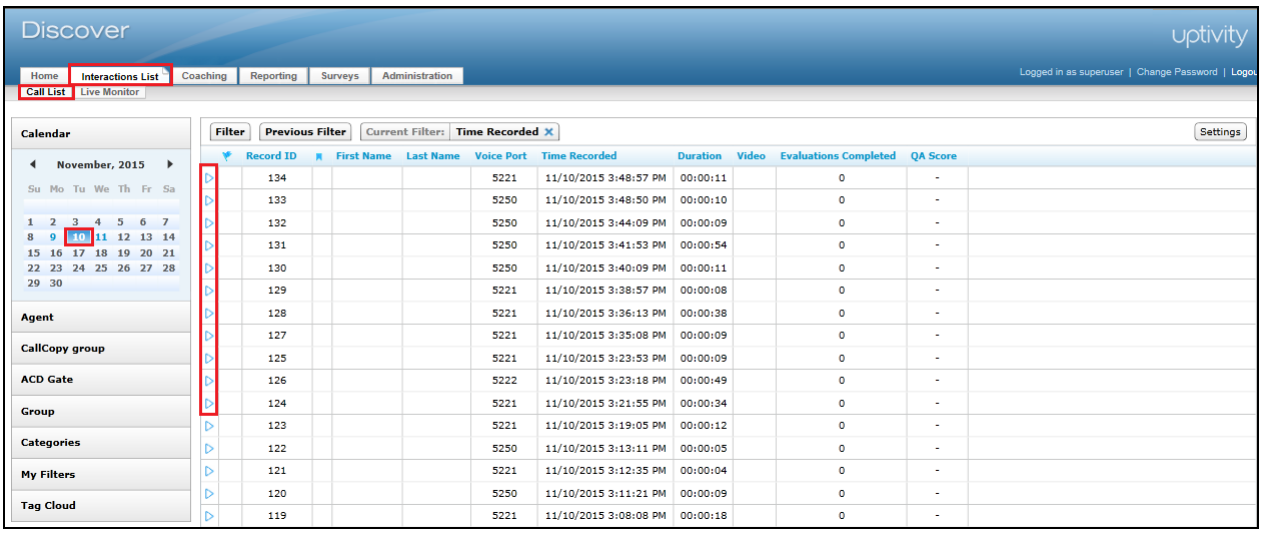
8.4. Verify inContact Call Recording

From any PC that has a sound card and speakers, open a browser session and browse to the IP address of the inContact Call Recording server. Enter the proper credentials and click on **LOGIN**.



Select the **Interactions List** tab and within that tab select the **Call List** tab. Select the required date from the **Calendar** as shown below and this will display all the call recordings that were recorded on that particular date. Select any of the play icons highlighted to play back that particular recording.



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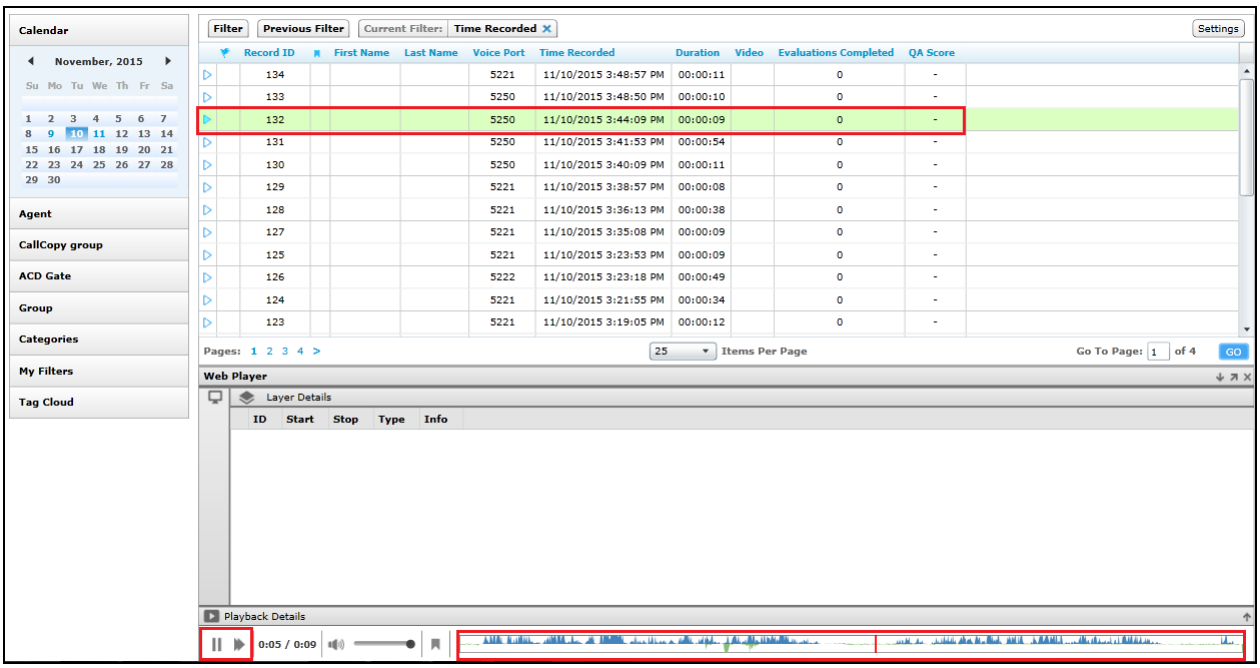
In the example below a recording number **132** is played back to the user.



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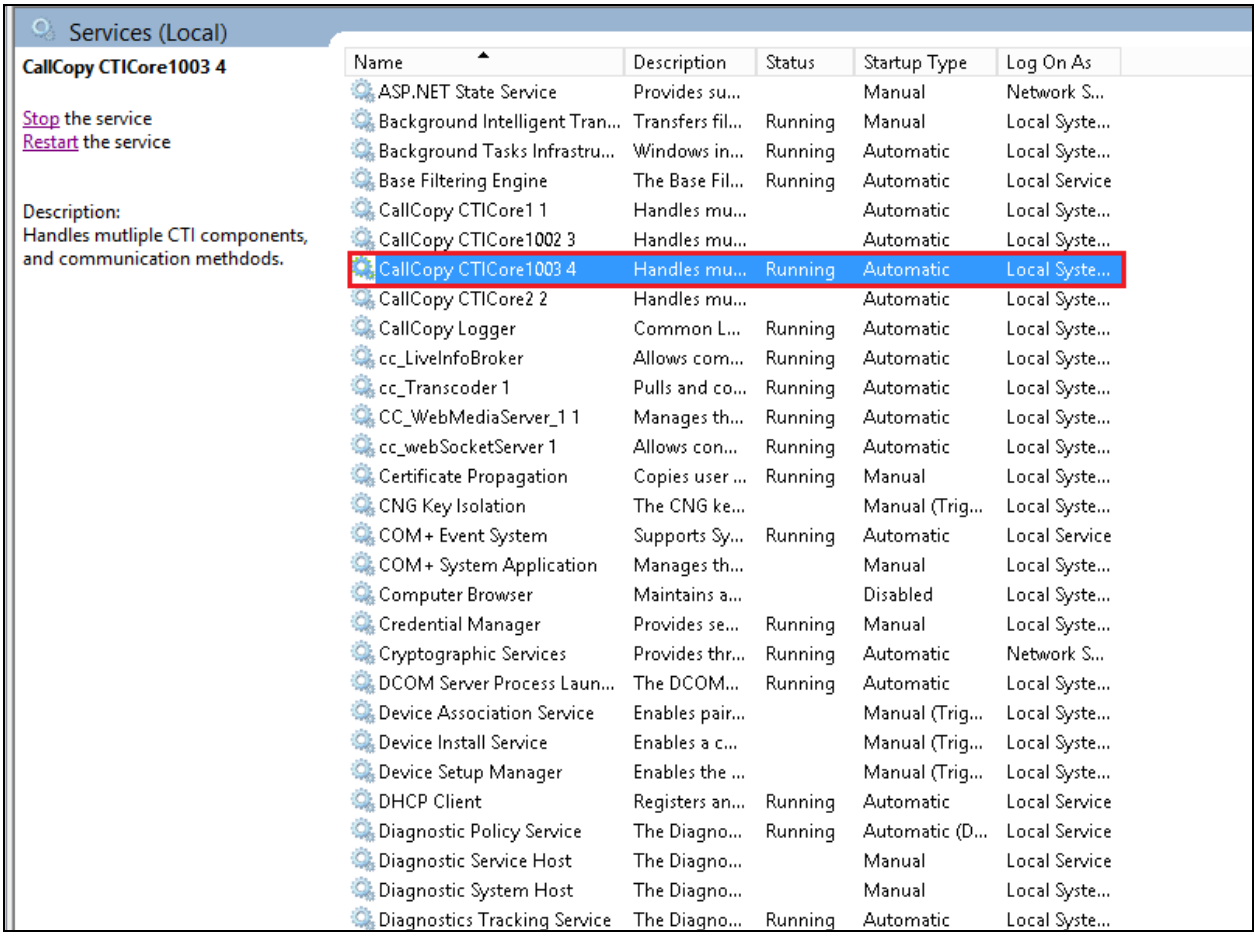
8.5. Verify inContact Services

If these recordings are not present or cannot be played back the **CallCopy CTICore** service may not be running or may need to be restarted. The inContact Call Recording server can be logged into and checked to ensure that the **CallCopy CTICore** service is running.

There may be a number of **CallCopy CTICore** services running depending on the number of connections to the PBX that are in place.



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9. Conclusion

These Application Notes describe the configuration steps required for inContact Call Recording from inContact to successfully interoperate with Avaya Aura® Communication Manager R7.0 using Avaya Aura® Application Enablement Services R7.0 to connect to using DMCC Single Step Conference to record calls. All feature functionality and serviceability test cases were completed successfully with some issues and observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and inContact product documentation that are relevant to these Application Notes. Product documentation for Avaya products may be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Document ID 03-300509

[2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205

[3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide* Release 7.0

Technical support can be obtained for inContact Call Recording from the website http://www.uptivity.com/contact or from the following.

Telephone
Toll-free: 888-922-5526
Direct/International: 614-340-3346
Fax: 614-340-4840
Support: 888-922-5526, option 2

Email
support@uptivity.com

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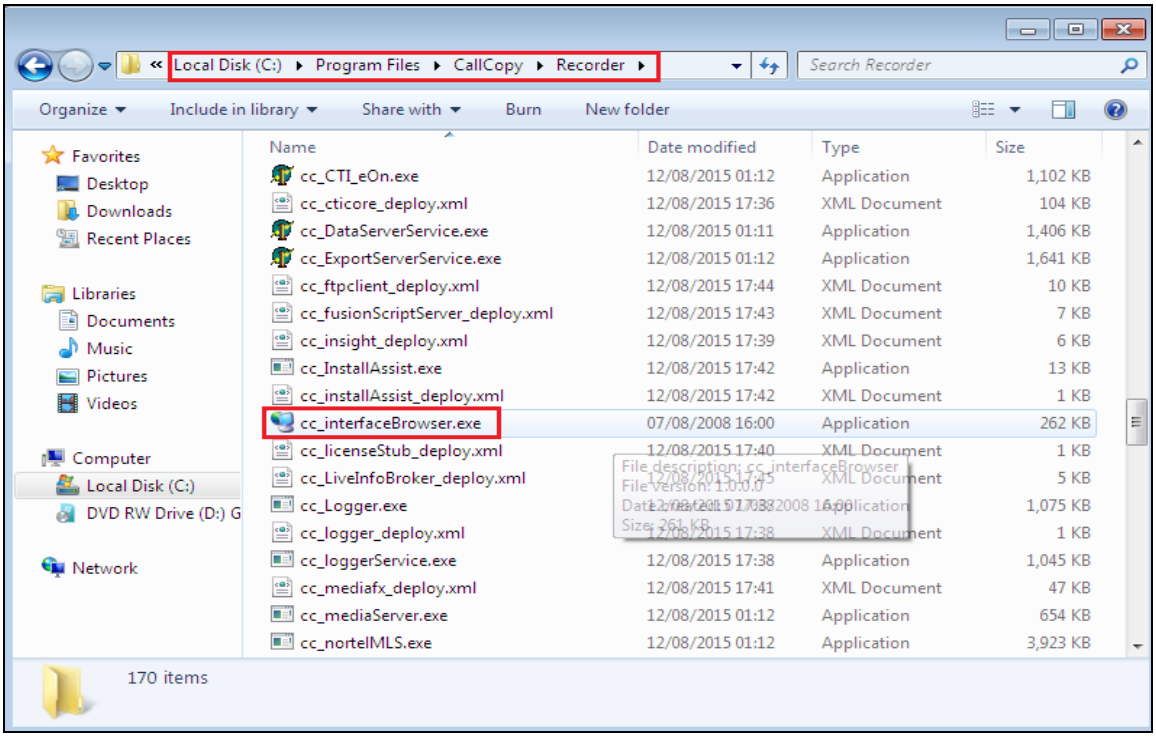
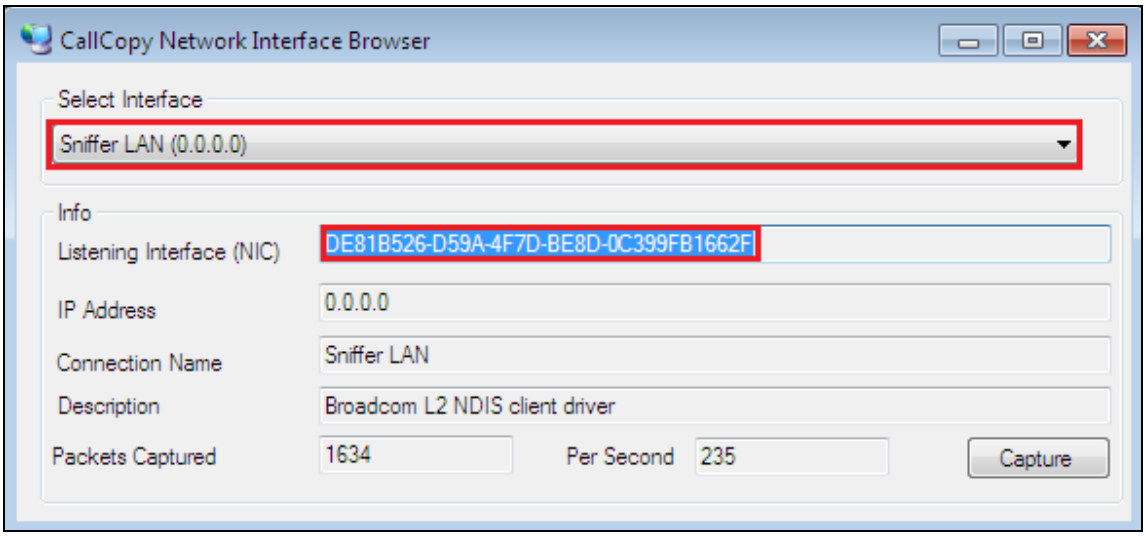
Appendix A

Open the application called **cc_interfaceBrowser.exe**, this should be located in **Program Files → CallCopy → Recorder** folder.



Select the correct Network Interface which is used to capture the RTP from the data switch. The **Listening Interface** should then be populated and this is used for the setup of the inContact Call Recording server in **Section 7**.



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Appendix B

Avaya one-X® Agent Softphone

This is a printout of the Avaya one-X® Agent softphone used during compliance testing.

```
display station 7011                                          Page   1 of   5
                                    STATION

Extension: 2100                          Lock Messages? n               BCC: 0
     Type: 9630                          Security Code: *                TN: 1
     Port: S00031                      Coverage Path 1:                 COR: 1
     Name: one-X Agent1                Coverage Path 2:                 COS: 1
                                       Hunt-to Station:               Tests? y
STATION OPTIONS
               Location:                     Time of Day Lock Table:
             Loss Group: 19           Personalized Ringing Pattern: 1
                                                 Message Lamp Ext: 7011
           Speakerphone: 2-way                Mute Button Enabled? y
         Display Language: english                 Button Modules: 0
 Survivable GK Node Name:
          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
```

```
display station 7011                                          Page   2 of   5
                                    STATION
FEATURE OPTIONS
           LWC Reception: spe                Auto Select Any Idle Appearance? n
          LWC Activation? y                          Coverage Msg Retrieval? y
  LWC Log External Calls? n                                  Auto Answer: none
             CDR Privacy? n                                Data Restriction? n
   Redirect Notification? y                      Idle Appearance Preference? n
 Per Button Ring Control? n                    Bridged Idle Line Preference? n
   Bridged Call Alerting? n                        Restrict Last Appearance? y
  Active Station Ringing: single
                                                       EMU Login Allowed? n
        H.320 Conversion? n           Per Station CPN - Send Calling Number?
       Service Link Mode: as-needed                     EC500 State: enabled
        Multimedia Mode: enhanced                 Audible Message Waiting? n
    MWI Served User Type:                       Display Client Redirection? n
             AUDIX Name:                       Select Last Used Appearance? n
                                                 Coverage After Forwarding? s
                                                   Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 7011          Always Use? n IP Audio Hairpinning? n
```


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```
display station 7011                                          Page   3 of   5
                                    STATION

             Conf/Trans on Primary Appearance? n
   Bridged Appearance Origination Restriction? n


               Call Appearance Display Format: disp-param-default
                           IP Phone Group ID:
Enhanced Callr-Info Display for 1-Line Phones? n

                               ENHANCED CALL FORWARDING
                                     Forwarded Destination         Active
 Unconditional For Internal Calls To: 1000                            n
                   External Calls To: 1000                            n
          Busy For Internal Calls To:                                 n
                   External Calls To:                                 n
      No Reply For Internal Calls To:                                 n
                   External Calls To:                                 n

            SAC/CF Override: n
```

```
display station 7011                                          Page   4 of   5
                                    STATION
 SITE DATA
       Room:                                            Headset? n
       Jack:                                            Speaker? n
      Cable:                                           Mounting: d
      Floor:                                       Cord Length: 0
   Building:                                         Set Color:

ABBREVIATED DIALING
     List1:                    List2:                     List3:




BUTTON ASSIGNMENTS
 1: call-appr                           5: manual-in          Grp:
 2: call-appr                           6: after-call         Grp:
 3: call-appr                           7: aux-work    RC:    Grp:
 4: auto-in           Grp:              8:

    voice-mail
```


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Avaya 9608 H.323 Deskphone

This is a printout of the Avaya 9608 H.323 deskphone used during compliance testing.

```
display station 7000                                          Page   1 of   5
                                    STATION

Extension: 7000                         Lock Messages? n              BCC: 0
     Type: 9608                         Security Code: *               TN: 1
     Port: S00000                     Coverage Path 1: 1              COR: 1
     Name: Ext2000                    Coverage Path 2:                COS: 1
                                      Hunt-to Station:              Tests? y
STATION OPTIONS
                                         Time of Day Lock Table:
             Loss Group: 19           Personalized Ringing Pattern: 1
                                            Message Lamp Ext: 7000
           Speakerphone: 2-way           Mute Button Enabled? y
        Display Language: english             Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal        Media Complex Ext:
   Survivable Trunk Dest? y                    IP SoftPhone? y

                                       IP Video Softphone? n
                              Short/Prefixed Registration Allowed: yes

                                       Customizable Labels? y
```

```
display station 7000                                          Page   2 of   5
                                    STATION
FEATURE OPTIONS
           LWC Reception: spe              Auto Select Any Idle Appearance? n
          LWC Activation? y                          Coverage Msg Retrieval? y
  LWC Log External Calls? n                                Auto Answer: none
            CDR Privacy? n                               Data Restriction? n
   Redirect Notification? y                     Idle Appearance Preference? n
 Per Button Ring Control? n                   Bridged Idle Line Preference? n
   Bridged Call Alerting? n                       Restrict Last Appearance? y
  Active Station Ringing: single
                                                      EMU Login Allowed? n
        H.320 Conversion? n          Per Station CPN - Send Calling Number?
      Service Link Mode: as-needed                    EC500 State: enabled
        Multimedia Mode: enhanced                 Audible Message Waiting? n
    MWI Served User Type: sip-adjunct           Display Client Redirection? n
                                               Select Last Used Appearance? n
                                                 Coverage After Forwarding? s
                                                   Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 7000          Always Use? n IP Audio Hairpinning? n
```


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```
display station 7000                                          Page   3 of   5
                                    STATION

             Conf/Trans on Primary Appearance? n
   Bridged Appearance Origination Restriction? n    Offline Call Logging? y
         Require Mutual Authentication if TLS? n

               Call Appearance Display Format: disp-param-default
                           IP Phone Group ID:
Enhanced Callr-Info Display for 1-Line Phones? n

                              ENHANCED CALL FORWARDING
                                    Forwarded Destination         Active
 Unconditional For Internal Calls To:                                   n
                   External Calls To:                                   n
          Busy For Internal Calls To:                                   n
                   External Calls To:                                   n
      No Reply For Internal Calls To:                                   n
                   External Calls To:                                   n

            SAC/CF Override: n
```

```
display station 7000                                          Page   4 of   5
                                    STATION
 SITE DATA
       Room:                                          Headset? n
       Jack:                                          Speaker? n
      Cable:                                         Mounting: d
      Floor:                                      Cord Length: 0
   Building:                                        Set Color:

ABBREVIATED DIALING
     List1:                    List2:                    List3:




BUTTON ASSIGNMENTS
 1: call-appr                          5: call-park
 2: call-appr                          6:
 3: call-appr                          7:
 4: extnd-call                         8:

    voice-mail
```


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