Avaya Solution & Interoperability Test Lab

Application Notes for Metropolis OfficeWatch SL Professional with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the steps required to integrate the Metropolis OfficeWatch SL Professional Call Accounting System with Avaya IP Office 9.1. Metropolis OfficeWatch SL Professional (OfficeWatch) Call Accounting System captures call records from Avaya IP Office using a Station Message Detail Recording (SMDR) link. In turn, OfficeWatch processes the call records and generates detailed reports.

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 steps required to integrate the Metropolis OfficeWatch Call Accounting System with Avaya IP Office 9.1. Metropolis OfficeWatch Call Accounting System captures call records from Avaya IP Office using a Station Message Detail Recording (SMDR) link. In turn, OfficeWatch processes the call records and generates detailed reports.

2. General Test Approach and Test Results

This section describes the compliance testing used to verify interoperability of Metropolis OfficeWatch Call Accounting System with Avaya IP Office 9.1. This section covers the general test approach and the test results. The testing covered feature and serviceability test cases. The feature testing covered the ability of OfficeWatch to capture and process call records.

The call records captured and displayed by OfficeWatch were compared for accuracy to the call records displayed by Avaya IP Office Monitor. Call records for various call types were generated, including internal calls, inbound and outbound trunk calls, including PSTN calls, transferred calls, and conference calls.

The serviceability testing focused on the ability of OfficeWatch to recover from adverse conditions such as loss of network connectivity. It was also verified that call records that were generated while OfficeWatch was disconnected from the network were not lost.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- Sending call records from IP Office to OfficeWatch for various call types, including internal calls, inbound and outbound trunks, including PSTN calls, transferred calls, and conference calls
- Call records were captured and displayed on OfficeWatch
- Call records were processed by OfficeWatch, which generated detailed reports
- Proper system recovery after loss of network connectivity and power loss

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2.2. Test Results

OfficeWatch passed compliance testing with Avaya IP Office 9.1.

2.3. Support

For technical support on Metropolis OfficeWatch Call Accounting System, contact Metropolis Customer Service by phone, through their website, or email.

Phone: (954) 414-2900 x32
Web: http://www.metropolis.com/support.html
Email: support2012@metropolis.com

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3. Reference Configuration

Figure 1 illustrates the configuration used for the compliance test. In the sample configuration, IP Office was connected to the Emulated PSTN site via an SIP trunk. The Emulated PSTN site was used to generate inter-site PSTN calls.

Avaya IP Office consisted of Avaya IP Office 500V2 box, Avaya IP (H323, SIP and Communicator), Digital and Analog Telephones. OfficeWatch connects via the LAN and establishes an SMDR link to IP Office.

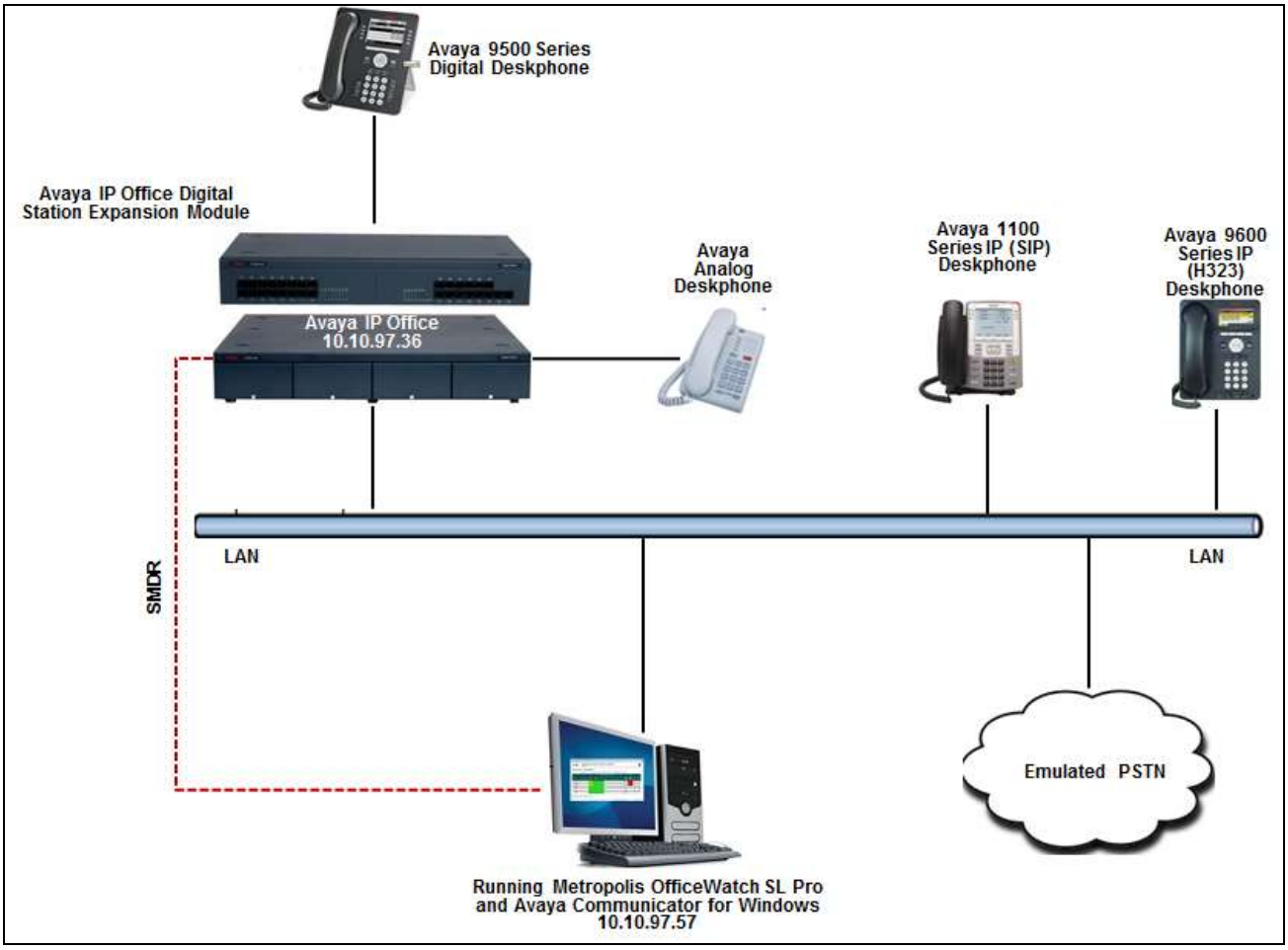

Figure 1: Metropolis OfficeWatch Call Accounting System with Avaya IP Office

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4. Equipment and Software Validated

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

Equipment	Release/Version
Avaya IP Office 500V2	9.1.0.437
Avaya Telephones: • 9621G IP (H323) Deskphone • 1140 IP (SIP) Deskphone • 9508 Digital Deskphone • Communicator for Windows	 6.4014 4.04.18 0.55 2.0.3.30
Metropolis OfficeWatch Call Accounting System running on Windows 7 Pro SP1 OS	2015.03.11C

Note: Compliance testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 only.

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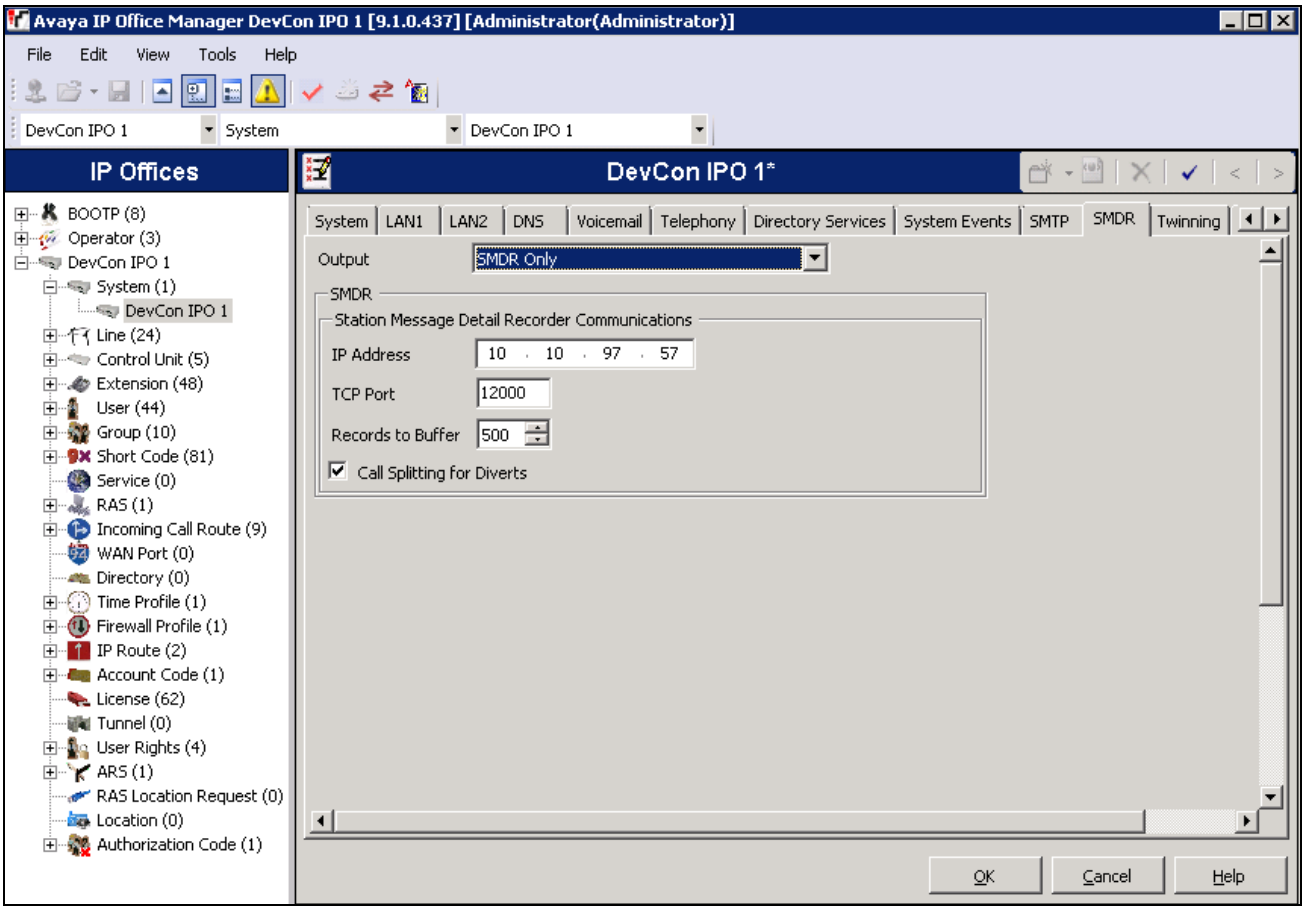
5. Configure Avaya IP Office

This section describes the IP Office configuration that is required to interoperate with OfficeWatch. This section covers the configuration of the SMDR link.

Launch the Avaya IP Office 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 **DevCon IPO 1** screen in the right pane. Select the **SMDR** tab. Select *SMDR Only* from the **Output** field drop-down list to display the **SMDR** section.

For **IP Address**, enter the IP address of the Metropolis OfficeWatch server. For **TCP Port**, enter *12000*. Modify the **Records to Buffer** field 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 Metropolis OfficeWatch.



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6. Configure Metropolis OfficeWatch Call Accounting System

This section provides the procedures for configuring Metropolis OfficeWatch Call Accounting System. The procedures include the following areas:

- Administer PBX
- Administer Call Processing Options
- Administer Grace Periods

6.1. Administer PBX

From the Metropolis OfficeWatch Call Accounting System server, launch **OfficeWatch** to display the **OfficeWatch SL Pro Telemanagement 2015 – AVAYA DEVCONNECT DEMO** screen as shown below. Select **PBX → Select PBX** (not shown) from the top menu.

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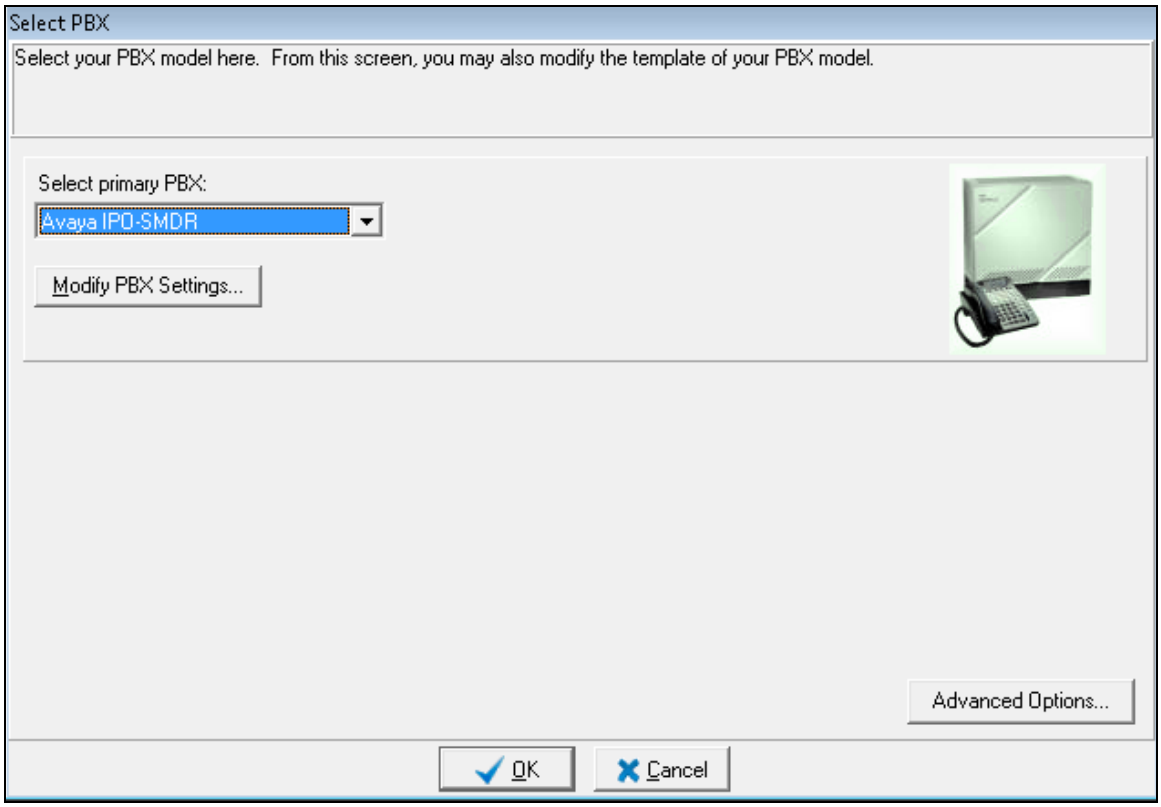
The **Select PBX** screen is displayed next. Enter the following value for the specified field.

- **Select primary PBX:** Select an applicable type, in this case *Avaya IP Office SMDR*

Click **Modify PBX Settings**.



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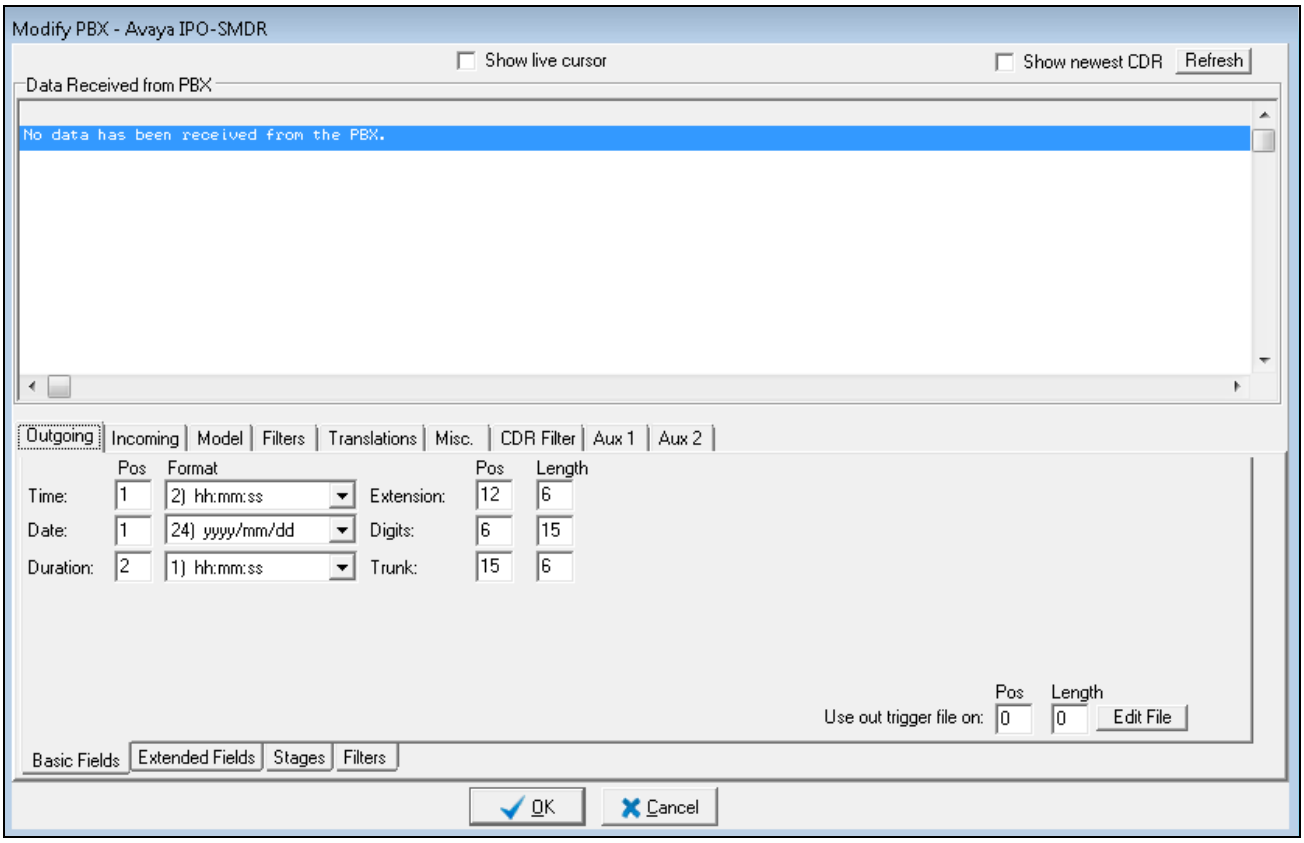
The **Modify PBX – Avaya IPO – SMDR** screen is displayed. Note that in a live customer environment, SMDR data may start appearing in the top portion of the screen. Select the **Outgoing** tab. For **Extension Length**, enter the maximum number of digits used for internal extensions on Avaya IP Office, in this case "6". Retain the default values in the remaining fields.



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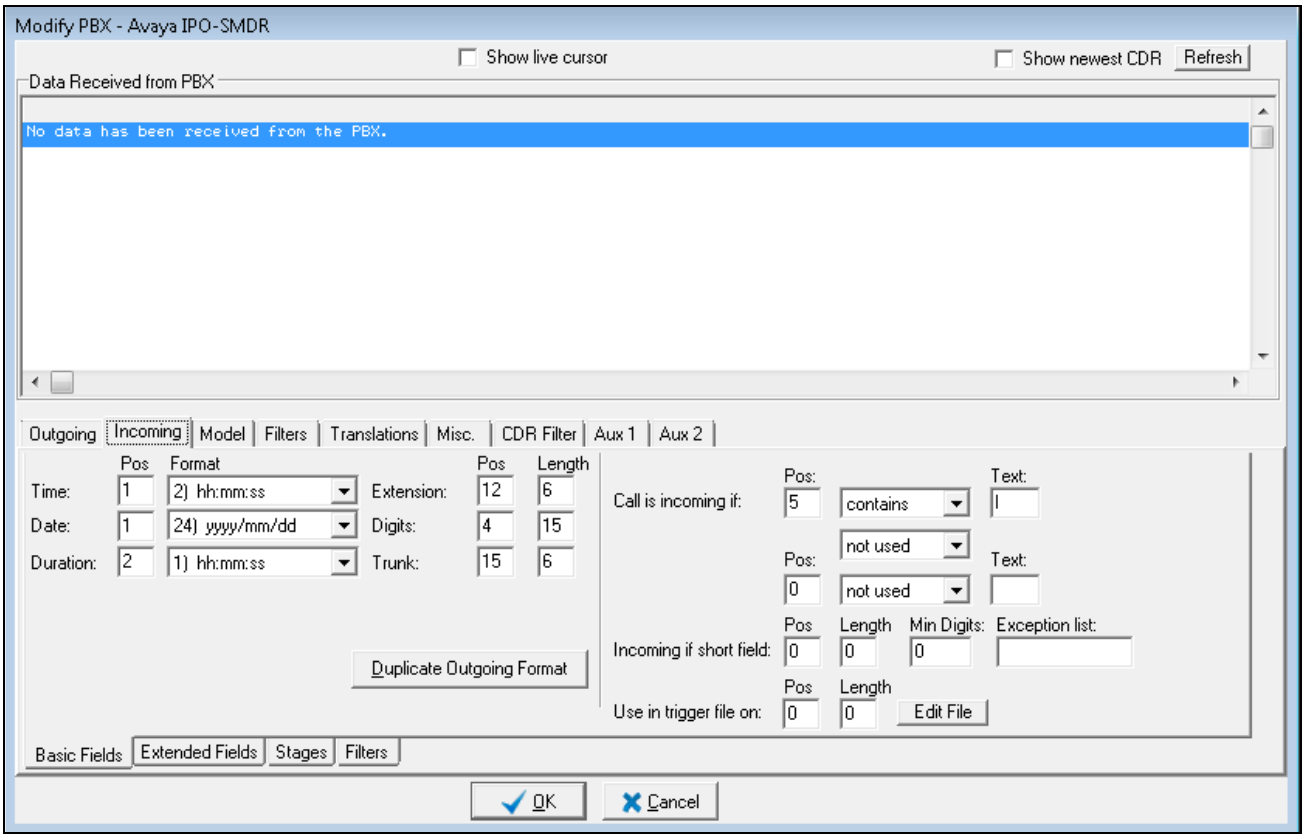
Select the **Incoming** tab. For **Extension Length**, enter the maximum number of digits used for internal extensions on Avaya IP Office. Retain the default values in the remaining fields.



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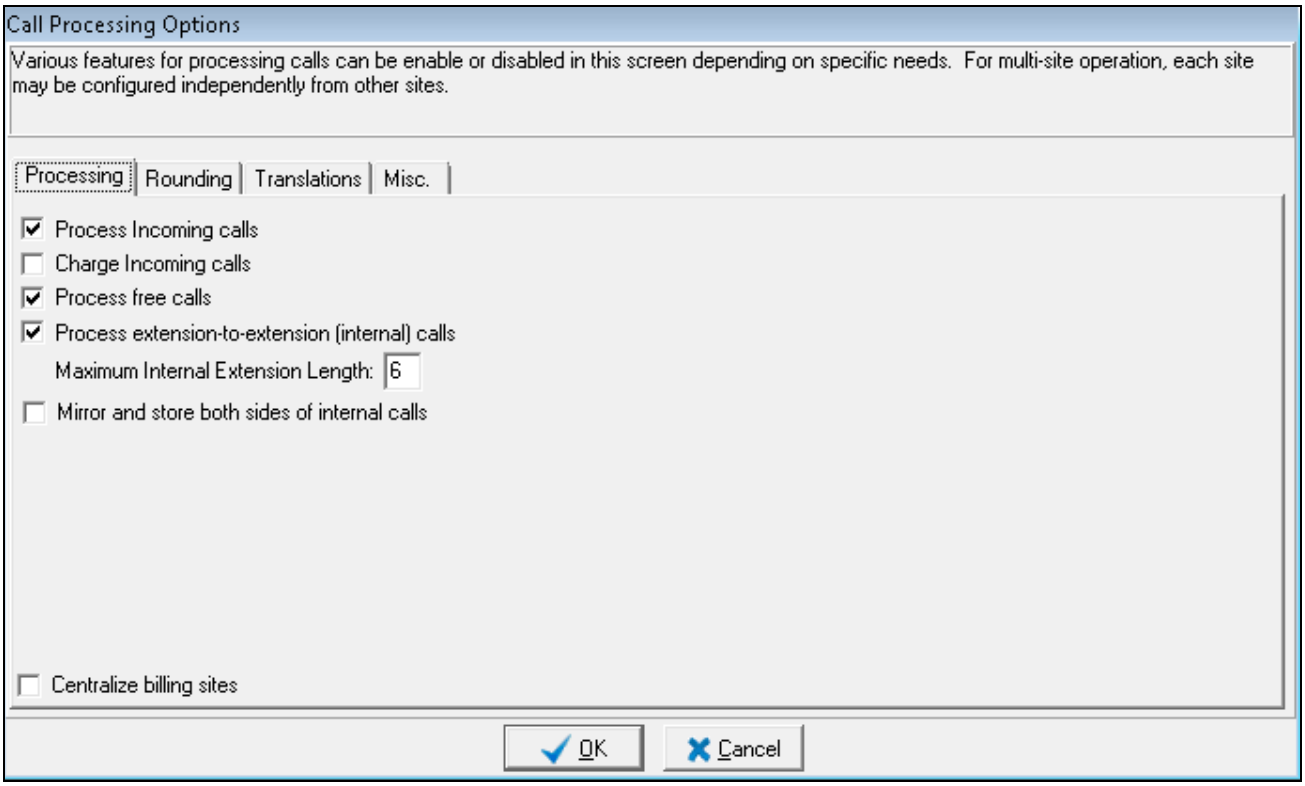
6.2. Administer Call Processing Options

From the **OfficeWatch SL Pro Telemanagement 2015 – AVAYA DEVCONNECT DEMO** screen shown in **Section 6.1** select **Setup → Call Processing Options** (not shown) from the top menu to display the **Call Processing Options** screen.

Check **Process Incoming calls**, **Process free calls** and **Process extension-to-extension (internal) calls,** if desired. Set the appropriate value for **Maximum Internal Extension Length**, and retain the default values in the remaining fields. The screenshot below shows the settings used for the compliance testing.



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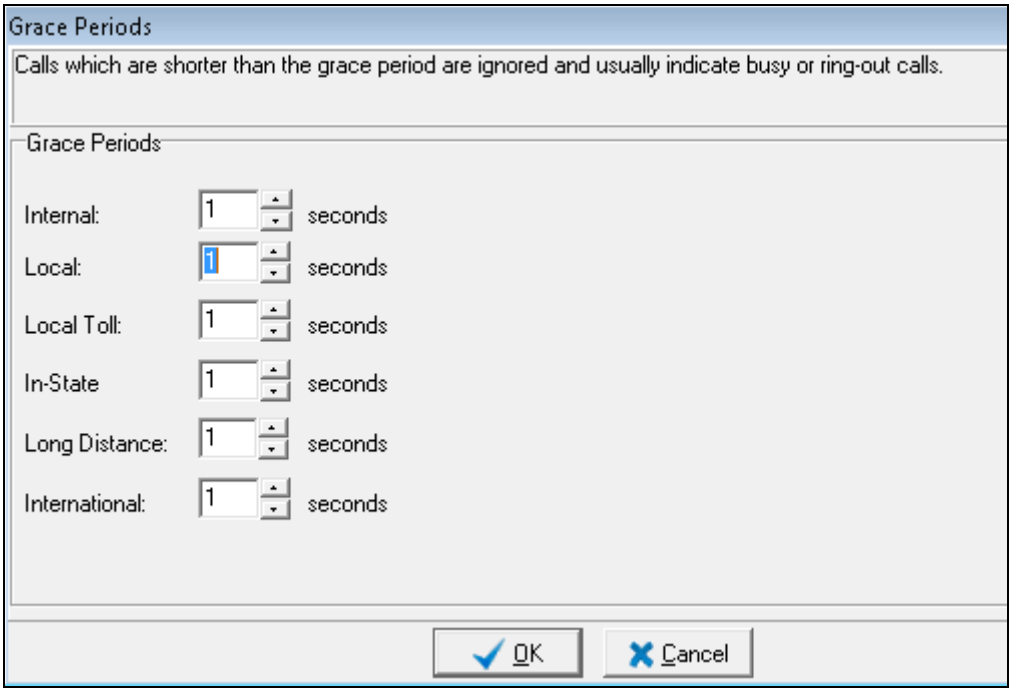
6.3. Administer Grace Periods

From the **OfficeWatch SL Pro Telemanagement 2015 – AVAYA DEVCONNECT DEMO** screen shown in **Section 6.1** select **Setup → Grace Periods** (not shown) from the top menu to display the **Grace Periods** screen. Modify the grace period value for each type of call if desired. Note that calls with duration shorter than the grace period will not be logged. The screenshot below shows the settings used for the compliance testing.



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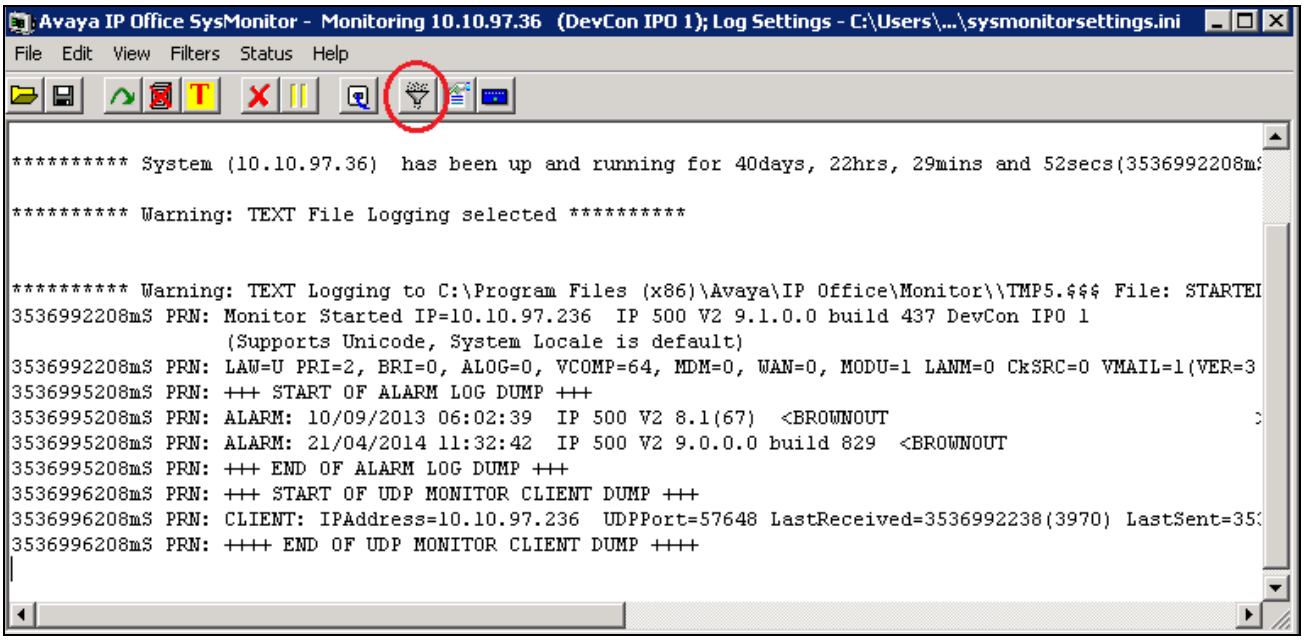
7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and Metropolis OfficeWatch Call Accounting System.

7.1. Verify Avaya IP Office

Launch the Avaya IP Office Monitor application to display the **Avaya IP Office SysMonitor** screen as shown below. Click on the **Filter** icon.



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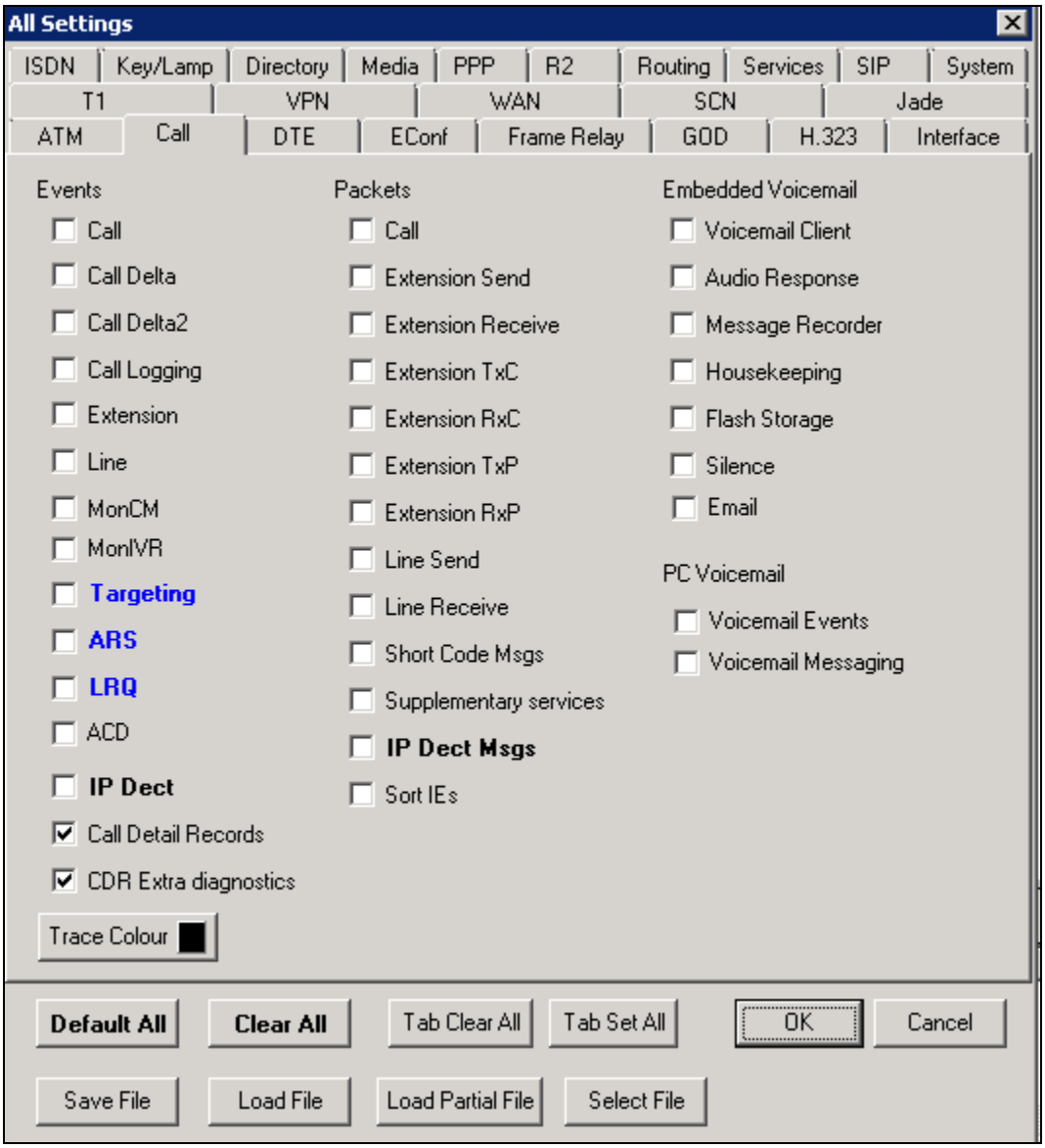
The **All Settings** screen is displayed. Check **Call Detail Records** and **CDR Extra diagnostics** as shown below.



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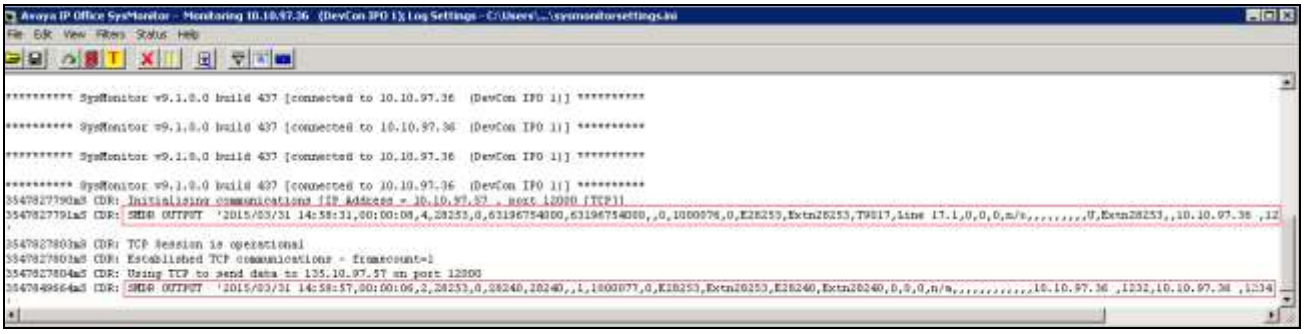
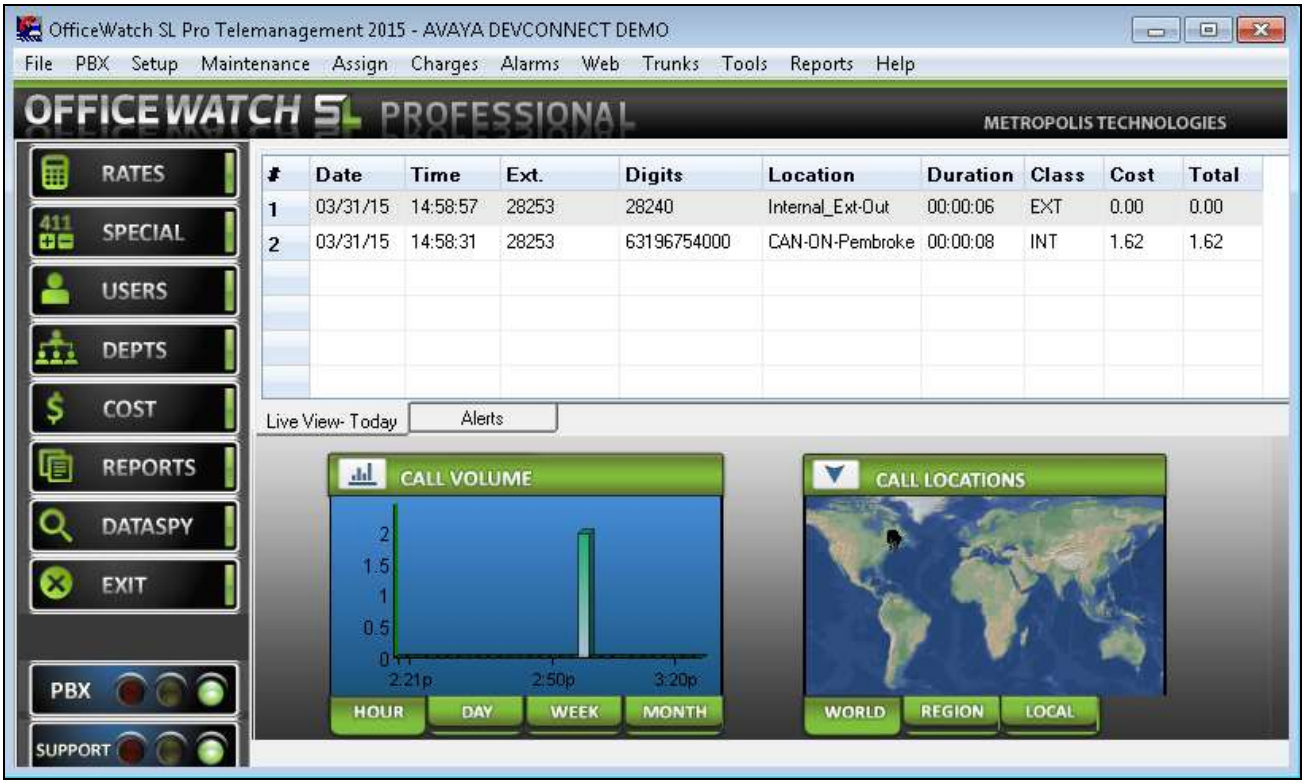
Make and complete a few phone calls, including internal, inbound from the PSTN, and outbound to the PSTN. Verify that raw SMDR data is displayed on the **Avaya IP Office SysMonitor** screen as shown below.



7.2. Verify Metropolis OfficeWatch Call Accounting System

From the Metropolis OfficeWatch server, follow the navigation in **Section 6.1** to display the **OfficeWatch SL Pro Telemanagement 2015 – AVAYA DEVCONNECT DEMO** screen. Verify that an entry is displayed for each SMDR record output from **Section 7.1**. Note that the **Cost** data shown below is estimated by OfficeWatch based on call destination and duration.



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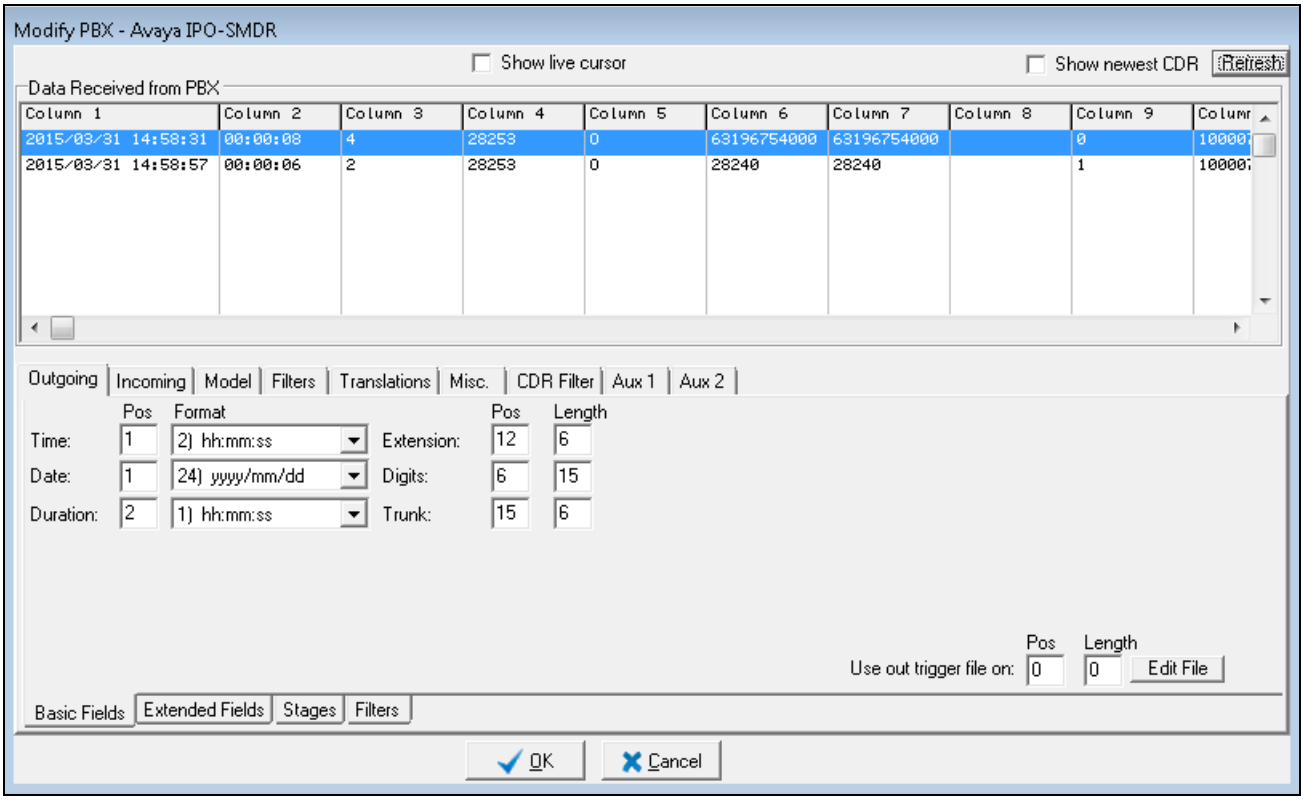
Follow the navigation in **Section 6.1** to display the **Modify PBX Settings** screen. In the top portion of the screen, verify that an entry is displayed for each SMDR record output from **Section 7.1** with matching values.



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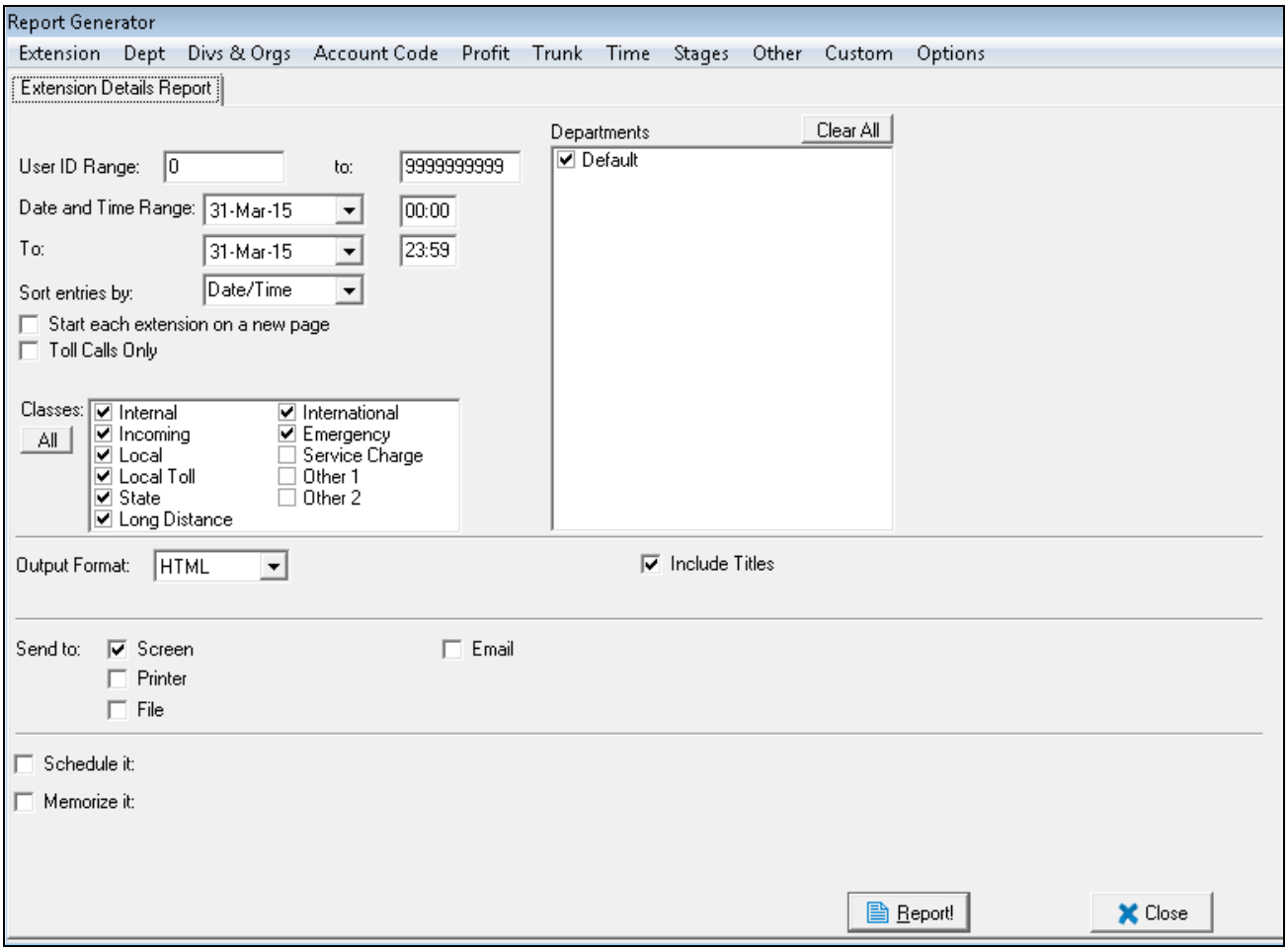
From the Metropolis OfficeWatch server, follow the navigation in **Section 6.1** to display the **OfficeWatch SL Pro Telemanagement 2015 – AVAYA DEVCONNECT DEMO** screen. Select **Reports → Report Generator** (not shown) from the top menu. The **Reports Generator** screen is displayed. Select **Extension → Extension Details Report** from the top menu, and click **Report**.



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The **Extension Details Report** automatically pops up in a browser window. Verify that the report entries match to the entries on the **OfficeWatch SL Pro Telemanagement 2015 – AVAYA DEVCONNECT DEMO** screen.

Extension Details Report

AVAYA DEVCONNECT DEMO - BELLEVILLE, ON
Report Date: 31-Mar-15 15:30:37
User ID Range: 0 to 9999999999
Date Range: 31-Mar-15 to 31-Mar-15

Department: Default
User ID: 28253 / Connie

Date	Time	Number Dialed	Dur.	Location	Class	Account	Ring S.	Hold S.	Misc	Charge	Total
03/31/15	14:58:31	63196754000	00:00:08	CAN-ON-Pembroke	INT		4	0	0	1.62	1.62
03/31/15	14:58:57	28240	00:00:06	Internal_Ext-Out	EXT		2	0	0	0.00	0.00
		Calls: 2	00:00:14	Avg Dur: 00:07						1.62	1.62

Grand Totals

		Total Calls: 2	**00:00:14**							**$1.62**	**$1.62**

8. Conclusion

These Application Notes describe the steps required to configure Metropolis OfficeWatch Call Accounting System to interoperate with Avaya IP Office 9.1. All feature and serviceability tests were completed successfully.

9. Additional References

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

[1] *Administering Avaya IP Office Platform with Manager* Release 9.1.2 Issue 10.08 available at http://support.avaya.com.

[2] *Metropolis OfficeWatch Call Accounting User Guide*, available at http://www.metropolis.com.

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