

Avaya Solution & Interoperability Test Lab

Application Notes for aurenz GmbH UC-Analytics with Avaya Aura® Communication Manager to collect Call Detail Records (CDR) – Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for provisioning aurenz GmbH's product UC-Analytics v13.0 to successfully interoperate with Avaya Aura® Communication Manager R8.1 to collect CDR.

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.

1. Introduction

These Application Notes describe the configuration steps necessary for provisioning aurenz GmbH's product UC-Analytics v13.0 to successfully interoperate with Avaya Aura® Communication Manager R8.1 to collect CDR. UC-Analytics from aurenz GmbH is an add on module used specifically to provide additional statistical information based on data, in the form of Call Detail Records (CDR), collected from Avaya Aura® Communication Manager using the Data Collector installed on UC-Analytics. For further information please go to https://www.aurenz.de

Based on the call data generated on Communication Manager and collected into the Data Collector, UC-Analytics offers different evaluation options. Personal reports of corporate communication on the integrated dashboard, peak time reports and analyses to optimize processes. In addition to reports and analyses, the UC-Analytics offers the full scope of a modern call accounting solution. This way additional costs (other than call data) such as working hours, equipment costs (devices) and services can be distributed and charged according to the originator.

Note: UC-Analytics uses a module called Data Collector to process CDR from Communication Manager, this module and its interaction with Communication Manager is the primary focus of these Application Notes. The reports produced by UC-Analytics are used to verify that the data collected by the Data Collector is processed correctly.

Note: UC-Analytics contains the AlwinPro UC-Edition module which is used to display billing and accounting information based on the CDR received into the Data Collector, for more information on AlwinPro UC-Edition please search for *Application Notes for aurenz GmbH AlwinPro UC-Edition with Avaya Aura Communication Manager to collect Call Detail Records (CDR).*

2. General Test Approach and Test Results

Compliance testing focused on verifying that calls that were made and received by various endpoints on Communication Manager were reported on correctly and that the addition of UC-Analytics did not interfere with the overall operation of Communication Manager. CDR information is transferred via TCP/IP stream, so UC-Analytics (using the Data Collector) is listening on a port awaiting CDR output. Various calls were made to and from Communication Manager endpoints/extensions and the CDR produced examined to ensure all calls were reported on appropriately.

There are some differences in Communication Manager in the call records generated by SIP endpoints compared to Digital and H.323 endpoints. As a result, in certain scenarios involving SIP endpoints (e.g., two-party call, transfer, or conference), a CDR application may see more or less records, or records with condition codes/calling party other than expected.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and UC-Analytics did not include use of any specific encryption features as requested by aurenz GmbH.

2.1. Interoperability Compliance Testing

The objective of Interoperability Compliance Testing is to provide assurance to the potential customers that the tested products operate as specified and can interoperate in an environment similar to the one that will be encountered at a customer's premises. The interoperability compliance testing focused on a Real-Time TCP/IP connection listening on a port awaiting CDR data from Communication Manager.

The testing focused on the following types of calls:

- Internal calls Calls made internally between H.323, SIP and Digital endpoints.
- **Inbound calls** Test CDR records for inbound calls to the Communication Manager from PSTN callers.
- **Outbound calls** Test CDR records for outbound calls from the Communication Manager to PSTN callers.
- Hold/Transferred/ calls Test CDR records for calls transferred to PSTN callers.
- **Conference calls** Test CDR records for calls in conference between the Communication Manager and PSTN callers.
- **Forwarded calls** Test CDR records for calls made to desk phones that are forwarded to the PSTN.
- Account Code and Authorization Codes Outbound calls were made using Account Codes and Authorization Codes to see how they are reported on.
- **Bridged Appearance and Hunt Groups** Calls were made using Bridged Appearance and calls were made to Hunt Groups to see how they are reported on.
- **Serviceability** The behaviour of UC-Analytics under different simulated LAN failures were also observed.

Note: Two PSTN lines were used, ISDN and SIP trunk using a Session Border Controller. Private trunk calls (Inter-Switch calls) are routed via AAR and SIP Trunk based upon the extension dialed instead of the AAR facility access code.

Each CDR record was inspected for the accuracy of specific information shown below:

- Call termination time
- Call duration
- Condition code
- Dialed number
- Calling number
- Access code dialed (outbound)
- Access code used (outbound)
- Outgoing/incoming TAC and circuit ID

2.2. Test Results

Tests were performed to ensure full interoperability of Communication Manager with aurenz GmbH UC-Analytics. Performance and load testing is outside the scope of the compliance testing. All the test cases passed successfully. With the following observations noted.

- 1. Supervised Transfer, PSTN calls to SIP1, SIP1 then transfers the PSTN caller to SIP2. Specific information on "leg 2" of the transfer is not sent by Communication Manager.
- 2. Supervised Transfer, SIP1 calls to SIP2, SIP2 then transfers SIP1 to the PSTN. All durations are shown but Communication Manager does not pass on all information on parties on the final leg of the call.
- 3. Supervised Transfer, SIP calls to H323, H323 then transfers SIP to another H323. Only produces one record and that was for leg 1, that is all Communication Manager sends out.
- 4. Blind Transfer, SIP calls to H323, H323 then transfers SIP to another H323. Only produces one record for leg 1, that is all Communication Manager sends out.
- 5. Blind Transfer, H323 calls to H323, H323 then transfers H323 to a SIP. Only produces one record for leg 1, that is all Communication Manager sends out.
- 6. SIP1 calls out to PSTN, PSTN then transfers SIP1 into SIP2 leaving SIP1 and SIP2 talking to each other. All legs are being sent by Communication Manager on this occasion, but UC Analytics is not displaying leg 2 correctly. For H.323 making the same calls, Phone1 to PSTN number (outbound trunk call) and PSTN number to Phone2 (inbound trunk call) are being reported on. For SIP making the calls, then Phone1 to PSTN number (outbound trunk call) ids reported on but the second leg does not show PSTN number to Phone2, it shows Phone1 and Phone2 instead. aurenz is investigating the issue.

2.3. Support

Information on aurenz GmbH and product support can be obtained through the following: Phone: <u>+49 (0) 7021 73888-0</u> Fax: <u>+49 (0) 7021 73888-30</u> E-Mail: <u>info@aurenz.de</u>

Support-Hotline

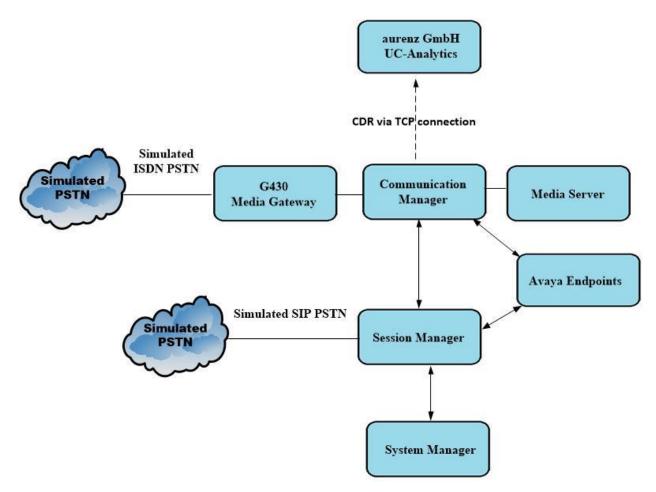
Mo.-Fr. 08:00-17:00 Phone: <u>+49 (0) 7021 73888-33</u> Fax: <u>+49 (0) 7021 73888-30</u> E-Mail: <u>support@aurenz.de</u>

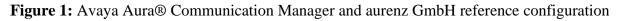
3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of a Communication Manager, System Manager, Session Manager, a Media Server and a G430 Media Gateway. Communication Manager is configured to output CDR over a TCP/IP port. CDR is sent in customized format and retrieved by UC-Analytics. A variety of Avaya deskphones were used to generate intra-switch calls (calls between phones on the same system), and outbound/inbound calls to/from the PSTN. Session Manager shown in the diagram is used for SIP telephones and SIP trunks.

Note: UC-Analytics was connected directly to Communication Manager using a direct TCP/IP connection.

Note: Two simulated PSTN lines were used, ISDN and SIP trunk using a Session Border Controller.





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	8.1.3.2 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.2.1012646 Service Pack 2
Avaya Aura® Session Manager running on a virtual server	8.1.3.2 Build No. – 8.1.3.2.813207
Avaya Aura® Communication Manager running on a virtual server	8.1.3.2 – FP3SP2 R018x.01.0.890.0 Update ID 01.0.890.0-26989
Avaya Aura® Media Server	8.0.2.184
Avaya G430 Media Gateway	41.16.0/1
Avaya J179 IP Phone (H.323)	6.8502
Avaya J189 IP Phone (SIP)	4.0.10.1.2
Avaya 9404 Digital Phone	2.00
aurenz GmbH UC-Analytics running on Windows 10 PC	13.0.1.02

5. Configure Avaya Aura® Communication Manager

Configuration and verification operations on the Communication Manager illustrated in this section were all performed using Avaya Site Administrator Emulation Mode. The information provided describes the configuration of the Communication Manager for this solution. It is implied that a working system is already in place. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Create Node Name for UC-Analytics
- Define the CDR Link
- Change System Parameters CDR
- Set System Parameters Special Applications
- Set Class of Service
- Configure Trunks for CDR Reporting

5.1. Create Node Name for UC-Analytics

A Node Name needs to be created to associate UC-Analytics with Communication Manager. Use the **change node-names ip** command to configure the following:

- Name Enter an informative name i.e., UC-Analytics
- IP address Enter the IP address of the UC-Analytics PC/Server

```
        change node-names ip
        Page
        1 of
        2

        IP NODE NAMES
        IP Address
        I
        1 of
        2

        Name
        IP Address
        I
        1 of
        2

        UC-Analytics
        10.10.40.182
        I
        I
        1 of
        2
```

5.2. Define the CDR Link

A CDR link needs to be defined between the Communication Manager and UC-Analytics. Use the **change ip-services** command to configure the following:

- Service Type Enter CDR1
 Local Node Enter procr
 Remote Node Enter UC-Analytics
 Pamata Part Enter 9000
- **Remote Port** Enter 9000

change ip-s	services				Page	1 of 4
			IP SERVI	CES		
Service	Enabled	Local	Local	Remote	Remote	TLS
Туре		Node	Port	Node	Port	Encryption
AESVCS	У	procr	8765			
CDR1		procr	0	UC-Analytics	9000	n

TLS Encryption was set to n, as encryption was not used.

Navigate to **Page 3** and set the **Reliable Protocol** field to **n**. This will disable Reliable Session Protocol (RSP) for CDR transmission. In this case, the CDR link will use TCP without RSP.

```
3 of
                                                                     4
change ip-services
                                                        Page
                           SESSION LAYER TIMERS
 Service
            Reliable Packet Resp Session Connect SPDU Connectivity
            Protocol Timer
                                  Message Cntr Cntr
                                                           Timer
  Туре
CDR1
                        30
                                         3
                                                   3
                                                             60
               n
```

5.3. Change System Parameters CDR

Certain parameter changes are required for Communication Manager to interoperate with UC-Analytics. The screen shots below show the settings used during compliance testing. Use the **change system-parameters cdr** command to configure the following.

```
change system-parameters cdr
                                                                    Page
                                                                           1 of
                                                                                   2
                             CDR SYSTEM PARAMETERS
 Node Number (Local PBX ID):
                                                      CDR Date Format: day/month
      Primary Output Format: customized Primary Output Endpoint: CDR1
    Secondary Output Format:
       CDR Retention (days): 20
       Use ISDN Layouts? n
Use Enhanced Formats? n
Condition Code 'T' For Redirected Calls? n
Remove # From Called Number? n
     Use Legacy CDR Formats? y
Modified Circuit ID Display? n
  Record outgoing callSuppress CDR for Ineffective Call Attempts? nOutg Attd Call Record: yInterworking Feat-flag? n
                  Record Outgoing Calls Only? n
                                                       Outg Trk Call Splitting? y
 Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
                                      Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? y
Record Agent ID on Incoming? n Record Agent ID on Outgoing? y
     Inc Trk Call Splitting? y
                                                  Inc Attd Call Record? y
  Record Non-Call-Assoc TSC? n
                                          Call Record Handling Option: warning
      Record Call-Assoc TSC? n Digits to Record for Outgoing Calls: dialed
   Privacy - Digits to Hide: 0
                                               CDR Account Code Length: 5
Remove '+' from SIP Numbers? y
```

change	system-paran	neters		CDR SYSTEM PARAME	TERS		Page 2	of	2
Data Item - Length Data Item - Length Data Item - Length 1: date - 6 17: clg-num/in-tac - 15 33: location-from - 3								2	
2: sp	ace	- 1	18:	clg-num/in-tac space	- 1	34:	space	-	1
4: sp		- 1	20:	acct-code space in-trk-code	- 1	36:	location-to return line-feed	-	1
6: sp		- 1	22:	space out-crt-id	- 1	38:	IIIIe Ieeu	-	1
8: sp	ace	- 1	24:	space in-crt-id	- 1 - 3	40:		-	
10: sp 11: co		- 1 - 4		space frl	- 1 - 1				
12: sp 13: co	de-used	- 4	29:		- 1 - 13	45 :		-	
	aled-num	- 23	31:	space vdn	- 1 - 13	47:		_	
16: sp	ace	- 1	32:	<pre>space Record length =</pre>	- 1 = 147	48:		-	

Navigate to Page 2 and enter Data Item and Length as shown in the screen below.

5.4. Set System Parameters Special Applications

There are Special Applications that need to be set to allow for certain CDR conditions such as **Start Time and 4-Digit Year CDR Custom Fields**, this is **SA8201**, and it should be set to y as shown below.

```
change system-parameters special-applications
                                                                    3 of 11
                                                             Page
                             SPECIAL APPLICATIONS
                   (SA8141) - LDN Attendant Queue Priority? n
       (SA8143) - Omit Designated Extensions From Displays? n
            (SA8146) - Display Update for Redirected Calls? n
              (SA8156) - Attendant Priority Queuing by COR? n
               (SA8157) - Toll Free Vectoring until Answer? n
  (SA8201) - Start Time and 4-Digit Year CDR Custom Fields? y
                        (SA8202) - Intra-switch CDR by COS? y
                    (SA8211) - Prime Appearance Preference? n
                      (SA8240) - Station User Admin of FBI? n
                                 (SA8312) - Meet-Me Paging? n
                   (SA8323) - Idle Call Preference Display? n
                         (SA8339) - PHS X-Station Mobility? n
                  (SA8348) - Map NCID to Universal Call ID? n
               (SA8428) - Station User Button Ring Control? n
             (SA8434) - Delay PSTN Connect on Agent Answer? n
                          (SA8439) - Forward Held-Call CPN? n
                 (SA8440) - Unmodified QSIG Reroute Number? n
                                           (SA8475) - SOSM? n
```

5.5. Set Class of Service

Intra-switch CDR can be set to **y** as shown below. This was set for COS 1 and can be then assigned to each trunk group or station as required.

change cos-group 1											Pa	age	1	. of	-	2
CLASS OF SERVICE COS G	rou	p:	1	CO	S N	ame	: P	GD	efa	ult		-				
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Auto Callback	n	У	У	n	У	n	У	n	У	n	У	n	У	n	У	n
Call Fwd-All Calls	n	У	n	У	У	n	n	У	У	n	n	У	У	n	n	У
Data Privacy	n	У	n	n	n	У	У	У	У	n	n	n	n	У	У	У
Priority Calling	n	У	n	n	n	n	n	n	n	У	У	У	У	У	У	У
Console Permissions	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Off-hook Alert	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Client Room	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Restrict Call Fwd-Off Net	У	У	У	У	У	У	У	У	У	У	У	У	У	У	У	У
Call Forwarding Busy/DA	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Personal Station Access (PSA)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Extended Forwarding All	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Extended Forwarding B/DA	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Trk-to-Trk Transfer Override	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
QSIG Call Offer Originations	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Contact Closure Activation	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Intra-switch CDR	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n

5.6. Configure Trunks for CDR Reporting

For each trunk group for which CDRs are desired, verify that CDR reporting is configured to generate CDR's. Use the **change trunk-group n** command, where **n** is the trunk group number, to verify that the **CDR Reports** field is set to **r**. This applies to all types of trunk groups.

Setting the CDR Reports field to r means that CDR records are generated for both incoming and outgoing calls. In addition, the following ringing interval CDR records are generated:

- Abandoned calls: The system creates a record with a condition code of "H" indicating the time until the call was abandoned.
- Answered calls: The system creates a record with a condition code of "G" indicating the interval from start of ring to answer.
- Calls to busy stations: The system creates a record with a condition code of "I" indicating a recorded interval of 0.

```
change trunk-group 22Page1 of5TRUNK GROUPGroup Number: 22Group Type: sipCDR Reports: rGroup Name: To Simulated PSTNCOR: 1TN: 1TAC: *822Direction: two-wayOutgoing Display? nDial Access? nNight Service:Queue Length: 00111
```

6. Configuration of aurenz GmbH UC-Analytics

This section outlines the steps to configure the UC-Analytics to collect CDR data. UC-Analytics can be installed on a server or desktop PC. Installation is carried out using software provide by aurenz GmbH. Installation instructions are outside the scope of this document but information on installation of UC-Analytics can be found in **Section 9** of this document.

Once the software is installed the connection to Communication Manager can be created by accessing the Data Collector wizard. The Data Collector is running in the system tray at the bottom of the screen, once opened the following screen is displayed where a new Data Source can be created by navigating to **Data Sources** \rightarrow **Setup**.

	llector (Icon) sources View V													-					
-		vindow ?																	
	Lock																		
	Enable	- 1												_					
1	Inquire														- 6	3 8			
a' D	Data record monit	or						1	12	13	14	15	16	17	18	19			
a		Ir	ce Additional info	S	tart of last connec Data records last con	nect	Invalid data recor		5	13 5	14	10	4	ů.	8	1			
s S	Setup		No new file found	1 2	1.10.21 11:53:36 284		442	17	35	35	20	31	34	30	38	31			
Т	Transfer protocols															>			
	Edit monitors							_							1				
	Edic monicors																		
								:07:5	5										
								1	-										
								tgoir	ng										
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ata collec	ctors			— r	Processed data records			P											
Jame	ctors	C	D .					ura ((CM) (E	therne	t - scrij	pt inter	preter))					
lame /IN10CLIE	ENITI	Status	Data source Avaya Aura (CM) (Et	_			st data record					pt inter							
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	1102	27.10.21	12:13:04		Network carrier distance zone:		<city></city>	•											
			12:13:04		Network carrier costs:			(in mai	in curr	ency)									
					Specific Alwinzone:														
	1101		12:22:14																
	1101	27.10.21	12:22:14 14:06:10		Specific call types:		Project c			Specific classifier: Project classifier (88888)									
	1101 1050	27.10.21	14:06:10		Specific classifier:		Project c Project cl	assifier								Assigned organization chart path: Aurenz GmbH\Sonstige			
	1101 1050 1001 1050 1101	27.10.21 27.10.21	14:06:10 14:06:34	l	Specific classifier: Assigned organization chart path:		Project c Project c Aurenz G	assifier mbH\S	onstig										
	1101 1050 1001 1050 1101 1101	27.10.21 27.10.21 27.10.21 27.10.21 27.10.21	14:06:10 14:06:34 14:07:55 14:07:55	l	Specific classifier:		Project c Project cl	assifier mbH\S	onstig										
	1101 1050 1001 1050 1101	27.10.21 27.10.21 27.10.21 27.10.21	14:06:10 14:06:34 14:07:55 14:07:55 14:07:55		Specific classifier: Assigned organization chart path: Data privacy name:	1101	Project c Project c Aurenz G Default d	assifier mbH\S ata priv	Sonstig /acy	je		10	Dia	duar					
	1101 1050 1001 1050 1101 1101	27.10.21 27.10.21 27.10.21 27.10.21 27.10.21	14:06:10 14:06:34 14:07:55 14:07:55 14:07:55	*	Specific classifier: Assigned organization chart path:	1101 as	Project c Project c Aurenz G Default d	assifier mbH\S ata priv	Sonstig /acy	je	uration	: 18 sec	., Ring	dura					
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Click on **New** from the screen shown below.

Edit Data Source	×
New	
Сору	
Delete	
Name Node	
Avaya Aura (CM) (Ethernet - script interpreter)	Edit settings Note The settings of a data source can only be edited if the data source is not connected.
	Close

Select **Avaya** as the **Manufacturer** and the **Model** should be set to **Aura (CM) (145Zeichen)** as shown below, the **Connection** is set to **Ethernet – script interpreter**. Click on **Next** to continue.

Data Source Selection		\times
Define the data so	urce to be connected as well as the connection type	
1. Manufacturer	Avaya	
2. Model	Aura (CM) (145Zeichen)	
3. Connection	Ethemet - script interpreter	
	Next > Cancel	

Data Source	Selection	×
Define t	he data source to be connected as well as the connection type	
1. Manu	Note	
2. Mode		
3. Conn	Would you like to see a detailed description on operating your data source with UC-Analytics now?	
	Yes No	
	🔲 Do not show this message again.	
	Next > Can	cel

Click on **No** for the following, or if a description of the connection is required, then click on yes.

From the drop-down menu, select the local postcode and the **Default network carrier rate** was set to **Standard**. Click on **Next** to continue.

Configuration of the Data Source	×
configuration of the Data source	\sim
Please enter a name for the location of the data source. (ex. Data source headquarters Frankfurt)	
Avaya Aura (CM) (Ethemet - script interpreter)	
Enter the area code that corresponds with the location of the PBX.	
07021 Kirchheim unter Teck	
Define the default network carrier rate.	
Denne the default hetwork camenate.	
Standard	
< Back Next > Cancel	

Enter the **IP address** of Communication Manager and the **Access port** as defined in **Section 5.2**.

Avaya Aura (CM) (Ethernet - script interpre	eter)	×
Please enter the IP address and the port of	of the PBX here.	
IP address of the PBX:	10.10.40.37	
Access port:	9000	
You can change the IP address and port a sources."	anytime in the menu item "File/Setup program/Data	
sources.		
	< Back Next > Cancel	

The Script file was automatically populated and was not changed, click on Finish to complete.

Avaya Aura (CM) (Ethernet - script interpreter)	\times
Define the following parameters to configure the chosen data source.	
Script file:	
x86)\Aurenz\UC-Analytics\PbxSkripts\Avaya\Aura (CM).145Zeichen.pb>	
You can change your selection anytime in DataCollector in the menu "File/Program setup/Data sources."	
< Back Finish Cancel	

Once the new Data Source is added, it is visible in the left window as shown below. Clicking on the **Data Source** in question will allow the settings to be changed, should this be required. Clicking on the **Avaya ACM** tab allows the extension length to be specified as **4** and the outside line number added as **9**.

Edit Data Source		×
Edit Data Source	<<	General PBX Time Period Trunk seizure Extensions Fax extensions Avaya ACM Script Scan Directory TCP/IP Settings Help Länge der Nebenstellen (Inklusive möglicher Fax-/VoiceMail-Kennungen) [4 Antsanlassung für Privatgespräche [9]
		Multiple entries in one input field can be separated with a semicolon.
		Close

Communication Manager is configured to send the data to the UC-Analytics. Therefore, the data source must be configured to listen for an incoming connection. On the tab **TCP/IP Settings** the **Type of connection** must be set to **Passive** and the **Access port** must be the same as configured on Communication Manager.

Edit Data Source			×
Copy		General PBX Time P Avaya ACM Script	Period Trunk seizure Extensions Fax extensions
Name Node Avaya Aura (CM) (Ethernet - script interpreter) Avaya Aura (CM) (Ethernet - script interpreter)1		Type of connection:	C Active
		IP address of the PBX Access port	0.0.0.0
	<<	IP address for access	All IP addresses ▼ 0.0.0.0 ?)
		Access port	9000
			or must be entered here (NOT the ip address of the PBX)! esses'' option, then all ip addresses on the entered port are waited
			Close

Clicking on the **Time Period** tab allows the period of operation to be set.

Edit Data Source												×
New Copy Delete Name Node			Avaya ACM General	PBX	Script Tin) ne Period		Directory Trunk seiz		TCP/IP S Extensi		Help
Avaya Aura (CM) (Ethernet - script interpreter) Avaya Aura (CM) (Ethernet - script interpreter)	<<	র র র র	Monday Tuesday Wednesday Thursday Friday Saturday Saturday	from 00:00 00:00 00:00 00:00 00:00 00:00	•••••••••••••••••••••••••••••••••••••••	to 00:00 00:00 00:00 00:00 00:00 00:00 00:00		rom 21:00 21:00 21:00 21:00 21:00 21:00 21:00	· 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2	3:59 3:59 3:59 3:59 3:59 3:59 3:59	Interv. . 1 . 1 . 1 . 1 . 1 . 1 . 1	
					C	opy settin		monday t	to other o	days.		
							(Close				

7. Verification Steps

This section provides tests that can be performed to verify correct configuration of the Avaya and aurenz GmbH solution.

7.1. Verify Avaya Aura® Communication Manager CDR Link

Use the **status cdr-link** command to verify that the link between Communication Manager and UC-Analytics is in service. **Link State: up** and **Reason Code: OK** confirms successful connection.

```
status cdr-link
                                CDR LINK STATUS
                  Primary
                                               Secondary
      Link State: up
                                              CDR administered
Number of Retries: 999
     Date & Time: 2021/01/28 18:01:12
                                                0000/00/00 00:00:00
                                                0
 Forward Seq. No: 0
Backward Seq. No: 0
                                                0
CDR Buffer % Full: 0.03
                                                0.00
     Reason Code: OK
```

7.2. Verify CDR data is being sent from Avaya Aura® Communication Manager

Setup a port listening tool on a PC and set it to listen on port 9000. Once connected make an incoming and outgoing call and on completion of the calls CDR data should be visible on the port listening tool. An example is shown below.

						-	
270115 1614 00007 O	701	1003	1003	007	0	0	8888
270115 1614 00007 C		1003	3005 710	015	0	0	
270115 1623 00004 9		710	1003 701	001	0	0	8888
270115 1623 00004 7	9 710	3005	1003	001 009	ō	ō	8888
270115 1623 00002 7	9 710	3005	1016	010	õ	ŏ	
270115 1632 00004 C	5 120	1003	1016	010			
270115 1632 00004 0	701	1003	1003	008	0	0	8888
270115 1633 00004 C	/01	1003	1016	000	•	•	0000
	701			000	•	•	0000
270115 1633 00004 o	701	1003	1003	009	0	0	8888
270115 1633 00004 C		1003	1016				
270115 1633 00004 O	701	1003	1003	010	0	0	8888
270115 1635 00006 C		1003	1016				
270115 1635 00006 0	701	1003	1003	011	0	0	8888
270115 1637 00004 9		710	1003 701	001	ō	ō	8888
270115 1637 00004 7	9 710	3005	1003	001 011	ŏ	ŏ	8888
	5 /10	1015	1003 701	001 011	× ×	ŏ	
270115 1638 00003 9		1015	1003 /01	UUT	ν.	U	8888
270115 1639 00002 C		1003	1016				

7.3. Verify CDR data is being received by the UC-Analytics

Before the application is run the services can be checked to ensure that they are in the **Running** state as shown below for the **UC-Analytics** services.

Services						- 0
e Action View	Help					
a 🗊 🖬 🕷	🗟 🛛 🖬 🕨 🖬 🕪					
Services (Local)	O Services (Local)					
	UC-Analytics DataCollector	Name	Description	Status	Startup Type	Log On As
		🍓 Time Broker	Coordinates execution of background work for WinRT a	Running	Manual (Trigger Start)	Local Servi
	Stop the service	🖏 Touch Keyboard and Handwritin	Enables Touch Keyboard and Handwriting Panel pen an	Running	Manual (Trigger Start)	Local Syste
- II.	Restart the service	UC-Analytics DataCollector		Running	Automatic	.\Administ
		UC-Analytics Reports		Running	Automatic	.\Administ
		UC-Analytics Web Suite		Running	Automatic	.\Administ
		Update Orchestrator Service	Manages Windows Updates. If stopped, your devices wil	Running	Automatic (Delayed Start)	Local Syste
		UPnP Device Host	Allows UPnP devices to be hosted on this computer. If t	-	Manual	Local Servi
		User Data Access_b9bdb	Provides apps with access to structured user data, inclu	Running	Manual	Local Syste
		🖏 User Data Storage_b9bdb	Handles storage of structured user data, including cont	Running	Manual	Local Syste
		User Experience Virtualization Se	Provides support for application and OS settings roaming	-	Disabled	Local Syste
		🖏 User Manager	User Manager provides the runtime components requir	Running	Automatic (Trigger Start)	Local Syste
		Q User Profile Service	This service is responsible for loading and unloading us	Running	Automatic	Local Syste
		🤹 Virtual Disk	Provides management services for disks, volumes, file s		Manual	Local Syste
		🖏 VMware Alias Manager and Tick	Alias Manager and Ticket Service	Running	Automatic	Local Syste
		🖏 VMware Snapshot Provider	VMware Snapshot Provider		Manual	Local Syste
		🖏 VMware SVGA Helper Service	Helps VMware SVGA driver by collecting and conveying	Running	Automatic	Local Syste
		WMware Tools	Provides support for synchronizing objects between the	Running	Automatic	Local Syste
		🍓 Volume Shadow Copy	Manages and implements Volume Shadow Copies used		Manual	Local Syste
		Wolumetric Audio Compositor S	Hosts spatial analysis for Mixed Reality audio simulation.		Manual	Local Servi
		🖏 W3C Logging Service	Provides W3C logging for Internet Information Services		Manual	Local Syste
		🧠 WalletService	Hosts objects used by clients of the wallet		Manual	Local Syste
		🖏 WarpJITSvc	Provides a JIT out of process service for WARP when run		Manual (Trigger Start)	Local Servi
		🍓 Web Account Manager	This service is used by Web Account Manager to provid	Running	Manual	Local Syste
		🖏 WebClient	Enables Windows-based programs to create, access, an		Manual (Trigger Start)	Local Servi
		🍓 Wi-Fi Direct Services Connectio	Manages connections to wireless services, including wir		Manual (Trigger Start)	Local Servi
		🏟 Windows Audio	Manages audio for Windows-based programs. If this se	Running	Automatic	Local Servi
		🍓 Windows Audio Endpoint Builder	Manages audio devices for the Windows Audio service	Running	Automatic	Local Syste
		🌼 Windows Backup	Provides Windows Backup and Restore capabilities.		Manual	Local Syste
		Windows Biometric Service	The Windows biometric service gives client applications		Manual (Trigger Start)	Local Syste
		🌼 Windows Camera Frame Server	Enables multiple clients to access video frames from ca		Manual (Trigger Start) / in dows	Local Servi
		Windows Connect Now - Confi	WCNCSVC hosts the Windows Connect Now Configura		Manual	Local Servi

From the task bar at the bottom right of the screen, click on the icon highlighted, this will open the window shown. Enter the appropriate credentials and click on **OK**.

nata collector (lcon)				< _
File ?				
🔹 ia				
	Login User name First password Second paseword	SUPERUSER Cancel		× • • •
				ate Windows Jettings to Data collector.
Ready			Logged out	Superuser

ا 🎝	Data co	llector (lcon)						
File	Data s	sources View Wi	ndow ?					
-		Lock		1				
		Enable						
3		Connect						
Da		Data record monitor						
Na		Setup		irce	Additional info		Data records last c	
Ava	-				No new file found	21.10.21 11:53:36	284	442
		Transfer protocols						
		Edit monitors						
<	ta colle	ctors				Processed data records	-	>
		ctors	Status		D-t-	Start date	Number	Date of last data record
	ime N10CLI	FNT1	Active		Data source Avaya Aura (CM) (Eth		11	27.10.21 15:10:15
					-			2
				_	2			

From the menu, navigate to **Data sources** \rightarrow **Edit monitors**.

Click on the **Data record** line as shown below with the various monitors ticked as shown and click on **Show** at the bottom of the screen.

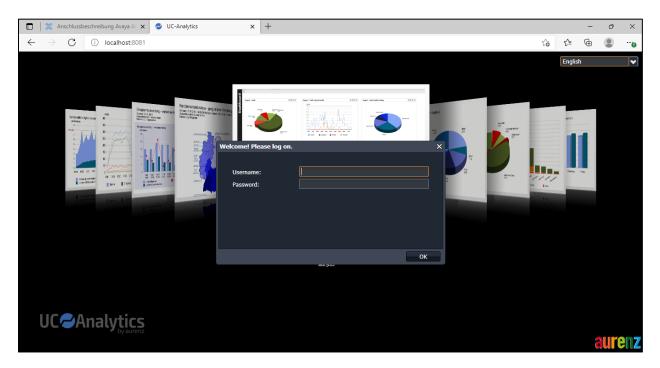
😤 Data source overview		
Data sources		
Name Avaya Aura (CM) (Et	nonitor log	
	Storage time of the monitors 3 months	
	Existing monitor files	Activated data source and layer monitors
	Avaya Aura (CM) (Ethernet - script interpreter) / Data record (25.10.2021-31.10.2021) Avaya Aura (CM) (Ethernet - script interpreter) / Script interpreter (01.11.2021-07.11.202 Avaya Aura (CM) (Ethernet - script interpreter) / Script interpreter (01.11.2021-07.11.2021) Avaya Aura (CM) (Ethernet - script interpreter) / Printer interface via TCP/IP (25.10.2021)	✓ Avaya Aura (CM) (Ethernet - script interpreter) / Data record ✓ Avaya Aura (CM) (Ethernet - script interpreter) / Script interpreter ✓ Avaya Aura (CM) (Ethernet - script interpreter) / Scan Directory ✓ Avaya Aura (CM) (Ethernet - script interpreter) / TCP / IP □ Provider import / Data record
< Data collectors Name WIN10CLIENT1 <		
	Delete	
	Show	< >
	 Show only the current monitor files. 	
	C Show all monitor files	Close

The list of calls made appear in the left window and clicking on them reveal information about that call such as shown below for a call to **35391847001**.

102 27.10.21 11:14.01 1101 27.10.21 11:13:52 1101 27.10.21 11:14.01 1101 27.10.21 11:14.01 1101 27.10.21 11:14.01 1101 27.10.21 11:14.01 1101 27.10.21 11:14.01 1101 27.10.21 11:23:36 1101 27.10.21 11:23:36 1102 27.10.21 11:25:36 1102 27.10.21 11:25:36 1101 27.10.21 11:25:36 1102 27.10.21 11:25:36 1101 27.10.21 11:25:36 1102 27.10.21 12:25:36 1101 27.10.21 12:25:36 1101 27.10.21 12:25:36 1101 27.10.21 12:03:24 1102 27.10.21 12:03:24 1102 27.10.21 12:03:24 1102 27.10.21 12:03:24 1102 27.10.21 12:03:24 1102 27.10.21 12:03:24 1102	Extension	Date	<u>^</u> 1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
32 37 31 30 32 31 34 30 37 35 35 20 31 34 30 38 101 27.10.21 11:14:01 11:401 11:14:01 <td>102</td> <td>27.10.21 11:14:01</td> <td>2</td> <td></td> <td></td> <td></td> <td>2</td> <td></td> <td>8</td> <td>1</td>	102	27.10.21 11:14:01	2				2													8	1
101 27.10.21 11:14.01 101 27.10.21 11:14.01 101 27.10.21 11:17.51 101 27.10.21 11:18.31 001 27.10.21 11:21.10 011 27.10.21 11:21.50 011 27.10.21 11:25.28 012 27.10.21 11:25.36 013 27.10.21 11:25.36 014 27.10.21 11:25.36 015 27.10.21 11:25.36 016 27.10.21 11:25.36 011 27.10.21 11:27.17 102 27.10.21 11:27.17 103 27.10.21 12:03.24 104 27.10.21 12:03.24 105 27.10.21 12:03.24 101 27.10.21 12:03.24 101 27.10.21 12:12.43 102 27.10.21 12:12.43 103 27.10.21 12:13.04 104 27.10.21 12:13.04 105 27.10.21 12:13.04 101 27.10.21			3	2 37	31	30	32	31	20	31	34	30	37	35	35	20	31	34	30	38	31
101 27,10,21 11:14:01 001 27,10,21 11:17:51 101 27,10,21 11:26:30 001 27,10,21 11:21:10 050 27,10,21 11:25:28 011 27,10,21 11:25:36 012 27,10,21 11:25:36 013 27,10,21 11:25:36 014 27,10,21 11:25:36 015 27,10,21 11:25:36 016 27,10,21 11:25:36 017 27,10,21 11:27:12 018 Call Direction External outgoing 011 27,10,21 11:27:17 102 27,10,21 11:27:17 103 27,10,21 12:03:24 014 Assigned to PBX: 1 (Avaya Aura (CM) (Ethermet - script interpreter)) 101 27,10,21 12:13:04 012 27,10,21 12:13:04 013 27,10,21 12:13:04 014 27,10,21 12:13:04 015 27,10,21 12:13:04 016 27,10,21 14:06:34			<																		
001 27.10.21 11:17:51 101 27.10.21 11:20:30 001 27.10.21 11:20:30 001 27.10.21 11:21:10 050 27.10.21 11:25:28 001 27.10.21 11:25:36 001 27.10.21 11:25:36 001 27.10.21 11:25:36 001 27.10.21 11:25:36 001 27.10.21 11:25:36 001 27.10.21 11:25:36 001 27.10.21 11:27:17 101 27.10.21 11:27:17 102 27.10.21 11:27:17 102 27.10.21 12:03:24 021 27.10.21 12:03:24 021 27.10.21 12:03:24 021 27.10.21 12:03:26 001 27.10.21 12:13:04 011 27.10.21 12:13:04 022 27.10.21 12:13:04 023 27.10.21 12:13:04 024 27.10.21 12:13:04 025 27.10.21						_															
001 27.10.21 11:20:30 001 27.10.21 11:21:10 050 27.10.21 11:25:28 001 27.10.21 11:25:28 001 27.10.21 11:25:36 012 27.10.21 11:25:36 013 27.10.21 11:25:36 014 27.10.21 11:25:36 015 27.10.21 11:25:36 016 27.10.21 11:27:17 017 27.10.21 11:27:17 018 Call Service Not defined 011 27.10.21 12:03:24 Assigned to PBX: 1 012 27.10.21 12:03:24 Assigned to PBX: 1 012 27.10.21 12:03:24 Assigned to PBX: 1 013 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 012 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 012 27.10.21 12:03:24 Network carrier calculation: by default 012																					
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001 27.10.21 11.21.10 Call Time 27.10.21 14.07.55 001 27.10.21 11.25.36 Dialed No. 35391847001 102 27.10.21 11.25.36 Dialed No. 35391847001 102 27.10.21 11.25.36 Call Time 27.10.21 101 27.10.21 11.25.36 Call Time 27.10.21 101 27.10.21 11.27.17 Call Service Not defined 102 27.10.21 12.03.24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12.12.03.24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27.10.21 12.12.03.24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27.10.21 12.12.03.24 Network carrier selection: by default 102 27.10.21 12.12.03.4 Network carrier calculation: by determination 102 27.10.21 12.13.04 Network carrier casts: 0.007200 (in main currency) 101<	001																				
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Onl Dration Duration Option 102 27,10.21 11.2536 Duration Option 102 27,10.21 11.2536 Call Direction External outgoing 001 27,10.21 11.27;17 Call Service Not defined 101 27,10.21 11:27;17 Call Service Not defined 102 27,10.21 12:03;24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27,10.21 12:03;24 Assigned to PBX (trunk): 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27,10.21 12:12:53 Network carrier calculation: by default 102 27,10.21 12:13:04 Network carrier calculation: by default 101 27,10.21 12:13:04 Network carrier cone: <city> 101 27,10.21 12:22:14 Network carrier cone: <city> 101 27,10.21 14:06:34 Assigned organization chart path: Queration 101 27,10.21 14:06:34 Specific call types:<td></td><td></td><td>C</td><td>all Time</td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td><td>27.10.21</td><td>14:07:</td><td>55</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></city></city>			C	all Time							2	27.10.21	14:07:	55							
102 27.10.21 11.2533 Call Direction External outgoing 001 27.10.21 11.27:17 Call Direction 8888 101 27.10.21 11.27:17 Call Service Not defined 102 27.10.21 11.27:17 Call Service Not defined 102 27.10.21 12.03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12.03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27.10.21 12.12:03:26 Network carrier selection: by default 101 27.10.21 12.12:43 Network carrier calculation: by determination 102 27.10.21 12.13:04 Network carrier date: 0.102.2014 101 27.10.21 12.13:04 Network carrier costs: 0.007200 (in main currency) 050 27.10.21 12.22:14 Network carrier costs: 0.007200 (in main currency) 051 27.10.21 14:06:34 Specific call types: Project calls 050 27.10.21 14:07:55 Specific call types: Project classifier (888	001	27.10.21 11:25:28	D	ialed No							3	3539184	7001								
102 27,10,21 11:25:36 Call Direction External outgoing 001 27,10,21 11:27:17 Original Access Code 8888 101 27,10,21 11:27:17 Call Service Not defined 102 27,10,21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27,10,21 12:03:24 Assigned to PBX: (trunk): 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27,10,21 12:12:32 Network carrier selection: by default 102 27,10,21 12:12:33 Network carrier calculation: by default 101 27,10,21 12:13:04 Network carrier rate date: 0.102.2014 101 27,10,21 12:13:04 Network carrier costs: 0.007200 (in main currency) 101 27,10,21 12:13:04 Network carrier costs: 0.007200 (in main currency) 101 27,10,21 12:22:14 Network carrier costs: 0.007200 (in main currency) 101 27,10,21 14:06:34 Specific call types: Project classifier (8888) 101 27,10,21 14:06:34 Assigned			D	uration							(00:00:18									
001 27.10.21 11:27:12 Original Access Code 8888 101 27.10.21 11:27:17 Call Service Not defined 101 27.10.21 11:27:17 Call Service Not defined 102 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12:03:24 Network carrier selection: by default 001 27.10.21 12:12:43 Network carrier rate date: 01.02.2014 010 27.10.21 12:13:04 Network carrier rate date: 01.02.2014 011 27.10.21 12:13:04 Network carrier costs: 0.007200 (in main currency) 050 27.10.21 12:2:14 Specific Call winzone: <city> 050 27.10.21 14:06:34 Specific call types: Project call</city>	102	27.10.21 11:25:36	0	all Direct	ion						E	External	outgo	ing							
101 27.10.21 11:27:17 Velocity Call Service Not defined 101 27.10.21 11:27:17 Velocity Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 102 27.10.21 12:03:24 Assigned to PBX (trunk): 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27.10.21 12:03:26 Network carrier selection: by default 101 27.10.21 12:12:43 Network carrier calculation: by detarmination 102 27.10.21 12:13:04 Network carrier rate date: 01.02:2014 101 27.10.21 12:13:04 Network carrier rate date: 0.007200 (in main currency) 050 27.10.21 12:12:304 Network carrier costs: 0.007200 (in main currency) 050 27.10.21 12:22:14 Specific call types: Project call 050 27.10.21 14:06:34 Specific call types: Project call 050 27.10.21 14:06:34 Specific call types: Project call 050<			C	riginal A	ccess C	ode					8	38888									
101 27.10.21 11:27:17 102 27.10.21 12:03:24 Assigned to PBX: 1 (Avaya Aura (CM) (Ethernet - script interpreter)) 101 27.10.21 12:03:26 Network carrier selection: by default 001 27.10.21 12:12:43 Network carrier selection: by default 005 27.10.21 12:13:04 Network carrier calculation: by default 101 27.10.21 12:13:04 Network carrier calculation: by detarmination 101 27.10.21 12:13:04 Network carrier carrier calculation: 0.007200 (in main currency) 050 27.10.21 12:13:04 Network carrier const: 0.007200 (in main currency) 050 27.10.21 12:20:14 Network carrier const: 0.007200 (in main currency) 050 27.10.21 14:06:34 Specific call types: Project clasifier (8888) 051 27.10.21 14:07:55 Data record will be counted for extension 1101 as Outgoing call to external (Duration: 18 sec., Ring dura			0	all Servic	e						1	Not defi	ned								
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> >	1		>																		
Search		30	arch																		Α

7.4. Verify UC-Analytics Call Data Reports

Open a web browser to the IP address of the UC-Analytics server as shown below and enter the appropriate credentials.



From the main data from the Call Data Explorer can be displayed for example, Today's data.



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Window	vs 🔻 ? 🔻										
Call Data	Explorer - 1										
3											
									_		
Time fi	rame: Today 🗸 🗸		Subscriber:			Destination number:		Į	Outgoing		
	from:		Redirector:			Project number:			Incoming		
									Outgoing Incoming		
						PIN number:				local	
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from tim	ne:		to time:	V		Sum up:		v			
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Call ID	Date of connection	Clock time	Direction	Subscri	Project number	Destination number	Call durat	Call costs	Alwinzone	Call types	Se
0	27.10.2021 14:07:55	13:07:55	Outgoing local	1101	88888	*822	00:00:18	0.00		Project Call	27
0	27.10.2021 14:07:55	13:07:55	Incoming local	1102	88888	1101	00:00:35	0.00		Project Call	27
0	27.10.2021 14:07:55	13:07:55	Incoming local	*822	88888	1101	00:00:18	0.00		Project Call	27
0	27.10.2021 14:07:55	13:07:55	Outgoing	1101	88888	35391847001	00:00:18	0.01	<city></city>	Project Call	27
	27.10.2021 14:07:55	13:07:55	Outgoing local	1101	88888	1102	00:00:35	0.00		Project Call	27
	27.10.2021 14:06:34	13:06:34	Incoming	1050		35391847001	00:00:06	0.00	<city></city>	Business Call	27
0	27.10.2021 14:06:10	13:06:10	Outgoing	1001		35391847001	00:00:30	0.01	<city></city>	Business Call	27
0	27.10.2021 12:22:14	11:22:14	Outgoing local	1050		1001	00:00:10	0.00		Business Call	27
0	27.10.2021 12:22:14	11:22:14	Incoming local	1001		1050	00:00:10	0.00		Business Call	27
	27.10.2021 12:13:04	11:13:04	Incoming local	1102	88888	1101	00:00:55	0.00		Project Call	27
	27.10.2021 12.13.04										

7.5. Verify UC-Analytics Reports

From the main page select **Dashboard** as shown below, where a new Dashboard or Widget can be created, or a default Dashboard opened.



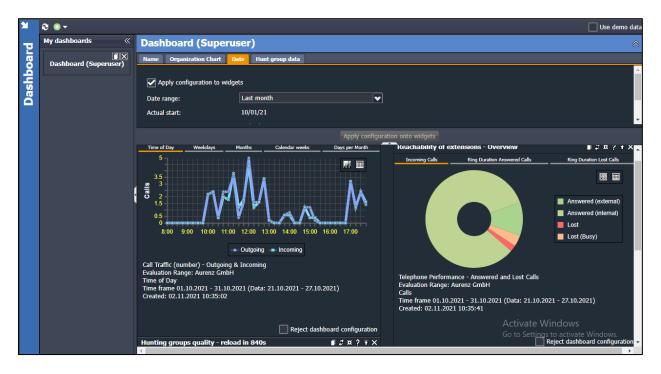
1	ି 🕒							Use demo
╼	Му	Create widget 🛛 ≪	Extension A	Analysis				
ard	Das	Create dashboard	Name Organizat	ion Chart Date				
Dashbo		inboard (Superuser)	coming Calls	This quart 10/01/21 ions - Overview (Copy) Ring Duration Answered Calls	Apply co	Afiguration onto widgets Call volume - outgoing & Time of Day 10/01/21 Call Traffic (number) - Outge Evaluation Range: Aurenz G Time of Day Time frame 01.10.2021 (Dal Created: 02.11.2021 10:37:	<u>Months</u> <u>Calendar w</u> No data ing & Incoming nbH a: no data)	■ さま? 〒 × eeks Days per Month
			e frame 01.10.2021 - ated: 02.11.2021 10:	· 31.12.2021 (Data: 21.10. 37:17	2021 - 27.10.2021)			

To create a new Dashboard, select Create dashboard from the drop-down as shown.

The type of Dashboard required can be selected from the left window.



Below shows some information on calls over the period of a month, displaying various statistics on the overall site.



8. Conclusion

A full and comprehensive set of feature functional test cases were performed during compliance testing. aurenz GmbH UC-Analytics v13.0 is considered compliant with Avaya Aura® Communication Manager R8.1. All test cases have passed with all observations noted in **Section 2.2**.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <u>http://support.avaya.com</u> or from your Avaya representative.

- [1] Administering Avaya Aura® Communication Manager, Release 8.1.x, Issue 12, Jul 2021
- [2] Administering Avaya Aura® Session Manager, Release 8.1.x, Issue 8, Feb 2021
- [3] Avaya Aura® Communication Manager Screen Reference, Release 8.1.x Issue 12 September 2021
- [4] Avaya Aura® Communication Manager Feature Description and Implementation, Release 8.1.x Issue 17 August 2021
- [5] Avaya Aura® Communication Manager Special Application Features, October 2020

Information on the installation and configuration of UC-Analytics can be found at https://www.aurenz.de.

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