

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya IP Office Release 9.1.7 with Calabrio Call Recording and Quality Management Version 9.5.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the Calabrio Call Recording and Quality Management solution to interoperate with Avaya IP Office Release 9.1.7.

Calabrio Call Recording and Quality Management uses the port mirroring feature in the Avaya layer 2 switch to capture real-time RTP streams from Avaya SIP endpoints that register to the IP Office to produce recordings of phone activity for SIP endpoint.

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 required for the Calabrio Call Recording and Quality Management solution to interoperate with Avaya IP Office Release 9.1.7.

Calabrio Call Recording and Quality Management (CRQM) uses the port mirroring feature on the Avaya layer 2 switch to capture real-time RTP streams from Avaya SIP endpoints that register to the IP Office to produce recordings of phone activity for SIP agent and SIP endpoint. Avaya IP Office system, that was used for the compliance test was an IPO 500V2 platform.

2. General Test Approach and Test Results

The general test approach was to focus on the ability for calls to be recorded. Calls were manually placed from the public switched telephone network (PSTN) directly to and from recorded devices. For each recorded station in a call, there is one recording generated. Once a call is completed, the recordings are reviewed for their quality, completeness (number of recordings beginning to end, etc.), and accuracy of tagging information (owner, calling party, called party, etc.).

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

The compliance test validated the ability of CRQM to successfully record calls routed to and from SIP IP endpoints as well as SIP IP softphone. Audio codec support was tested for G.711MU, G711A and G729. Common call scenarios including hold/resume, mute/unmute, transfer, and conference were performed at the recorded IPO SIP endpoints.

Additionally, serviceability testing was performed to confirm the ability for CRQM to recover from common outages such as network outages and server reboots.

2.2. Test Results

All the test cases passed successfully with following observations:

- CRQM was only tested for recording of calls from SIP IP endpoints.
- CRQM was not tested for SIP IP endpoints that use secure signalling TLS and secure media.
- One instance of CRQM is required per IP Office system monitored.
- Quality Management features such as live monitoring and screen capturing were not tested during the compliance test.

2.3. Support

Technical support on Calabrio CRQM can be obtained through the following:

- Phone: +1 (763) 592-4680 or +1 (800) 303-1248
- Web: <u>http://calabrio.com/about-calabrio/services/</u>
- Email: <u>calabriosupport@calabrio.com</u>

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya system consists of an IP Office 500V2, one H323 IP telephone, one digital 9508 and 3 SIP IP telephones that are monitored by Calabrio server. From the Calabrio CRQM server, one Ethernet is connected to the lab network to communicate with the corresponding Avaya IP Office system, the other Ethernet is connected to the monitor port to capture traffic that comes in and out of the SIP IP endpoints. Simulated PSTN via SIP and PRI trunks were used for the compliance test.



Figure 1: Avaya IP Office and Calabrio Call Recording and Quality Management Reference Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office 500 V2	9.1.7.1 build 163
Avaya IP Office Manager	9.1.7.1 build 163
Avaya 96x1 H323 Telephone	6.615
Avaya 1140E SIP Telephone	04.04.18.00
Avaya B179 SIP Conference Phone	2.4.0.27
Avaya Communicator for Windows SIP Softphone	2.0.3.45
Avaya 9508 Digital Telephone	R15
Calabrio Equipment	Software / Firmware Version
Calabrio Call Recording and Quality Management	Build 9.5.1.391
running on Windows Server 2012 R2	

Note: Testing was performed with IP Office 500 v2, but it also applies to IP Office Server Edition. Note that IP Office Server Edition requires an Expansion IP Office 500 v2 to support analog or digital endpoints or trunks.

5. Avaya IP Office Configuration

The information provided in this section describes the configuration of the Avaya IP Office for this solution. It is implied a working system is already in place and all Users/Extensions are configured. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The procedures include the following areas:

- Verify IP Office license
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users

5.1. Verify IP Office License

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

The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License**, the list of license displayed in the right panel. Verify that the **3rd Party IP Endpoints** status is "Valid".



5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select System to display the **IPOSE VM1** screen in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the IP Address, which will be used later to configure Calabrio CRQM. Note that IP Office can support SIP extensions on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.

📶 Avaya IP Office Manager for Ser	ver Edition IPOSE VM1 (9.1.701.1)
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5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked, as shown below. Enter a valid **Domain Name** for SIP endpoints to use for registration with IP Office. In the compliance testing, the **Domain Name** was left blank, so the SIP endpoints used the LAN IP address for registration.

Configuration	E		IPOS	E VM1				C7	· 国 ×	4 4
Configuration Solution User(45) Configuration Luse(45) Solution Luse(45) Control(0) Luser Rights(13) Lucension (24) System (1) Solution Solution	System LANI LAN2 DNS LAN Setting: VolP Network 1 I H323 Gatekeeper Enable Auto-create Extr. SIP Trunks Enable I Auto-create Extr./User Domain Name Layer 4 Protocol Challenge Expiry Time (secs) RTP Port Number Range	Voicemail 3 Fopology Aut UDP V TCP V TCP V TLS 19	IPOS Felephony to-create U	E VM1 Directory Se er UDP Part TCP Part TLS Port	soco 5060 5061	ijatem Eventa H323 Rem Remata Call 3	SMTP SMDR ote Extr Enable agrialing Port (SaP Re Remote UDI Remote TLS	CT Twinning 1720 Part 500 Part 500 Port 506	Codecs	VolP Ser 1
Authorization Code (II)	Port Number Range (NAT) Minimum	40750	Maxin	mum	50750) (<u>*</u>				

5.4. Administer SIP Extension

From the configuration tree in the left pane, do a right-click on **Extension**, and select **New** \rightarrow **SIP Extension** from the pop-up list to add a new SIP extension. For **Base Extension**, enter SIP extension, e.g. "4301". Retain default values in the remaining fields

- 11200 4301		
	SIP Extension: 11200 4301	📴 - 🔜 🗙 🖌 🤘
xtn VigIP Extension ID Base Extension Caller Display Type Reset Volume After Calls Device Type Location Module Port	11200 4301 On Romys 1144E SIP (Language: ENGLISH) Automatic 0 0	-
	- 11200 4301 - 11200 - 11200	

Select the **VoIP** tab, select *Disabled* in the **Media Security** dropdown menu and retain default values in all other fields. Note that Media Security for all SIP extensions needs to be set as "Disabled" so that the CRQM is able to record the call audio.

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5.5. Administer SIP users

In the left navigation pane, do a right-click on **User**, and select **New** (not shown) from the popup list. Enter desired values for **Name** and **Full Name**. For **Extension**, enter the SIP base extension **4301** from **Section 5.4**.

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POSEVM1 • User	- 4301 Extr.4301		
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Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab, and enter a desired **Login Code**.

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6. Configure Calabrio Call Recording and Quality Management

The initial configuration of the CRQM server is typically performed by Calabrio engineer or authorized installers. These Application Notes will only cover the steps necessary to configure the CRQM solution to interoperate with Avaya IP Office. A similar configuration needs to be done for each IP Office system being monitored, and for reference, only one is shown here.

The steps include:

- Configure IP Office Interface
- Configure Users
- Configure Devices

The configuration of the CRQM server is perform using the Calabrio Monitoring and Recording Administrator application, which can be launched by clicking Calabrio Monitoring and Recording Administrator application in the list of applications. Enter proper credentials to log in.

6.1. Configure IP Office Interface

Configure the System Database tab with the SQL Server connection information:

Database Information	
	O HOSE Maine O IF Address
IP Address	135.10.97.27
SQL Instan <mark>c</mark> e Name	
Username	sa
Paceword	

From the left pane, navigate to Enterprise \rightarrow System Configuration \rightarrow Telephony Groups. The Telephony Groups screen is displayed. Click the Add button. In the Telephony Group Configuration window that pops up, enter a Name and select IPOffice as the Telephony Group Type. Click OK.

Telephony Group	Configuration ×
Name	TG1
Telephony Group Type	IPOffice ↓
ОК	Cancel

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. In the SIP Server section of the Telephony Group, click Add button to add the IP address of the Avaya IP Office system, in this case it is the IP address of the primary IP Office. Click **OK**.

SIP	Server Information X
	○ Host Name
IP Address	10.10.97.210
	OK Cancel

The Telephony groups with the newly added IP Office instance is shown in the picture below.

	Monitoring and Recording Administrator (administrator)
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Enterprise System Configuration System Database Data Synchronization Felephony Groups Enterprise Server Settings Gamification Metrics Site Settings Inclusion List Monitoring and Notification Estatus Record Server Configuration Personnel User Administration Group Administration Recordings Interface Configuration	Telephony Groups Name TG1 Image: Signaling Groups Telephony Group Type IPOffice Image: Signaling Groups SIP Server Image: Image: Signaling Groups Image:
	Kevert Recent Changes Show recorded calls that are not associated with an Agent or Knowledge Worker
< III >	Save Cancel

Configure the Signaling Group Details tab:

Signaling De	SG1 tails
IP Office Su	bscription Service:
	○ Host Name ④ IP Address
IP Address	135.10.97.24
Associated N	Media Monitor Servers
135.10.97.	24
	+ -

Enter the IP Address/Host Name of the server hosting the CTI Signaling Service. Enter the IP Address of the server hosting the Media Monitor Service.

Configure the Recording Cluster tab. Select the server from the Add list. This is the server that hosts the Network Recording Service.

Drimony Depend Commen	RC1
135.10.97.24	Secondary Record Servers
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	Add Remove

6.2. Configure Users

Navigate to Enterprise \rightarrow Personnel \rightarrow User Administration page to configure users. In the Team tab, create a new Team.

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externion	mp2	-	0.11	up2	4301						
extension	5QC		0.12	803	4306						
extension	304		0-13	304	4304						
extension	1005		0.14	mp5	4307						
extension	jap6		0.15	mp6	4401			444	Bannur		
extension	3607	-	0.16	307	9402	14110-22200					
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In the Group tab, create a new Group, and then assign the Team that was previously created to this new group.

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Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. Once created, users can be statically assigned to a VoIP Device as demonstrated in the step above.

	Monitoring and Recor	ding Administrator (ad	dministrator)		_ 🗆 X
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Enterprise	User Administration				^
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Enterprise Settings Enterprise Server Settings	Last Name	First Name	ACD	Group 🗸 🗸] Team 🔍
Gamification Metrics Site Settings	Configured Users Manager	rs Evaluators Archive Users	Supervisors Agents	Knowledge Worker	Not Configured Us
Inclusion List	License Last Na	me First Name	User ID	ACD Source	Assigned Team
Monitoring and Notification Status	AQM Administ AOM extensio	rator n sip1	0.1		Team1 =
Record Server Configuration	AQM extensio	n sip2	0.11		Team1
User Administration	AQM extensio AQM extensio	n sip3 n sip4	0.12		Team1 Team1
Group Administration	AQM extensio	n sip5	0.14		Team1
🖅 🎍 Recordings	AQM extensio	n sipo n sip7	0.15		Team1
	AQM user	manager	0.2		T1
	Unlicensed user	agent1 agent2	0.3		Team1
	Unlicensed user	agent3	0.5		Team1
	Unlicensed user	agent4	0.6		Team1
	Unlicensed user	agent5	0.7		Team1
	Unlicensed	agent7	0.9		Team1
	User Properties				
	License	Ro	Agent Su	pervisor's ACD Team	s Superviso
	First Name		Supervisor		
< III >	<		Evolustor		>

Click **Create User** to create a new user. A Create User window pops up. Enter the **First Name**, **Last Name**, **Windows Username**, and **QM Password**. Click **OK**.

₩	Edit User 🛛 🗙
First Name	sip1
Last Name	extension
Windows Username	sip1
QM Password	******
Confirm Password	******
<u></u> K	<u>C</u> ancel

The user appears in the list. Check one of the checkboxes (e.g. Knowledge Worker) under the **Roles** section and select a pre-configured team from the dropdown list of the **Assigned Team** field. Note: Be sure to assign each user to the new Team created earlier.

Help							
Enterprise	ACM	Administrator	1	io 1	1		
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	ACM	extension	sip2	0.11	Tean1	Group1	
 	MOM	extension	Sec.3	0.12	Tean1	Group1	
Telephony Groups	ACM	extension	sip4	0.13	Team1	Group1	-3
	AQM	extension	mip5	0.14	Team1	Group1	-
Enterprise Server Settings	AQM	extension	105	0.15	Team1	Group1	-
 Gamification Metrics 	AQM	extension	sip7	0.16	Tean1	Group1	
- Site Settings	AQM	user	manager	0.2			
Triclusion List	Unicensed	user	agent1	0.3	Team1	Group1	
 Monitoring and Notification 	Unicensed	Liber	agent2	0.4	Team1	Group1	
• Status	Unicensed	User.	agent3	0.5	Team1	Group1	
Record Server Configuration	Unicensed	LINE	agent4	0.6	Team1	Group1	_
Personnel	Unicensed	user.	agent5	0.7	Team1	Group 1	
 User Accommission 	Unicensed	user.	agent6	0.8	Teami	Group1	
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		Edit User		System	Add Annoye	Add Rama	9

6.3. Configure Devices

Navigate to Enterprise \rightarrow Record Server Configuration \rightarrow VoIP Devices to configure devices. When the Telephony Group query completes, all SIP stations from the IP Office are listed on the VoIP Devices page. A device is designated to be recorded by assigning a preconfigured Recording Cluster (e.g. RC1) on the VoIP Devices page, and then assigning an Agent to that device using dropdown lists in each column. The agent dropdown list includes the users configured on the User Administration page in Section 6.2 that have the AQM license assigned. Click Save (not shown) to complete this step.

1Ý	Monitoring and	Recording Administrator (adm	ninistrator)	- 0 X
Eile Help	12			
Enterprise	VoIP Devices			~
System Database Osta Synchronization Telephony Groups Enterprise Settings	Agent Last Filter Users assigned to site Al Sites u	ne] v] matches [*		
Enterprise Server Settings Ganification Netrics	Device Name	Agent	Signaling Group	Recording Cluster
Gun Kool (Perka) Size Settings Indusion List Monitoring and Notification Status Record Server Configuration Good Administration Group Administration Group Administration Interface Configuration	4306 4301 4300 4402 4304 4401 4307	entension, sp3 (sp3) extension, sp3 (sp3) extension, sp3 (sp1) entension, sp3 (sp7) extension, sp4 (sp4) extension, sp5 (sp5) extension, sp5 (sp5)	te Device Create,Edit Default Hoteling Agen	RCI RCI RCI RCI RCI RCI RCI RCI RCI RCI
c u >	C	10		×

7. Verification Steps

This section provides the basic tests that can be performed to verify correct configuration of the IP Office and Calabrio CRQM solution.

- 1. Make some calls from and to SIP IP phones in Avaya IP Office system that is currently monitored by the CRQM application.
- To check recorded calls, open a browser and enter the IP address of Calabrio CRQM system in the following format <u>http://<ipaddress of CRQM>/cwfo</u>. Enter proper credentials to log in and click on the Recording menu.

No R	n Recordings Search Contacts (Average Search Contacts)													11 100
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3. To play back a recorded call, double click on that recorded call, the play back window is displayed in the bottom of the page and click on the Play icon to start playing audio.



8. Conclusion

These Application Notes describe the configuration steps required for Calabrio Call Recording and Quality Management to successfully interoperate with Avaya IP Office Release 9.1. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

This section references product documentation relevant to these Application Notes.

Documentation for Avaya products can be found at http://support.avaya.com.

- [1] IP Office 9.1 Administering Avaya IP Office Platform with Manager, Release 9.1, Issue 10.03, February 2015.
- [2] Avaya IP OfficeTM Platform Documentation Catalog Release 9.1, Document number 16-604278 Issue 2, December 2014
- [3] Avaya IP OfficeTM Platform 9.1. Deploying Avaya IP OfficeTM Platform IP500 V2, Document number 15-601042 Issue 30g, 27 January 2015
- [4] Avaya IP OfficeTM Platform Embedded Voicemail User Guide (IP Office Mode), Document number 15-604067 Issue 15a, 16 January 2015

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