Avaya Solution & Interoperability Test Lab

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

Abstract

These Application Notes describe the configuration steps required for Metropolis OfficeWatch Telemanagement to interoperate with Avaya IP Office. Metropolis OfficeWatch Telemanagement is a call accounting application that uses the Station Message Detail Recording records from Avaya IP Office to track phone calls and produce detailed reports.

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.

©2010 Avaya Inc. All Rights Reserved.

1. Introduction

These Application Notes describe the configuration steps required for Metropolis OfficeWatch Telemanagement to interoperate with Avaya IP Office. Metropolis OfficeWatch Telemanagement is a call accounting application that uses the Station Message Detail Recording (SMDR) records from Avaya IP Office to track phone calls and produce detailed reports.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the proper parsing and displaying of SMDR data received from Avaya IP Office by Metropolis OfficeWatch Telemanagement for call scenarios including internal, voicemail, inbound PSTN, outbound PSTN, hold, reconnect, transfer, conference, park, forward, account codes, and authorization codes. The verification also included sanity check on the various types of reports that can be generated from the received SMDR data.

The serviceability testing focused on verifying the ability of Metropolis OfficeWatch Telemanagement to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable on the Metropolis OfficeWatch Telemanagement server.

1.2. Support

Technical support on Metropolis OfficeWatch Telemanagement can be obtained through the following:

- **Phone:** (954) 941-1010
- **Email:** support2010@metropolis.com

©2010 Avaya Inc. All Rights Reserved.

2. Reference Configuration

Figure 1 below shows the configuration used for the compliance testing.

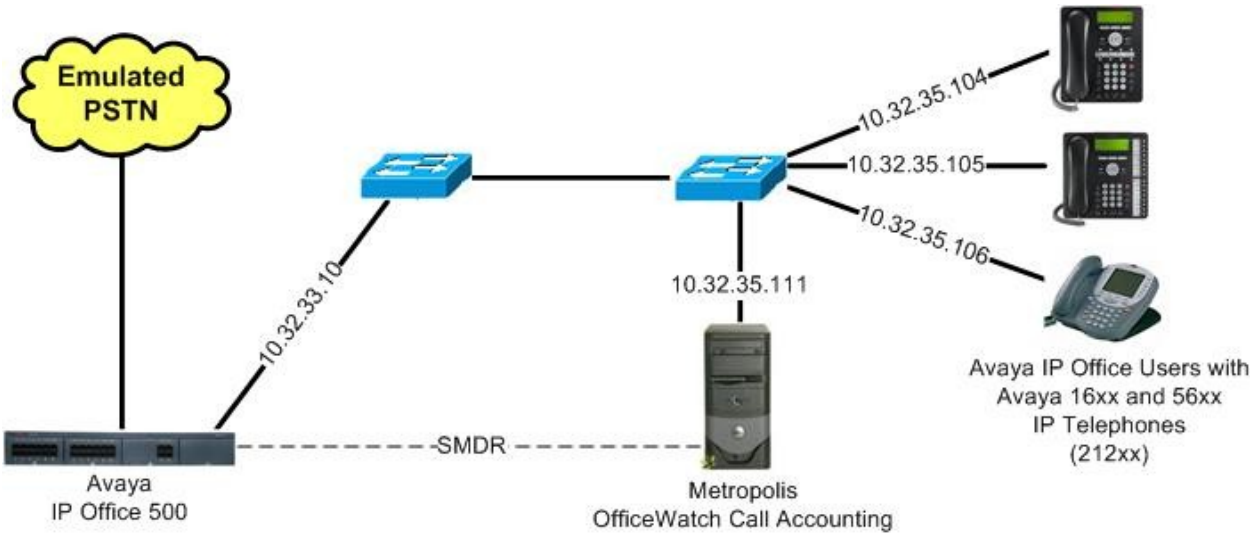


Figure 1: Metropolis OfficeWatch Telemanagement with Avaya IP Office

3. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	5.0 (15)
Avaya 1608 and 1616 IP Telephone (H.323)	1.21
Avaya 5620SW IP Telephone (H.323)	2.9
Metropolis OfficeWatch Telemanagement	2010.01.13

©2010 Avaya Inc. All Rights Reserved.

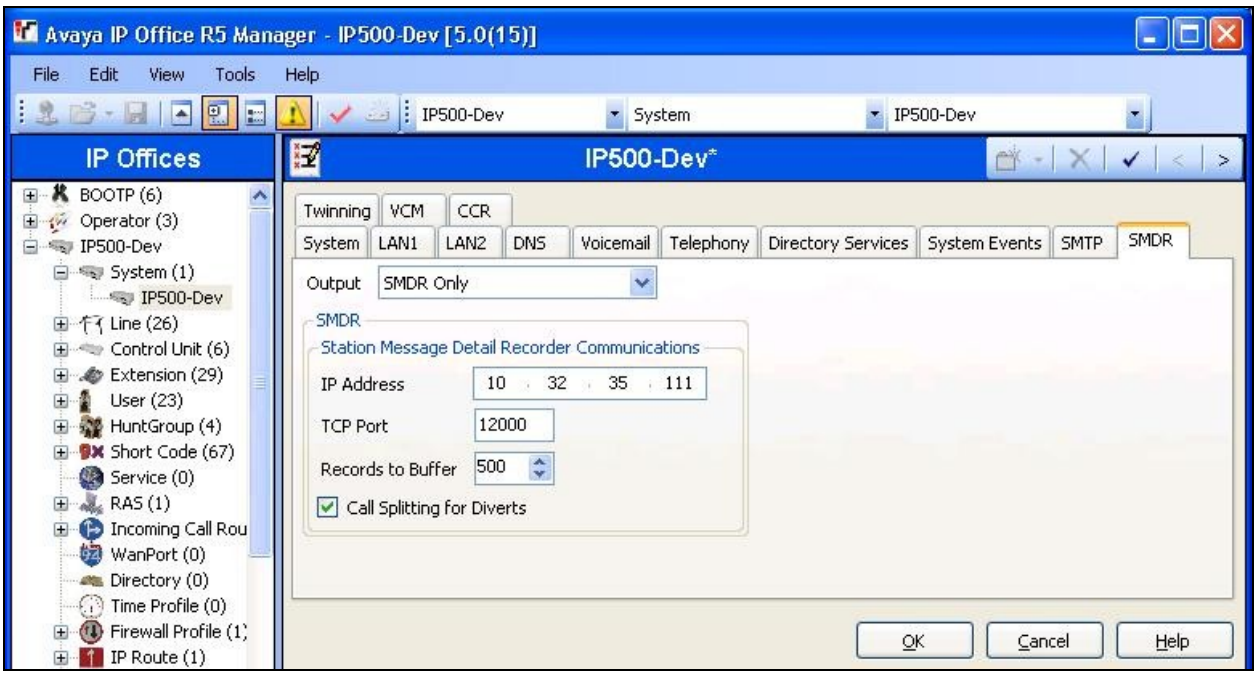
4. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office.

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the 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 **IP500-Dev** 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 Telemanagement 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 Telemanagement.



©2010 Avaya Inc. All Rights Reserved.

5. Configure Metropolis OfficeWatch Telemanagement

This section provides the procedures for configuring Metropolis OfficeWatch Telemanagement. The procedures include the following areas:

- Administer PBX
- Administer customize
- Administer grace periods

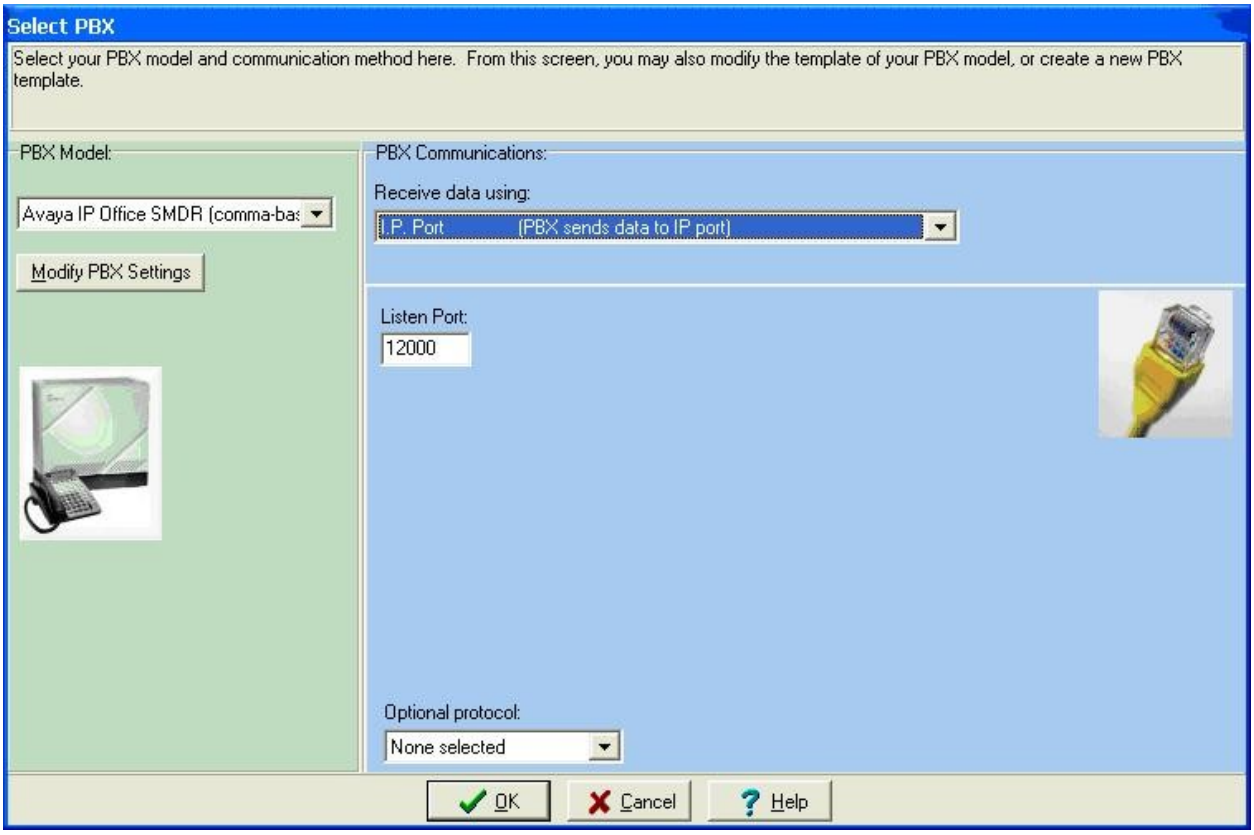
5.1. Administer PBX

From the Metropolis OfficeWatch Telemanagement server, select **Start > All Programs > Metropolis > OfficeWatch** to display the **OfficeWatch Telemanagement 2010** screen. Select **Setup > PBX** from the top menu.

©2010 Avaya Inc. All Rights Reserved.

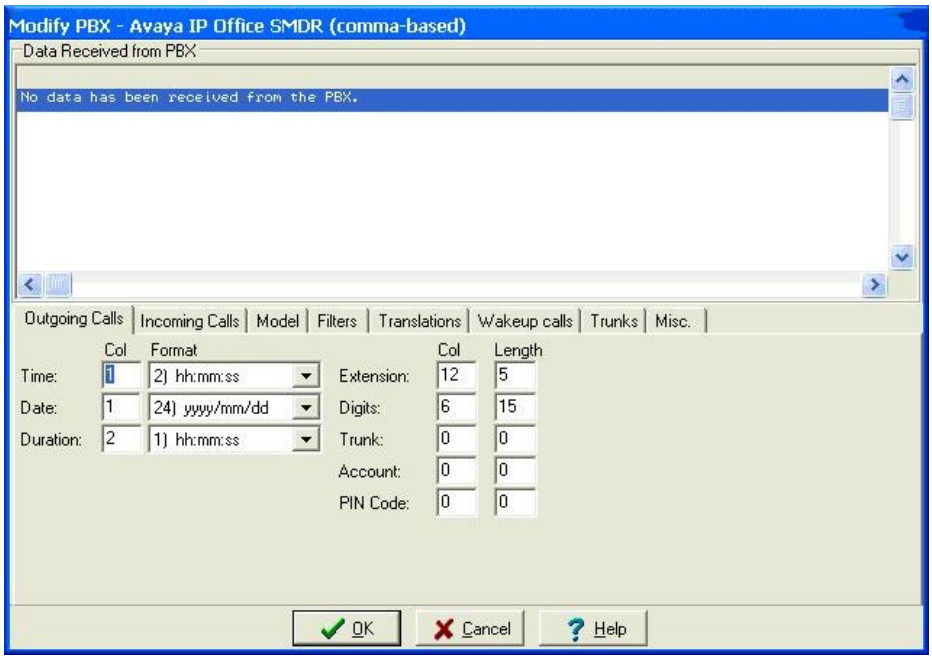
The **Password Security** screen is displayed. Enter the appropriate credentials.

The **Select PBX** screen is displayed next. Select "Avaya IP Office SMDR (comma-based)" for **PBX Model**, and "I.P. Port" for **Receive data using** as shown below. For **Listen Port**, enter the TCP port number from **Section 4**. Retain the default value in the remaining field, and click **Modify PBX Settings** in the left pane.

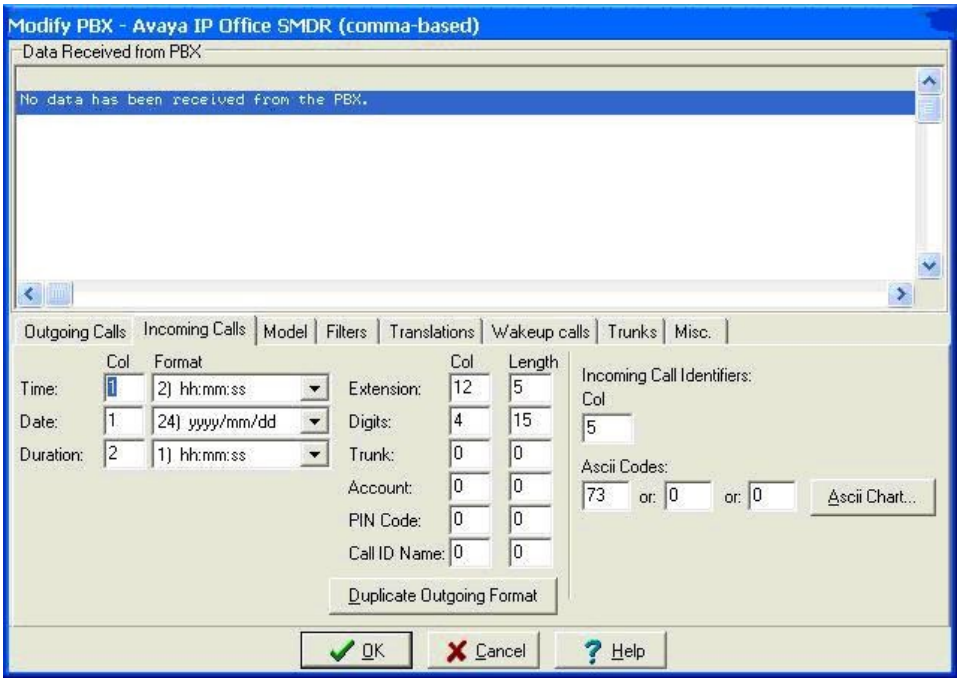


©2010 Avaya Inc. All Rights Reserved.

The **Modify PBX** 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 Calls** tab. For **Extension Length**, enter the maximum number of digits used for internal extensions on Avaya IP Office, in this case "5". Retain the default values in the remaining fields.



Select the **Incoming Calls** 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.

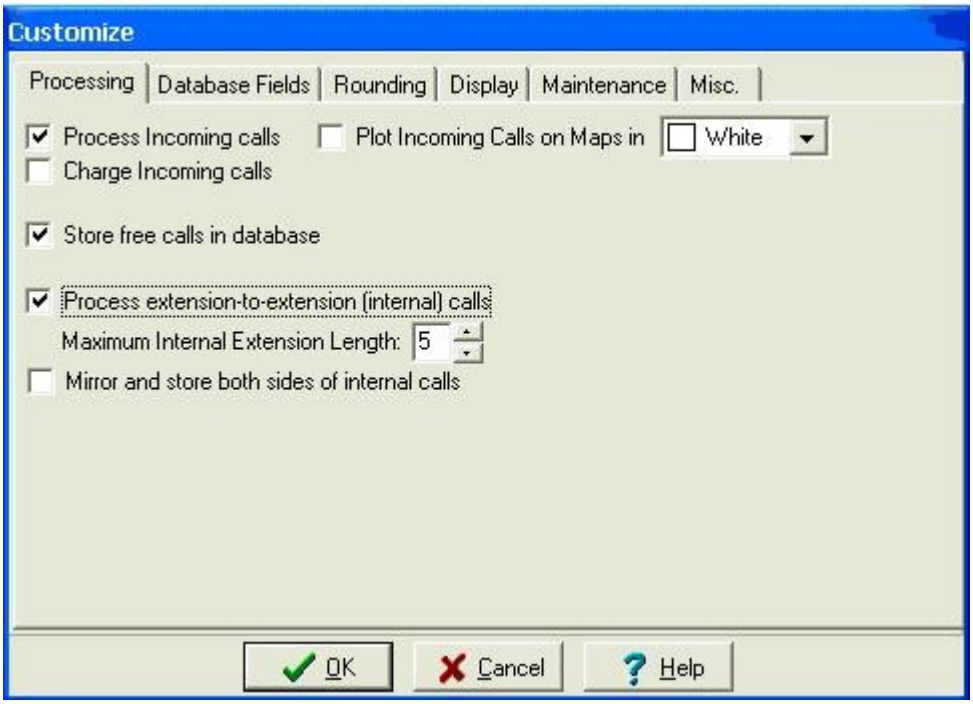


©2010 Avaya Inc. All Rights Reserved.

5.2. Administer Customize

The **OfficeWatch Telemanagement 2010** screen shown in **Section 5.1** is displayed again (not shown below). Select **Setup > Customize** from the top menu, to display the **Customize** screen.

Check **Process Incoming 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.

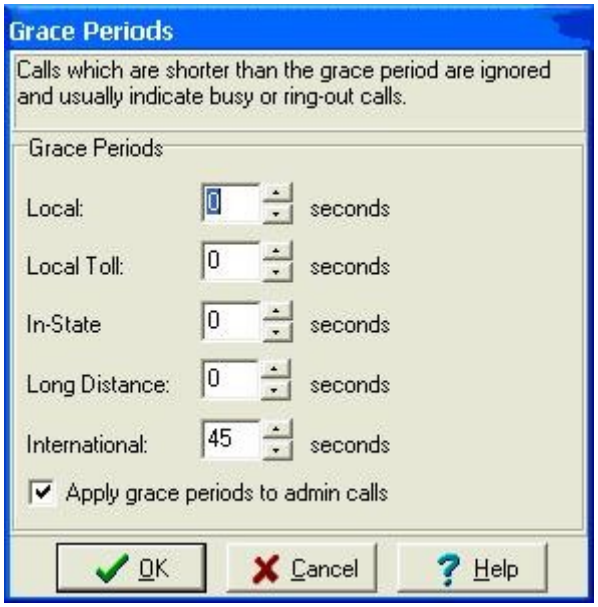


©2010 Avaya Inc. All Rights Reserved.

5.3. Administer Grace Periods

The **OfficeWatch Telemanagement 2010** screen shown in **Section 5.1** is displayed again (not shown below). Select **Charges > Grace Periods** 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.



©2010 Avaya Inc. All Rights Reserved.

6. General Test Approach and Test Results

The feature test cases were performed manually. Different types of calls were made, along with different actions initiated from the user telephones, to verify proper parsing and displaying of received SMDR data by Metropolis OfficeWatch Telemanagement.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cables on the Metropolis OfficeWatch Telemanagement server.

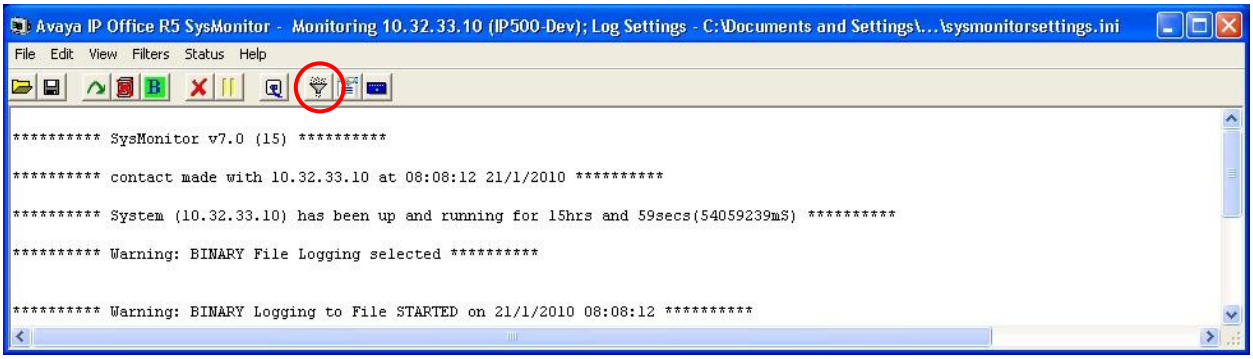
All test cases were executed and passed.

7. Verification Steps

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

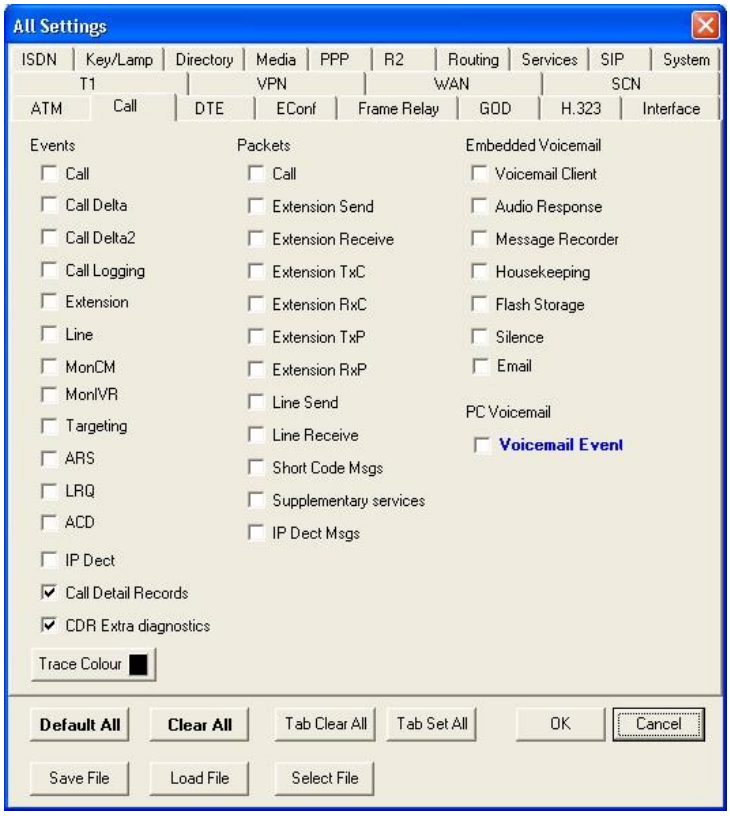
7.1. Verify Avaya IP Office

From a PC running the Avaya IP Office Monitor application, select **Start > Programs > IP Office > Monitor** to launch the application. The **Avaya IP Office R5 SysMonitor** screen is displayed, as shown below. Click on the **Filter** icon.

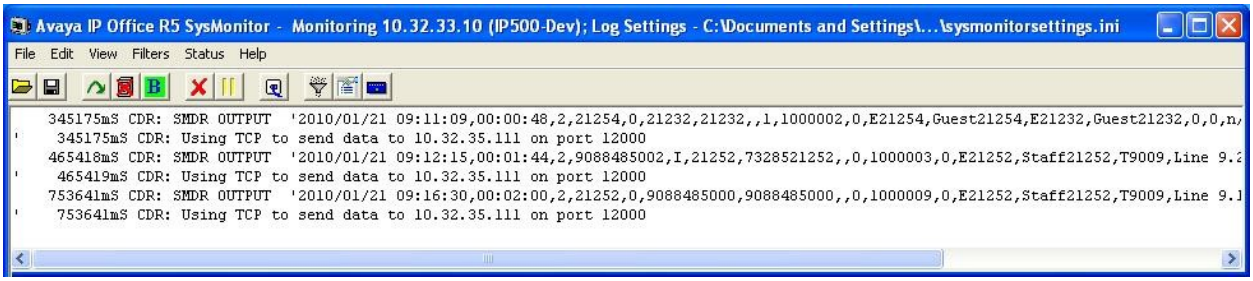


©2010 Avaya Inc. All Rights Reserved.

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



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 R5 SysMonitor** screen, as shown below.

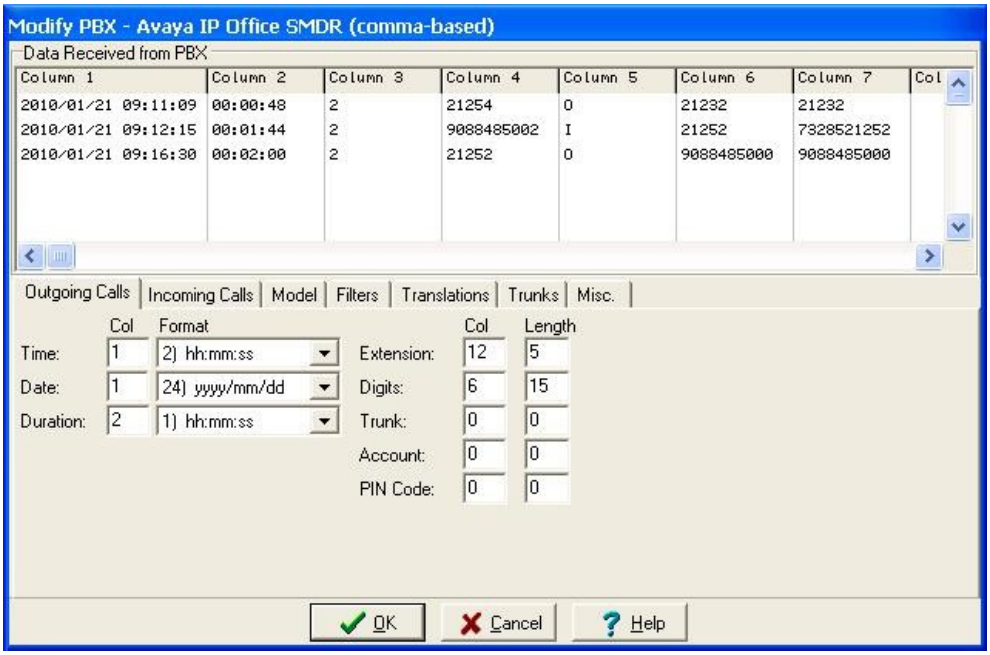


©2010 Avaya Inc. All Rights Reserved.

7.2. Verify Metropolis OfficeWatch Telemanagement

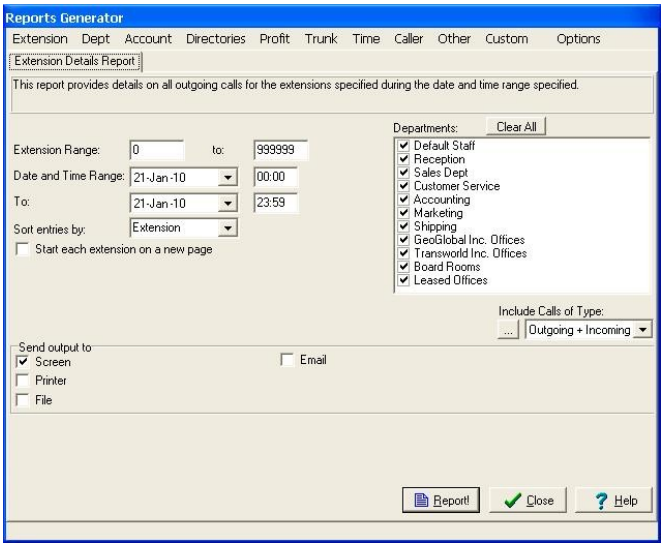
From the Metropolis OfficeWatch Telemanagement server, follow the navigation in **Section 5.1** to display the **OfficeWatch Telemanagement 2010** screen. Verify that an entry is displayed for each SMDR record output from **Section 7.1**. Note that the **Cost** data shown below is estimated by OfficeWatch based on call destination and duration.

Follow the navigation in **Section 5.1** to display the **Modify PBX** 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.

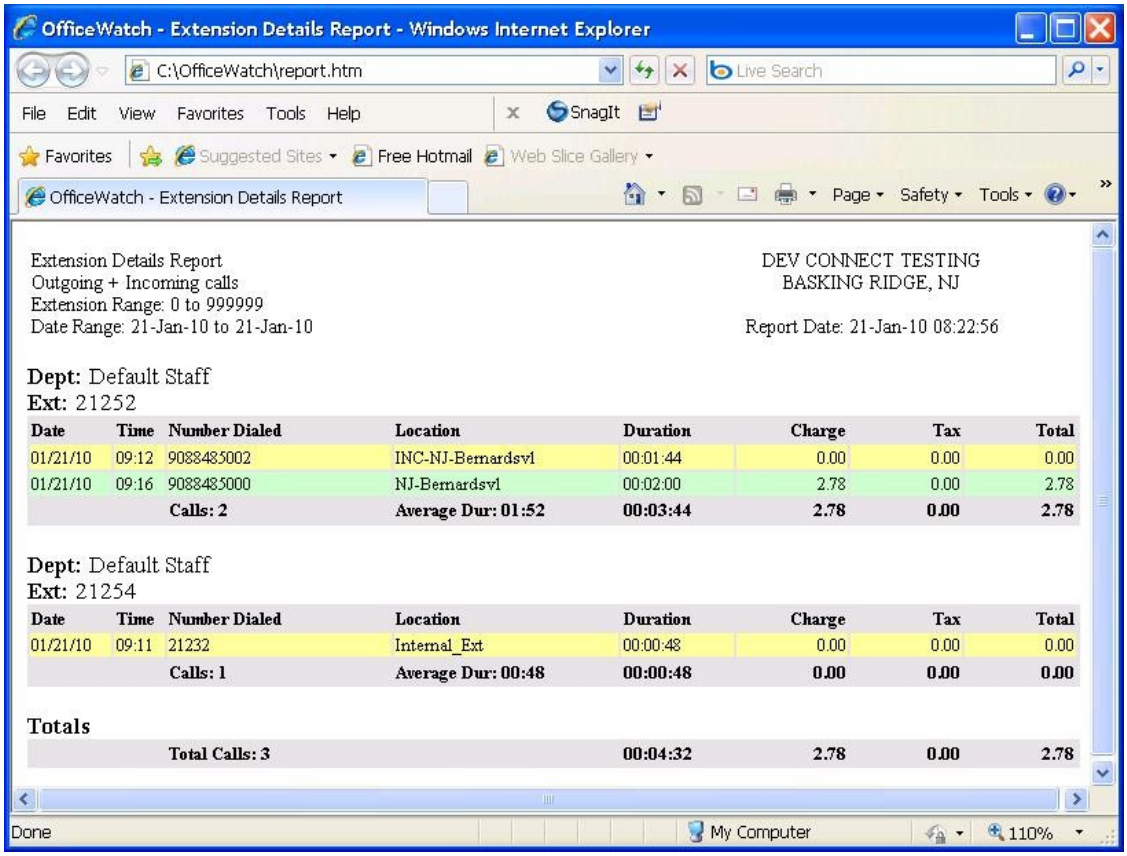


©2010 Avaya Inc. All Rights Reserved.

From the **OfficeWatch Telemanagement 2010** screen (not shown below), select **Reports > Report Generator** from the top menu. The **Reports Generator** screen is displayed. Select **Extension > Extension Details Report** from the top menu, and click **Report**.



The **Extension Details Report** automatically pops up in a browser window. Verify that the report entries match to the entries on the **OfficeWatch Telemanagement 2010** screen.



©2010 Avaya Inc. All Rights Reserved.

8. Conclusion

These Application Notes describe the configuration steps required for the Metropolis OfficeWatch Telemanagement to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed.

9. Additional References

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

1. *IP Office 5.0 Documentation CD*, August 2009, available at http://support.avaya.com.

2. *Call Accounting User Guide*, Version 2010.01.13, available at http://www.metropolis.com/lib/manual.pdf.

©2010 Avaya Inc. All Rights Reserved.

©2010 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.

©2010 Avaya Inc. All Rights Reserved.