

Avaya Solution & Interoperability Test Lab

Application Notes for Audentify Record V1.1 with Avaya Communication Manager 2.1 and Avaya Computer Telephony V1.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required in order for Audentify Record to successfully interoperate with Avaya Communication Manager 2.1.

Audentify is a Call Recording solution able to capture audio from Communication Manager using a variety of integration mechanisms.

An Avaya S8700 Media Server with an Avaya G600 Media Gateway running Communication Manager 2.1 was used as the hosting PBX. Features and functionality were validated and performance testing was conducted in order to verify operation under light load.

Information in these Application Notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the compliance-tested configuration using an Audentify Record Server and Avaya Communication Manager. They address the external call recording capability of Communication Manager.

Audentify uses the TSAPI capability of Avaya Computer Telephony to monitor extensions on a Communication Manager system.

Audentify Record supports active Station-Side service observation over a T1 trunk as well as passive Trunk-Side recording. Both modes were tested with the configuration shown below.

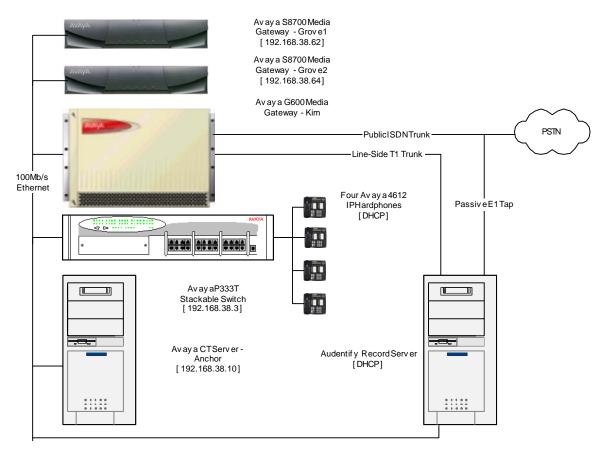


Figure 1: Tested Avaya Communication Manager System with Audentify Record Server

2. Equipment and Software Validated

| Equipment | Software |
|---------------------------------|------------------|
| Avaya S8700 Media Server | CM2.1 load 410.0 |
| Avaya G600 Media Server | N/A |
| Avaya Computer Telephony Server | V1.3 |
| Avaya P333T Stackable Switch | V4.0.17 |
| Audentify Record Server | R1.1 |

3. Configure Communication Manager

Different features of Communication Manager need to be configured for the two recording modes to be tested. Please refer to the Administrators Guide for Communication Manager for further details – Avaya Document number 555-233-506 [1]. The specific options are detailed below.

3.1. Passive Trunk-Side Recording

By definition, no specific configuration is required within Communication Manager, since this is intended to monitor an existing and active trunk. However, for completeness, the definition of the passively tapped trunk is included.

There are three main configuration elements for a trunk – DS1 configuration, Signaling Group, and Trunk Group. All three screen shots are shown below:

Display DS1 2a07

| Vo | ice System n | ame: Grove - DS1 CIRCUIT P. | ACK |
|--|--------------|-----------------------------|-------------------------|
| Location: Bit Rate: | | Name: Line Coding: | BT 01483 5474xx hdb3 |
| Signaling Mode: | - | | |
| Connect: TN-C7 Long Timers? | | Country Protocol: | etsi |
| Interworking Message: Interface Companding: | | Protocol Version: CRC? | |
| Idle Code: | | /Analog Bearer Capability: | 3.1kHz |
| | | T303 Timer(sec): | 4 |
| | | | |
| Slip Detection? | У | Near-end CSU Type: | other |

Display Signal 91

| | Voice System name: Gro | ve - SIGI | NALING GROUP | |
|------------------|-------------------------|-----------|---------------------------|------|
| Group Number: 91 | Group Type: | isdn-pr: | i | |
| | Associated Signaling? | У | Max number of NCA TSC: | 0 |
| | Primary D-Channel: | 02A0716 | Max number of CA TSC: | 0 |
| | | | Trunk Group for NCA TSC: | 91 |
| Trunk Group | for Channel Selection: | 91 | X-Mobility/Wireless Type: | NONE |
| Supplemer | ntary Service Protocol: | a | | |

Display Trunk 91

| Voice System name: Grove - TRUNK GROUP |
|--|
| Group Number: 91 Group Type: isdn CDR Reports: r Group Name: BT 01483 5474xx/5476xx COR: 1 TN: 1 TAC: 791 Direction: two-way Outgoing Display? n Carrier Medium: PRI/BRI Dial Access? y Busy Threshold: 255 Night Service: Oueue Length: 0 |
| Service Type: public-ntwrk Auth Code? n TestCall ITC: rest Far End Test Line No: |
| TestCall BCC: 4 TRUNK PARAMETERS Codeset to Send Display: 6 Codeset to Send National IEs: 6 Max Message Size to Send: 260 Charge Advice: none Supplementary Service Protocol: a Digit Handling (in/out): enbloc/overlap |
| Trunk Hunt: cyclical Digital Loss Group: 13 |
| Incoming Calling Number - Delete: Insert: Format: Bit Rate: 1200 Synchronization: async Duplex: full Disconnect Supervision - In? y Out? n Answer Supervision Timeout: 0 |

| TRUNK FEATURES | |
|-------------------------------|---|
| ACA Assignment? n | Measured: both Wideband Support? n |
| | Maintenance Tests? y |
| | Data Restriction? n NCA-TSC Trunk Member: 1 |
| | Send Name: y Send Calling Number: y |
| | Send Name: y Send Calling Number: y |
| Used for DCS? n | |
| Suppress # Outpulsing? n | Format: public |
| Outgoing Channel ID Encoding: | preferred UUI IE Treatment: shared |
| | Maximum Size of UUI IE Contents: 128 |
| | Replace Restricted Numbers? n |
| | Replace Unavailable Numbers? n |
| | - |
| | Send Connected Number: y |
| | Modify Tandem Calling Number? n |
| Send UUI IE? y | |
| Send UCID? n | BSR Reply-best DISC Cause Value: 31 |
| Send Codeset 6/7 LAI IE? y | Dst Repr, Dest Bibe cause values of Ds1 Echo Cancellation? n |
| Send Codeset 6// LAI IE? y | DSI ECHO CANCELIACION? N |
| | |
| | US NI Delayed Calling Name Update? n |
| | |
| SBS? n No | etwork (Japan) Needs Connect Before Disconnect? n |

| | | INCOMING CA | LL HANDLING | G TREATMENT | | |
|----------------|-----------|-------------|-------------|---------------------|----------|-------|
| Service/ | Called | Called | Del | Insert 1 | Per Call | Night |
| Feature | Len | Number | | (| CPN/BN | Serv |
| public-ntwrk | 6 5 | 547400 | б | 17001 | | |
| public-ntwrk | б 5 | 547499 | б | 30004 | | |
| public-ntwrk | б 5 | 547411 | б | 18011 | | |
| public-ntwrk | 6 5 | 547402 | б | 15002 | | |
| public-ntwrk | 6 5 | 547401 | б | 15001 | | |
| public-ntwrk | 6 5 | 547420 | б | 10020 | | |
| public-ntwrk | 6 5 | 547421 | б | 10018 | | |
| public-ntwrk | б 5 | 547429 | б | 14970 | | |
| public-ntwrk | б 5 | 547428 | б | 14971 | | |
| public-ntwrk | 6 5 | 47600 | б | 17062 | | |
| public-ntwrk | 6 5 | 47602 | б | 17002 | | |
| public-ntwrk | 6 5 | 47603 | б | 17003 | | |
| public-ntwrk | 6 5 | 547474 | б | 40008 | | |
| public-ntwrk | б 5 | 547620 | б | 67001 | | |
| public-ntwrk | 6 5 | 47621 | б | 60001 | | |
| public-ntwrk | 6 5 | 47622 | б | 60002 | | |
| public-ntwrk | 6 5 | 547623 | 6 | 60003 | | |
| public-ntwrk | 6 5 | 547403 | 6 | 93312345 | | |
| | | | | | | |
| | | Г | RUNK GROUP | | | |
| | | | | stered Members (min | . , | 1/4 |
| GROUP MEMBER A | SSIGNMENT | 'S | Tot | al Administered Me | embers: | 4 |
| | | | | | | |
| Port | Code Sf> | x Name | Night | Sig Grp | | |
| | TN2464 | | | 91 | | |
| | TN2464 | | | 91 | | |
| | TN2464 | | | 91 | | |
| 4: 02A0704 | TN2464 | | | 91 | | |

3.2. Active Line-Side T1 Service Observation

This mode uses a DS1 trunk configured for T1 and a group of 24 extensions configured as offpremises analogue stations. The DS1 configuration and a sample extension (station 13001) are shown below:

Display DS1 2B04

| Vo | ice System name: G | rove - DS1 CIRCUIT P. | ACK |
|---|--------------------|--|-------|
| Location: Bit Rate: Line Compensation: Signaling Mode: | 1.544 1 | Name: Line Coding: Framing Mode: | |
| Interface Companding: Idle Code: | 11111111 | | |
| Slip Detection? | n | Near-end CSU Type: | other |

Display Station 13001

| STATION Fage 1 G1 5 Extension: 13001 STATION Extension: 13001 Lock Messages? n BCC: 0 Type: DSIFD Security Code: TN: 1 Port: 02E0401 Coverage Path 1: COR: 1 Name: Line-Side T1 Port 01 Coverage Path 2: COS: 1 Hunt-to Station: Tests? n STATION OPTIONS LOG Activation? y R Balance Network? n FEATURE OPTIONS LWC Log External Calls? n Redirect Notification? y Coverage Msg Retrieval? y LWC Log External Calls? n Redirect Notification? y Call Waiting Indication? y Distinctive Audible Alert? y Switchhook Flash? y Multimedia Mode: basic MUI Served User Type: AUD Conversion? n Per Station CPN - Send Calling Number? MWI Served User Type: ADDI SITE DATA Rom: Messaging Server Name: Coverage After Forwarding? s Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Rom: Set Color: | display station 13001 | Page 1 of 3 |
|--|-------------------------------|--|
| Extension: 13001 Type: DSIFD Port: 0280401 Name: Line-Side T1 Port 01 Coverage Path 1: COR: 1 Name: Line-Side T1 Port 01 Coverage Path 1: COR: 1 Name: Line-Side T1 Port 01 Coverage Path 1: COR: 1 Hunt-to Station: Tests? n STATION OPTIONS Loss Group: 4 Off Premises Station? y R Balance Network? n FEATURE OPTIONS LWC Acception: spe LWC Acception: spe LWC Accitation? y COP Privacy? n Redirect Notification? y Per Button Ring Control? n H.320 Conversion? n H.320 Conversion? n Multimedia Mode: as-needed Multimedia Mode: basic MWI Served User Type: AUDIN Name: MUS Server Name: MUS Server Name: Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Room: Jack: Coverage After Forwarding? s Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Room: Jack: Coverage After Forwarding? s Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Room: Jack: Coverage After Forwarding? s Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Room: Jack: Cord Length: 0 Building: ABBREVIATED DIALING List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | display station isour | |
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| Type: DSHFD Security Code: TN: 1 Port: 02B0401 Coverage Path 1: COR: 1 Name: Line-Side T1 Port 01 Coverage Path 2: COS: 1 Hunt-to Station: Tests? n STATION OPTIONS Loss Group: 4 Off Premises Station? y R Balance Network? n FEATURE OPTIONS LWC Reception: spe LWC Activation? y Coverage Msg Retrieval? y LWC Log External Calls? n CCD Privacy? n Redirect Notification? y Per Button Ring Control? n H. 320 Conversion? n Hessaging Server Name: MUIS served User Type: AUUI Made: basic MWI Served User Type: AUUI Name: Messaging Server Name: Coverage After Forwarding? s Multimedia Adde: basic MUIS envel User Type: AUUI Name: Messaging Server Name: Coverage After Forwarding? s Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Room: Jack: Speaker? n Cable: Mounting: d Floor: Courtion Ext: 13001 SITE DATA Room: Jack: Speaker? n Cable: Mounting: d Floor: Cord Length: 0 Building: Set Color: ABBREVIATED DIALING List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | Test on a i on t 13001 | Logic Maggarage DCC: 0 |
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| Multimedia Early Answer? n Emergency Location Ext: 13001 SITE DATA Room: Jack: Cable: Floor: Building: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | |
| Emergency Location Ext: 13001 SITE DATA Room: Jack: Cable: Floor: Building: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | Messaging Server Name: | |
| SITE DATA Room: Jack: Cable: Floor: Building: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | Multimedia Early Answer? n |
| SITE DATA Room: Jack: Cable: Floor: Building: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | |
| Room: Headset? n Jack: Speaker? n Cable: Mounting: d Floor: Cord Length: 0 Building: Set Color: ABBREVIATED DIALING List1: List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | Emergency Location Ext: 13001 | |
| Room: Headset? n Jack: Speaker? n Cable: Mounting: d Floor: Cord Length: 0 Building: Set Color: ABBREVIATED DIALING List1: List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | |
| Jack: Speaker? n Cable: Mounting: d Floor: Cord Length: 0 Building: Set Color: ABBREVIATED DIALING List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | SITE DATA | |
| Cable: Floor: Building: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | Room: | Headset? n |
| Cable: Floor: Building: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | Jack: | Speaker? n |
| Floor: Building: Cord Length: 0 Set Color: ABBREVIATED DIALING List1: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | Cable: | |
| Building: Set Color: ABBREVIATED DIALING List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | 2 |
| ABBREVIATED DIALING List1: List2: List3: HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | 3 |
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| HOT LINE DESTINATION Abbreviated Dialing List Number (From above 1, 2 or 3): | | |
| Abbreviated Dialing List Number (From above 1, 2 or 3): | Listl: List2 | List3: |
| Abbreviated Dialing List Number (From above 1, 2 or 3): | | |
| | | |
| Dial Code: | Abbreviated Dialing List Nu | umber (From above 1, 2 or 3): |
| | | Dial Code: |
| | | |
| Line Appearance: call-appr | Line Appearance: call-appr | |
| | | |

4. Configure the Avaya P333T Stackable Switch

No special configuration of this device is necessary in this configuration.

5. Configure the Avaya Computer Telephony Server

No special configuration of this server is necessary for integration with the Audentify solution.

RAF; Reviewed: SPOC 12/28/2004 Since TSAPI is a Client/Server architecture, the only administration required is at the Client (Audentify Server) end of the link.

Anchor is a general purpose PC running Windows NT 4.0 Server and Avaya Computer Telephony V1.3.

6. Configure the Audentify Server

The Audentify Server required slightly different configuration options for the two recording modes to be tested, and rules need to be configured for any recording to take place.

6.1. CTI Configuration

The CTI configuration to access the Avaya CT server is consistent for all modes – mainly containing the credentials for accessing the TSAPI link as well as listing the devices to be monitored. The latter are the DeviceID's. The contents of the "AvayaConnector.cfg" file are shown below:

```
[Default]
StartTime=now
RepeatSecs=10
Cycles=-1
[AvayaConnector]
ServerID=AVAYA#GROVE#CSTA#ANCHOR
LoginID=tsuser
Password=tsuser
LoggerHost=localhost
LoggerPort=43666
DeviceIDs=10018,10016,10014,16001
ChannelMappings=ChannelMapping.cfg
```

6.2. Agent Configuration

Please note that this refers to an agent as far as Audentify is concerned – it relates to an Avaya Call Centre agent by virtue of the User PBXID. This mechanism is also used by Audentify to group related agents. A sample screen shot showing Agent ID 15001 is shown below:

| 🗿 Audentify WebCl | ient 1.2.0.3 - M | Aicrosoft Inte | rnet Explorer | | | | | | | | | _ 8 × |
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| aude | entify | Retrieve | Scoring | barrs (1997) | Live | Rules | Report | Questionnaire | 4 | LOGOUT » | ACCOUNT | × |
| Edit User | | | | | | | | | | | | |
| Username | avaya1 | | | | | | | | | | | |
| Password | | _ | | | | | | | | | | |
| Retype Passwor | d | | | | | | | | | | | |
| First Name | avaya | | | | | | | | | | | |
| Last Name | 1 | | | | | | | | | | | |
| User PBXId1 | 15001 | | | | | | | | | | | |
| User PBXId2 | | | | | | | | | | | | |
| User PBXId3 | | | | | | | | | | | | |
| User PBXId4 | · | | | | | | | | | | | |
| User PBXId5 | | | | | | | | | | | | |
| User PBXId6 | | | | | | | | | | | | |
| User PBXId7 | | | | | | | | | | | | |
| User PBXId8 | | | | | | | | | | | | |
| User PBXId9 | · | | | | | | | | | | | |
| User PBXId10 | · | | | | | | | | | | | |
| Submit Change | s Cancel | 1 | | | | | | | | | | |
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Figure 2: Audentify Agent Configuration

6.3. Rule Configuration

Rules allow the recording algorithm to be defined within Audentify. For testing, very simple rules were defined for recording 100% of calls for agent1 (x15001) and agent2 (x15002) regardless of duration or direction. However, the logic behind recording rules can be far more complex. A screen shot showing the rules used for testing is shown below:

| Audentify WebClient 1.2.0.3 | - Microsoft Interne | et Explorer | | |
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| audentify | Retrieve | Scoring Users | Live Rule | |
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| View as Haas, Bruno | • | | | Name record agent1 |
| - | | | | Type Recording Rule v Questionnaire >Select |
| Rules | | | | Owner Haas, Bruno 🔽 Global Rule 🗖 |
| Name State | Туре | Owner | | State on © off C |
| brunos rule off | Recording Rule | administrator | View Edit Delete | |
| Evaluation Rule off | Evaluation Rule | | View Edit | |
| record agent1 on | Recording Rule | administrator | View Edit Delete | Business Condition |
| record agent2 on | Recording Rule | administrator | View Edit Delete | Direction Both 💌 |
| record agent3 off New Rule | Recording Rule | administrator | View Edit Delete | Min Duration (sec) |
| new Kule | | | | Max Duration (sec) |
| | | | | |
| | | | | DNIS |
| | | | | Remote Number |
| | | | | Group |
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| | | | | Agent Names 1, avaya |
| | | | | Contact Volume |
| | | | | Record 100 % of contacts |
| | | | | Screen Capture |
| | | | | · · · · · · · · · · · · · · · · · · · |
| | | | | 🗖 Max No. Contacts (per user) 🛛 |
| | | | | Schedule Info |
| | | | | © Permanent Recording |
| | | | | O Once Only Recording |
|) E | | | | Conce only Recording |

Figure 3: Audentify Rule Configuration – Part One

Since the screen did not quite contain all of the defined rules, the lower half is shown below:

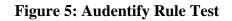
| Ele Edit Yew Favorites Iools Help Image: Sector S | Audentify WebClient 1.2.0.3 - Microsoft Internet Explorer | |
|---|---|---|
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| Audentify WebGlient 1.2.0.3 - Microsol Internet Explorer Image: Contract Splorer Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Ele Edit View Favorites Tools Eleb Image: Contract Splorer Image: Element Tool Elebert Image: Contract View Edit Elebert Image: Element Tool Element Tool Elebert Image: Element Tool Elebert Image: Element Tool Element Tool Elebert Image: Element Tool Elebert Image: Element Tool Element | ⊨ Back • → - 🙆 🛐 🚮 😡 Search 📾 Favorites 🛞 Media 👩 🔂 • 🎒 🗹 🗐 | |
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| u Back v > v (i) | Audentify WebClient 1.2.0.3 - Microsoft Internet Explorer | |
| Address (a) http://localhost:8080/AudentifyAvays/private/supervisor/ViewRule.do Image: Contract Supervisor/ViewRule.do record agent1 on Recording Rule administrator View Edit Delete record agent3 off Recording Rule administrator View Edit Delete Ilew Rule Business Condition Direction Dolh Image: Condition Direction Recording Rule administrator View Edit Delete Image: Condition Ilew Rule Image: Condition Rule administrator View Edit Delete Image: Condition Ilew Rule Image: Condition Rule administrator View Edit Delete Image: Condition Direction Dolh Image: Condition Ilew Rule Image: Condition Rul | jle <u>E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp | |
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| record agent1 on Recording Rule administrator View Edit Delete record agent3 off Recording Rule administrator View Edit Delete Itew Rule Business Condition Direction Both Itew Rule Min Duration (sec) 0 Max Duration (sec) 0 DNIS Remote Number Group All Agent Names 1, avaya 1, avaya Screen Capture Max No. Contacts (per user) 0 | | 💌 🔗 Go Links |
| © Permanent Recording © Once Only Recording From 03/30/2004 15:45:30 To 03/30/2004 15:45:30 Every Sunday | record agent1 on Recording Rule administrator View Edit Delete record agent2 on Recording Rule administrator View Edit Delete record agent3 off Recording Rule administrator View Edit Delete | Direction Both IM Min Duration (sec) 0 Max Duration (sec) 0 DNIS Image: Control of the second se |

Figure 4: Audentify Rule Configuration – Part Two

6.4. Rule Testing

A simple inbound call was made to one of the monitored agents to validate the operation of the rules and the Audentify system in general. A screenshot of the successfully recorded call is shown below:

| Audentify WebClient 1.2.0.3 - Microsoft Intern | | | | | | _ (|
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| audentify | | | 2 | | | |
| Retrieve | Scoring Users | Live Rules | Report Questionnaire | | | |
| Multi-Criteria Search | | | First Previous | Next Last | | |
| Group | Contacts 1 To 1 fro | | | Export Expo | | |
| Agent Login 🔲 🔻 | Dir Start Date | Duration Agent Login | User PBXID First Ham | e Last Name Caller ID | DNIS Contact II | |
| User PBXID | □ ► 04/01/2004 10:06:37 | 8 avayal | <mark>15001</mark> avaya | 1 0148346763 | 3 547401 47181 | 4 |
| Agent >Select - | | | First Previous | Next Last | | |
| Names | | | | | | |
| Direction Both 💌 | | | | | | |
| Contact ID | | | | | | |
| In Wildcard enabled options (Caller ID and | | | | | | |
| DNIS) use "?" to match any character | | | | | | |
| use "*" to match any number of characters | | | | | | |
| Caller ID Wildcards | | | | | | |
| DNIS Wildcards | | | | | | |
| Use Date 🔽 Today This Week | | | | | | |
| Between 04/01/2004 00:00:00 | | | | | | |
| and 04/01/2004 12 23:59:59 | | | | | | |
| Duration > | | | | | | |
| Duration < | | | | | | |
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6.5. Sample Recording Retrieval

Having made several calls as defined in the Test Plan, a sample recording retrieval was carried out to validate the data stored for each recording. A screenshot of the successfully recorded calls is shown below:

| ess 🥘 http://localhost:8080/Au | dentifyAvaya/priv | ate/Retrieve.c | do | | | | | | | | <u> </u> | Go I |
|---|-------------------|--------------------------|------------------------|--------|------------------|------------|-------------------|-----------|-------------------|-------------|-------------|---------|
| audentify | Retrieve | Scoring | Users | Live | Rules | Report Q | 2 uestionnaire | | i | | UT » ACCO | DUNT » |
| ulti-Criteria Search | | | | | | Fi | rst Previous N | ext Last | | | | |
| | - | Contac | ts 1 To 12 fr | rom 12 | | | | | Export Export All | Delete 20 - | Contacts pe | er page |
| | — ন | | Start Date | Dura | tion Agent Login | User PBXID | First Name | Last Name | Caller ID | DNIS | Contact ID | |
| ser PBXID | _ | | 04/01/2004 11:13:43 | | 6 avayal | 15001 | avaya | 1 | 01483467633 | 547400 | 47192 | 4 |
| gent >Select | • | | 04/01/2004 11:12:56 | | 21 avaya2 | 15002 | avaya | 2 | 01483467633 | 547400 | 47191 | 4 |
| ames , | | | 04/01/2004 11:00:57 | | 48 avayal | 15001 | avaya | 1 | 01483467633 | 547400 | 47190 | 4 |
| irection Both 💌 | | | 04/01/2004 10:58:03 | | 24 avayal | 15001 | avaya | 1 | 01483467633 | 547400 | 47188 | 4 |
| ontact ID | _ | | 04/01/2004 | | 13 avaya2 | 15002 | avaya | 2 | 01483467633 | 547400 | 47189 | 4 |
| Wildcard enabled options (| Caller ID and | | 04/01/2004 | | 15 avayal | 15001 | avaya | 1 | 01483467634 | | 47187 | 4 |
| NIS) se "?" to match any charact se "*" to match any number | | | 04/01/2004 | | 8 avayal | 15001 | avaya | 1 | 01483467633 | 547400 | 47186 | 4 |
| aller ID | Wildcards | | 04/01/2004 | | 38 avayal | 15001 | avaya | 1 | 01483467633 | 547400 | 47185 | 4 |
| NIS | Wildcards | | 10:44:31 04/01/2004 | | 20 avaya1 | 15001 | avaya | 1 | 01483467633 | 547400 | 47183 | 4 |
| se Date 🔽 Today This | Week | | 10:40:19 04/01/2004 | | 9 avaya2 | 15002 | avaya | 2 | 01483467633 | 547400 | 47184 | 4 |
| | 00:00:00 | | 10:40:40 04/01/2004 | | 15 avayal | 15001 | avaya | 1 | 01483467633 | 547400 | 47182 | - v |
| 104/01/2004 | | | 10:31:48 04/01/2004 | | | 15001 | | 1 | 01483467633 | 547401 | 47181 | |
| 104/01/2004 | 23:59:59 | | 10:06:37 | | 8 avaya1 | | avaya | | 01403407033 | 247401 | 47101 | V |
| uration > | | First Previous Next Last | | | | | | | | | | |
| uration < | | | | | | | | | | | | |
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| | | | | | | | | | | | | |

Figure 6: Audentify Recording Retrieve

7. Interoperability Compliance Testing

7.1. General Test Approach

Testing included validation of correct operation of typical Voice Recording functions including Inbound, Outbound, Blind Transfer, Attended Transfer, and Conference calls. These tests were repeated for both modes of recording. Light load testing and link integrity testing was also carried out.

7.2. Test Results

All tests passed.

8. Verification Steps

The following verification steps can be used to isolate problems in the field and to ensure that the CTI link is correctly passing data between the various components of the solution. Please note that it is a requirement of the Compliance Test that a fully operational Avaya CT server be provided prior to testing. As such, the operation of the Avaya CT server is assumed to be in service. The section verifies the connectivity from the Avaya CT server to the Audentify Record Server.

- 1. Avaya CT is shipped with a very simple TSAPI application called "TSTEST". Whilst this utility only allows connection to a server and the origination of a single call, it is invaluable in verifying CTI connectivity. There is also a small application called "TSSPY" which can be used to trace the messages to and from the Avaya CT Server. These two in conjunction are able to ensure that the CTI link is operating correctly. Hence the only required verification step for CTI is to use "TSTEST" to initiate a call from one known physical extension to another. Having made the CTI call, ensure that the physical devices are indeed trying to call each other, manually answer the call, and then use "TSTEST" to clear the call.
- 2. Audentify Record has a CTI Message tracing capability to aid fault diagnosis in the field. Generate a simple inbound test call to a monitored station and ensure that the Message Trace contains a set of events related to the test call. This message trace also contains information as to whether the call should be stored or not.
- 3. The status of the Line-Side T1 extensions, if this recording mode is being used, can be tested from Communication Manager as with a conventional station. If the status is "disconnected", then the T1 trunk is not operating correctly. The "Test DS1 xxxx" command can be used to check the DS1 card is connected correctly the first test is physical connectivity. Please refer to the Communication Manager manuals for details of other error messages that may be displayed when using this command. Please note that some tests may either fail or be aborted due to the status of the extensions these messages may be of little of no significance in this configuration.

9. Support

If technical support is required for the Audentify Record server, then please contact their Technical Support Manager, Tom Blackie

Email: <u>tomb@audentify.com</u>

Phone: +44 1223 448000

10. Conclusion

These Application Notes describe the configuration steps required for Audentify Record to successfully interoperate with Avaya Communication Manager 2.1. An Avaya S8700 Media Server with an Avaya G600 Media Gateway running Communication Manager 2.1, together with Avaya Computer Telephony V1.3, was used as the hosting environment. Features and functionality were validated and performance testing was conducted in order to verify operation under light load. The configuration described in these Application Notes has been successfully compliance tested.

11. Additional References

[1] Administrators Guide for Communication Manager (Doc ID: 555-233-506) can be found at http://support.avaya.com.

[2] Installation Guide for Avaya Computer Telephony can be also be found at <u>http://support.avaya.com</u>.

| RAF; Reviewed: | Solution & Interoperability Test Lab Application Notes | 13 of 14 |
|-----------------|--|-----------|
| SPOC 12/28/2004 | ©2004 Avaya Inc. All Rights Reserved. | Audentify |

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