



Avaya Solution & Interoperability Test Lab

Application Notes for Infortel Select version 8.1 with Avaya Communication Server 1000, Release 7.0 using Serial Buffer Box – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the Infortel Select version 8.1 to successfully interoperate with Avaya Communication Server 1000 Release 7.0 using a Serial buffer box.

Infortel Select v8.1 is an application that is able to process and cost Call Detail Records generated by the Avaya Communication Server Release 7.0 and output them in a report format. The Call Detail Records generated by the Avaya Communication Server is collected using a Serial buffer box.

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

The objective of this interoperability compliance testing is to verify that the Infortel Select v8.1 application can collect, process and cost Call Detail Records (CDR) that are generated by the Avaya Communication Server 1000 Release 7.0 (CS1000) and generate the output in various reports format. The collection of CDR is being done using a Serial buffer box.

2. General Test Approach and Test Results

The compliance test included configuring the Infortel Select Server to collect CDR records from Serial buffer, process them and be able to output them in reporting format with data in the report matching that of the raw CDR data. All the intended tests were carried out and the results were positive.

2.1. Interoperability Compliance Testing

The focus of the compliance testing was primarily on verifying whether the Infortel Select application can connect to a Serial buffer box and collect the CDR generated by the CS1000. Once the records have been collected, the application needs to process the data and cost it as required and should be able to provide the output in a report format.

For testing purposes basic calls like internal, Inbound PSTN, Outbound PSTN, Conference, Transfer and calls from secondary directory number (DN) were placed in the CS1000. These calls generated CDR that was buffered in the serial buffer. The Infortel Select application successfully connected to the buffer box, downloaded the CDR data, and processed them as required and was able to provide the processed data in a report format.

2.2. Test Results

The objectives outlined in the **Section 2.1** were verified and met. All test cases were executed and they all passed.

2.3. Support

Technical support for Infortel Select can be obtained by calling [1.800.326.6183](tel:1.800.326.6183) or by opening a service ticket at http://www.isi-info.com/support/support_serviceticket.htm

3. Reference Configuration

Figure 1a and 1b illustrate the lab test configurations used during the compliant testing event between the CS1000 and the Infortel Select Application Server using the Serial buffer box.

Figure 1a shows the setup where the collection from the buffer box to the Infortel Select server is using the modem connectivity. **Figure 1b** shows the setup where the collection from the buffer box to the Infortel Select server is using the Ethernet connectivity.

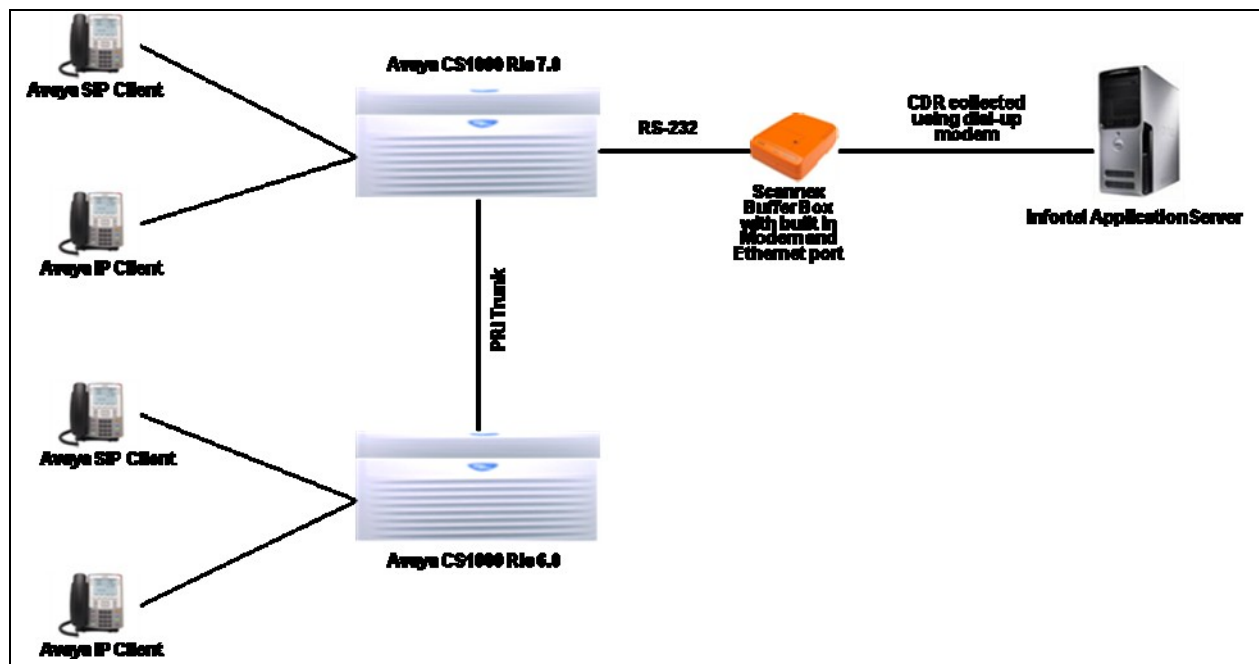


Figure 1a: Lab Test Connection Diagram for CS1000 and Infortel Select using a Serial Buffer Box and Modem connectivity

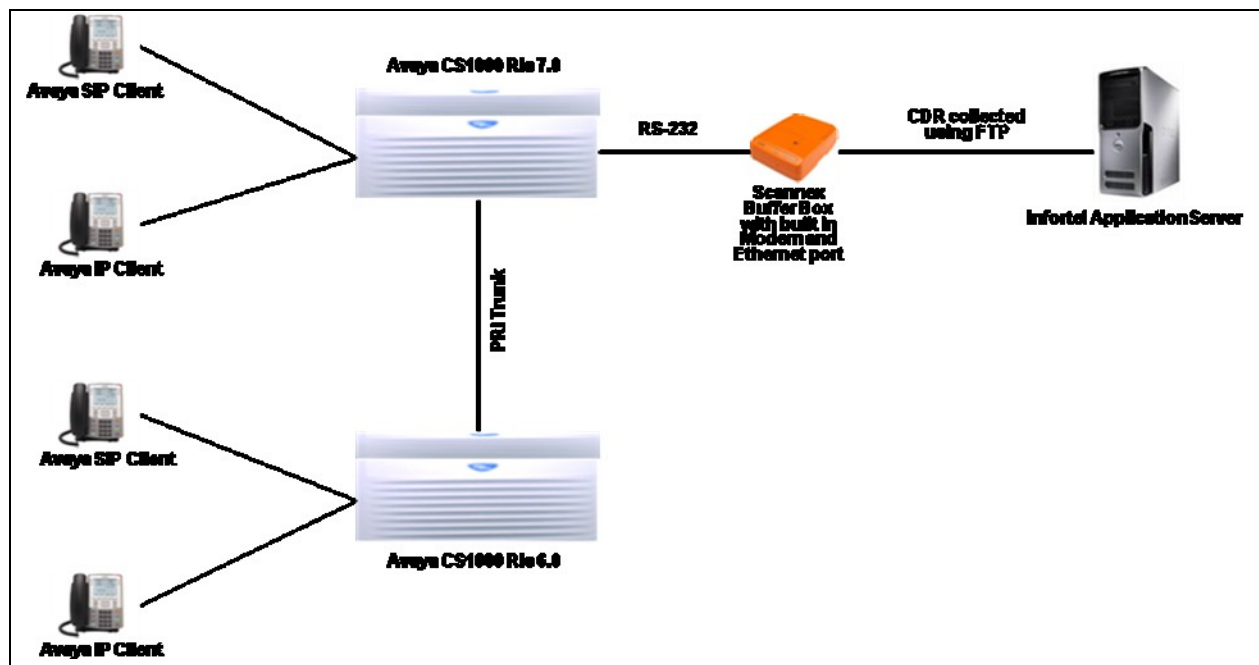


Figure 1b: Lab Test Connection Diagram for CS1000 and Infortel Select using a Serial Buffer Box and Ethernet connectivity

4. Equipment and Software Validated

The following equipment and software were used during the lab testing:

Equipment	Software/Firmware
Avaya CS1000	SW Version : 7.00 Q SW Version : 6.00 (used for emulated PSTN)
Avaya Telephones: i2004 (IP) i2007 (IP) 1120E (IP) 1140E (SIP)	0602B76 0621C7D 0624C7J 02.02.21.00
Infortel Select Application Server	Windows XP SP3
Infortel Select	SW Version 8.1.0
Scannex IP Buffer	FW Version 2.60.159

5. Configuration on CS1000

This section describes the steps to configure the CS1000 so that it can generate the CDR. The section also explains the hardware connection between the CS1000 and the buffer box.

5.1. Configuring the CS1000 for generating CDR

This section describes the configuration that needs to be done on the CS1000 using the overlays so that the CS1000 generates the CDR as required.

Overlays **17**, **16** and **11** are used to do the required configuration.

To configure the CS1000 to output CDR records to the serial port, login to the CS1000 and use overlay **LD 17**. In this **LD**, configure the **TTY** port that is found under the **ADAN** gate opener. **Figure 2** below shows the print of the configuration. The responses in red are the required input to be configured in **LD 17**.

```
ADAN      TTY 7
CTYP MGC
IPMG 4 0
DNUM 7
PORT 0
DES CallTrack
BPS 9600
BIL 8
STOP 1
PARY NONE
FLOW NO
USER CTY
TTYLOG 0
BANR YES
```

Figure 2: Print of TTY in ADAN showing the Serial port Configuration

Also in **LD 17** under the **PARM** gate opener the *FCDR* type and the *CLID* needs to be configured. **Figure 3** below shows the print of the configuration. The responses in red are the required input to be configured in **LD 17**.

```
ERRM ERR BUG AUD
DTRB 100
ABCD NO
TMRK 128
FCDR NEW
PCDR NO
TPO NO
TSO NO
CLID YES
DURS NO
MLDN YES
MARP YES
IPIE NO
```

Figure 3: Print of PARM in ADAN showing the FCDR and CLID Configuration

The route in CS1000 needs to be configured for CDR and it is configured in **LD 16**. This is the route in CS1000 on which the test calls are made. **Figure 4** below shows the print of the configuration. The responses in red are the required input to be configured in **LD 16**.

```
DRNG NO
CDR YES
INC YES
LAST YES
TTA NO
QREC YES
OAL YES
ATA NO
OAN YES
OPD NO
```

Figure 4: Print of RDB showing the required Configuration

The telephones on the CS1000 whose CDR needs to be collected need to have their class of service configured to output the CDR information. Telephones (SIP, IP and digital) are configured using **LD 11**. **Figure 5** below shows the print of the configuration. The responses in red are the required input to be configured in **LD 11**. Note that other class of services needs to be configured depending on the required CDR output, however during compliance testing, internal call CDR is required and therefore class of service **ICDA** is configured as shown in **Figure 5**.

```

CAC_MFC 0
CLS UNR FBA WTA LPR PUA MTD FNA HTA TDD HFD CRPD
MWD LMPN RMWD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
POD SLKD CCSD SWD LND CNDD
CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
ICDA CDMD LLCN MCTD CLBD AUTU
GPUD DPUD DNDD CFXD ARHD CLTD ASCD
CPFA CPTA ABDD CFHD FICD NAID BUZZ AGRD MOAD
UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
DRDD EXRO
USMD USRD ULAD CCBD RTDD RBDD RBHD PGND FLXD FTTC DNDY DNO3 MCBN
FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87A SBMD KEM3 MSNV FRA PKCH MUTA
MWTD DVLD CROD CROD

```

Figure 5: Print of a Telephone showing the CLS Configuration

Refer to **Section 9 [1]** for additional information on the CS1000 administration.

5.2. Connecting the CS1000 to the Buffer Box

This section explains the hardware connection between the CS1000 and the buffer box. It is assumed that the buffer box is pre-configured to collect the CDR that is being outputted by the CS1000.

Connect one end of the 9 pin serial cable to the RS-232 port of the CS1000 and the other end to the COM1 port of the Scannex buffer box via a null modem. Once the buffer box is powered on, it starts to collect the CDR that is being outputted by the CS1000.

Refer to **Section 9 [2]** for additional information on the Scannex IP buffer box.

6. Configuration for Infortel Select

This section describes the steps on how to configure the Infortel Select Server to collect the CDR stored in the buffer box, process the data and generate the reports. It also explains the hardware connectivity between the Infortel Select Server and the Scannex buffer box.

6.1. Connecting the Infortel Select Server to the Buffer Box

The Infortel Select Server can collect the CDR from the buffer box by the following two methods,

- **Dial-Up Modem:** In this configuration, the Infortel Select Server is connected to a modem using one of its COM ports. The modem is connected to an analog line port of the CS1000. The Scannex buffer box has an inbuilt modem and it too is connected to an analog line port of the CS1000. When the Infortel Select Server wants to collect the CDR, it dials into the Scannex buffer box and retrieves the CDR data.
- **FTP Service:** In this configuration, the Infortel Select Server is on an IP network. The Scannex buffer box has an Ethernet port and it too is connected to the same IP network. When the Infortel Select Server wants to collect the CDR, it uses the FTP service, connects to the buffer box and retrieves the CDR data.

6.2. Configuring the Infortel Select Server to collect CDR

This section describes how to configure the Infortel Select Server so that it can collect the CDR from the buffer box. The assumption is made here that the Infortel Select application is installed correctly and hard wired to the buffer box using either the Modem or Ethernet connectivity as explained in Section 6.1. For additional information on Infortel Select installation, refer to Section 9 [3].

To configure the Infortel Select Server to collect the CDR data from the buffer box, navigate to **Start > Programs > Infortel Select > Control Center** from the server it is installed on (not shown). **Figure 6** shows the main screen of the Control Center.

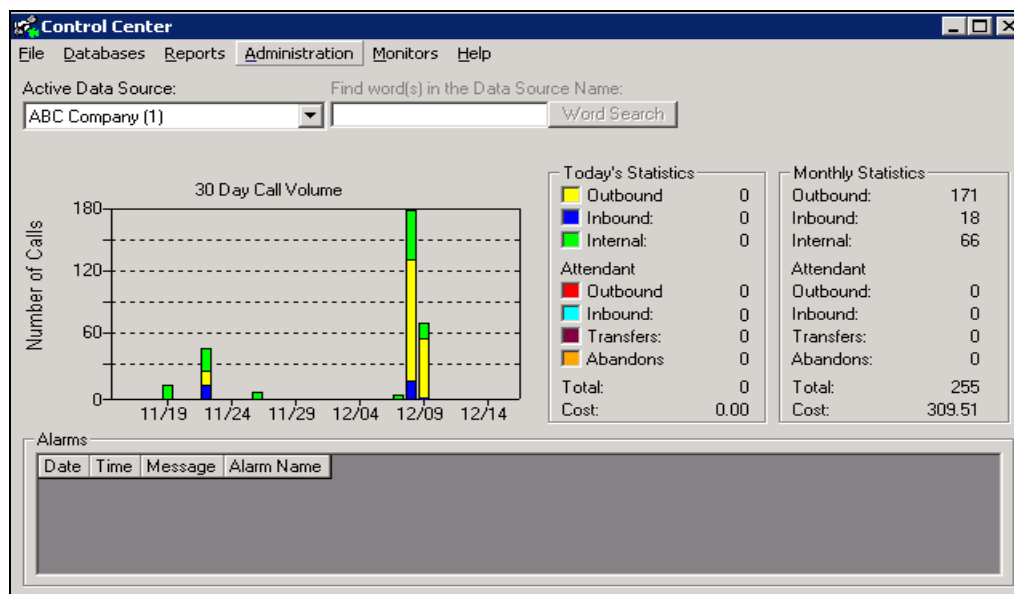


Figure 6: Control Center Main Screen

From the Control Center Main Screen navigate to **Administration > System Configuration options** as shown in **Figure 7** below.

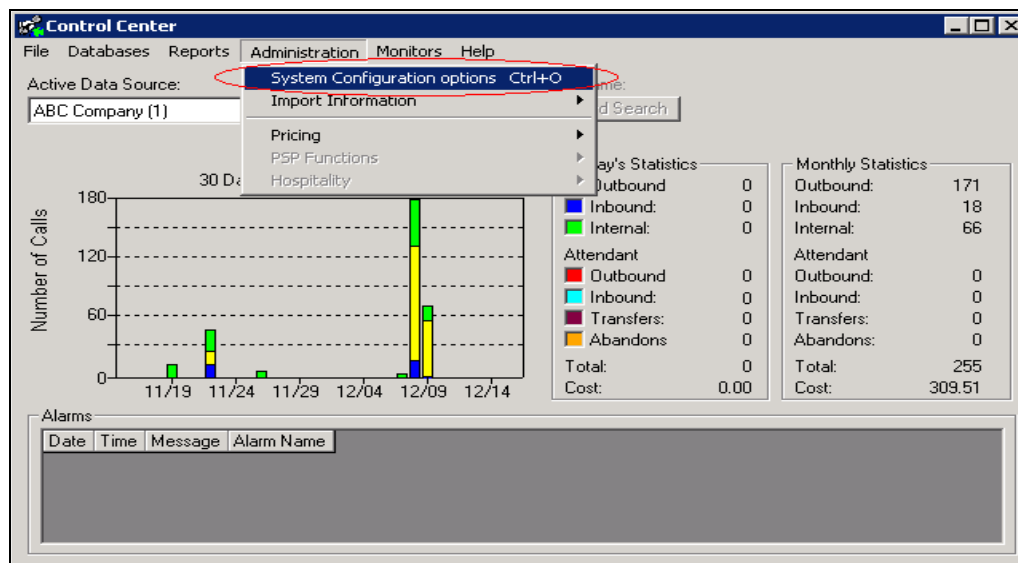


Figure 7: Administration Screen

From the System Configuration screen, select **Data Source (*)** and click on the **Run** button as shown in **Figure 8**.

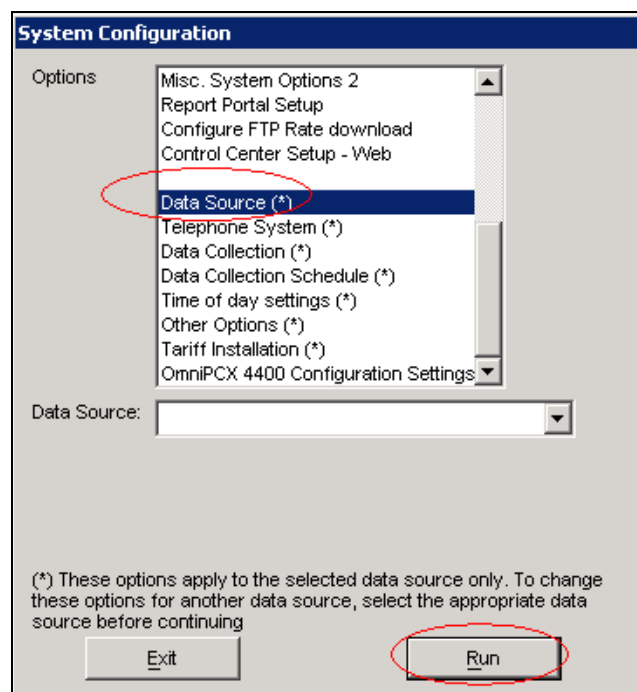
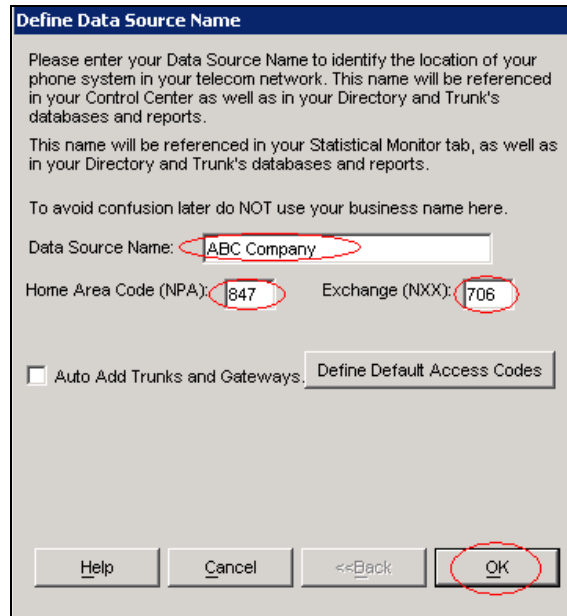


Figure 8: Data Source Configuration

From the Data Source screen as shown in **Figure 9**, enter the relevant information for the fields *Data Source Name*, *Home Area Code (NPA)* and *Exchange (NXX)*. Click on the **OK** button.



Define Data Source Name

Please enter your Data Source Name to identify the location of your phone system in your telecom network. This name will be referenced in your Control Center as well as in your Directory and Trunk's databases and reports.

This name will be referenced in your Statistical Monitor tab, as well as in your Directory and Trunk's databases and reports.

To avoid confusion later do NOT use your business name here.

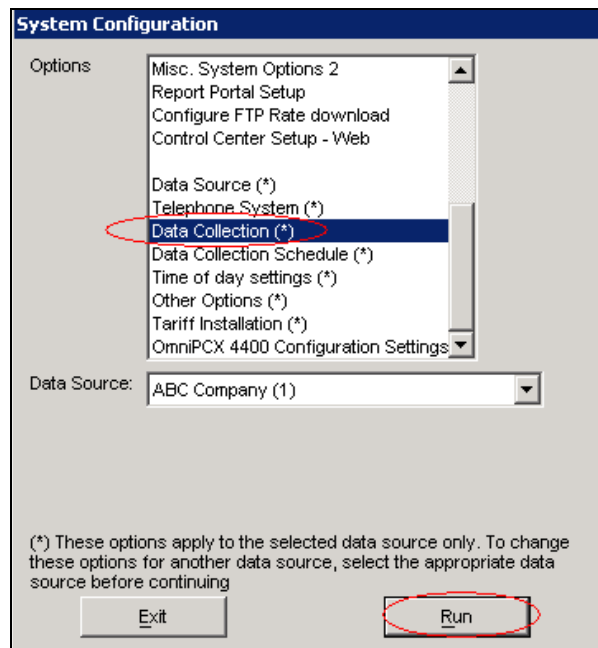
Data Source Name:

Home Area Code (NPA): Exchange (NXX):

☐ Auto Add Trunks and Gateways.

Figure 9: Configuring Data Source Name

To configure the Data Collection, navigate to **Administration > System Configuration options** as shown in **Figure 7** and from the System Configuration screen, select **Data Collection (*)** and click on the **Run** button as shown in **Figure 10**.



System Configuration

Options

- Misc. System Options 2
- Report Portal Setup
- Configure FTP Rate download
- Control Center Setup - Web
- Data Source (*)
- Telephone System (*)
- Data Collection (*)**
- Data Collection Schedule (*)
- Time of day settings (*)
- Other Options (*)
- Tariff Installation (*)
- OmniPCX 4400 Configuration Settings

Data Source:

(*) These options apply to the selected data source only. To change these options for another data source, select the appropriate data source before continuing

Figure 10: Data Collection Configuration

As explained in **Section 6.1** Infortel Select Server can connect using two methods. To collect the CDR using dial-up modem, configure the fields as shown in the Data Collection Settings screen

of **Figure 11**. Under *Data Collection Method* select **Remote Polling via Modem**. From the *External Data Buffer Type* drop down field select **Poll-Cat NetLink**. In the *Remote Polling Phone Number* configure the DN of the Scannex buffer box. Click on the **Set Comm Settings** button to configure the selected buffer box's communication parameters.

Define Data Collection Settings (ABC Company)

Note: Your data collection programs must be shut down before editing this form. Changes made here can be lost if made while data collection programs are still in memory.

Data Collection Method:

- Direct Connect
- Remote Polling via Modem**
- Network Collect with Blowfish
- External Data Buffer
- Network File Collection
- FTP Polling
- OmniPCX 4400 Polling
- Avaya Office

External Data Buffer Type

Poll-Cat NetLink

Remote Polling Phone Number

58499

Buffer Password: **** Login ID (if needed): UserID

Set Comm Settings

Select Modem

Edit

Help Cancel <<Back OK

Figure 11: Configuring Data Collection Source using Dial-Up Modem

Configure the *Port Settings* values as shown in **Figure 12** below and the rest of the values will be at default. Click the **OK** button after completing the configuration.

Define Port Settings

Port Settings

Com Port: COM1

Baud rate: 9600

Data bits: 8

Parity: N

Stop bits: 1

Flow Control

- ☒ Hardware (RTS/CTS)
- ☒ Software (XON/XOFF)

☒ Set DTR line high

☒ Set RTS line high

Test Port **OK** Cancel

Figure 12: Communication Settings for the selected Buffer Box

From **Figure 11** click the **Edit** button next to the *Buffer Password* field to configure the Password (if any) for the buffer box. **Figure 13** shows the screen where the *Password* field can be configured. Click on **OK** button to continue.

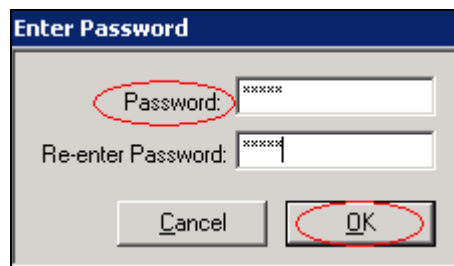
A dialog box titled "Enter Password" with a blue header bar. It contains two text input fields: "Password:" and "Re-enter Password:". Both fields contain six asterisks (xxxxxx). Below the fields are two buttons: "Cancel" and "OK". The "OK" button is circled in red.

Figure 13: Configuring the Password field for the selected Buffer Box

From **Figure 11** click the **Select Modem** button to configure the in-built modem of the Scannex buffer box. **Figure 14** shows the **Choose a Modem** screen. From the *Script* field select **generic.modem** from the drop down menu and then click on **OK** to continue.

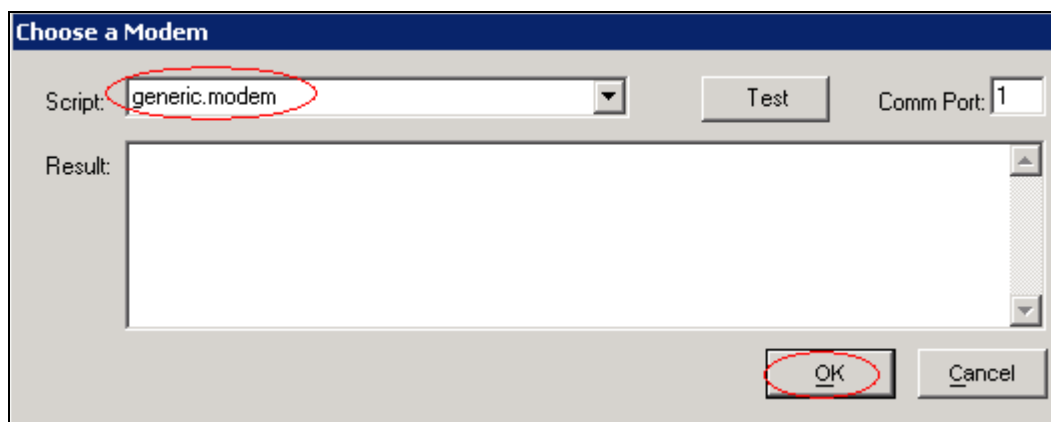
A dialog box titled "Choose a Modem" with a blue header bar. It features a "Script:" label followed by a dropdown menu showing "generic.modem". To the right of the dropdown is a "Test" button and a "Comm Port:" label with a value of "1". Below these is a large "Result:" text area. At the bottom right are "OK" and "Cancel" buttons. The "OK" button is circled in red.

Figure 14: Selecting a Modem

Figure 15 shows the final Data Collection Setting screen with the information of the modem selected.

Define Data Collection Settings (ABC Company)

Note: Your data collection programs must be shut down before editing this form. Changes made here can be lost if made while data collection programs are still in memory.

Data Collection Method:

- Direct Connect
- Remote Polling via Modem**
- Network Collect with Blowfish
- External Data Buffer
- Network File Collection
- FTP Polling
- OmniPCX 4400 Polling
- Avaya Office

Set Comm Settings

COM1,19200,N,8,1

Select Modem

generic.modem

External Data Buffer Type

Poll-Cat NetLink

Remote Polling Phone Number

58499

Buffer Password: **** Edit

Login ID (if needed): UserID

Help Cancel <<Back OK

Figure 15: Screen of Completed Data Collection Settings

Click on **OK** button as shown in **Figure 15** to complete the Data Collection Configuration of the Infortel Select Server.

To collect the CDR using FTP service, configure the fields as shown in the Data Collection Settings screen of **Figure 16**. Under *Data Collection Method* select **FTP Polling**. For the *External Data Buffer Type*, select **Scannex/ION Network** from the drop down menu. The *FTP Address* is the IP address assigned to the Scannex buffer box. If the buffer box has any Password that needs to be configured, then click on the **Edit** button and follow the steps as shown in **Figure 13**. Click the **OK** button to complete the Data Collection Settings configuration.

Define Data Collection Settings (ABC Company)

Note: Your data collection programs must be shut down before editing this form. Changes made here can be lost if made while data collection programs are still in memory.

Data Collection Method:

- Direct Connect
- Remote Polling via Modem
- Network Collect with Blowfish
- External Data Buffer
- Network File Collection
- FTP Polling**
- OmniPCX 4400 Polling
- Avaya Office

Set Comm Settings

Select Modem

Use Passive FTP

External Data Buffer Type

Scannex/ION Network

Buffer Port Name: 1

FTP Address

10.11.12.13

Test...

Buffer Password: **** Edit

Login ID: UserID

Help Cancel <<Back OK

Figure 16: Configuring Data Collection Source using FTP Service

To configure the Data Collection Schedule, navigate to **Administration > System Configuration options** as shown in **Figure 7** and from the System Configuration screen, select **Data Collection Schedule (*)** and click on the **Run** button as shown in **Figure 17**.

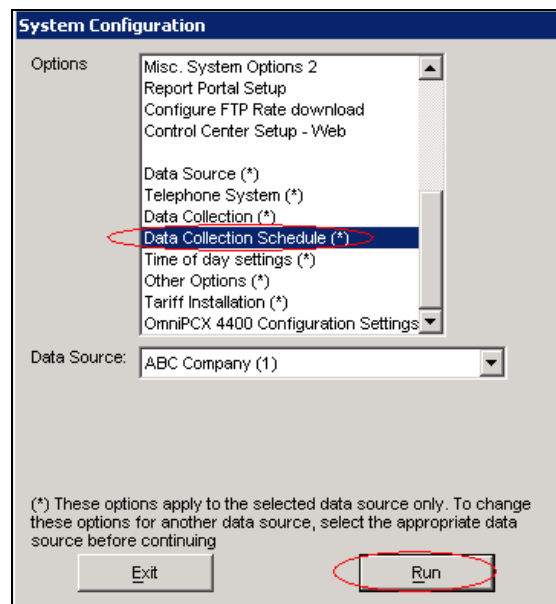


Figure 17: Data Collection Schedule Configuration

From the Define Data Collection Schedule Settings screen as shown in **Figure 18**, select a *Data Collection Options*. During compliance testing, the selected collection option was in **Interval** and the *Interval Data Collection Time* was set to **1 minute**. Click on the **OK** button to complete this configuration.

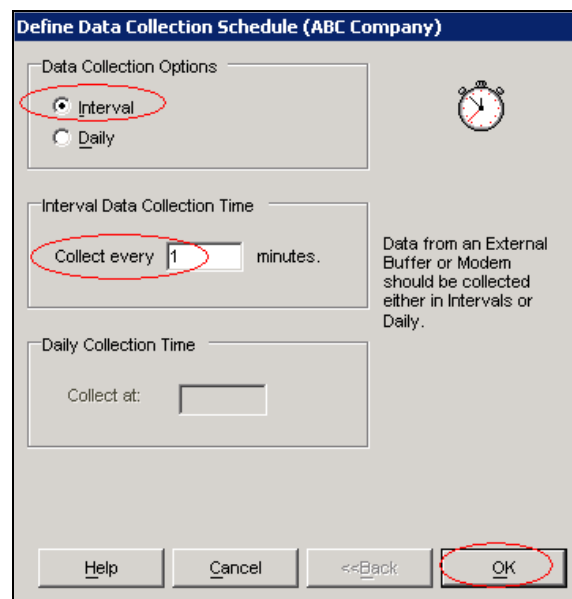


Figure 18: Configuring Data Collection Schedule

To complete the collection configuration, the correct Route/Trunk has to be defined on which the test calls are made. These are the same Route/Trunk that are defined on the CS1000 and configured as in **Section 5.1**.

To configure the Trunks on the Infortel Select Server, from the Control Center screen, navigate to **Databases > Trunks** as shown in **Figure 19** below.

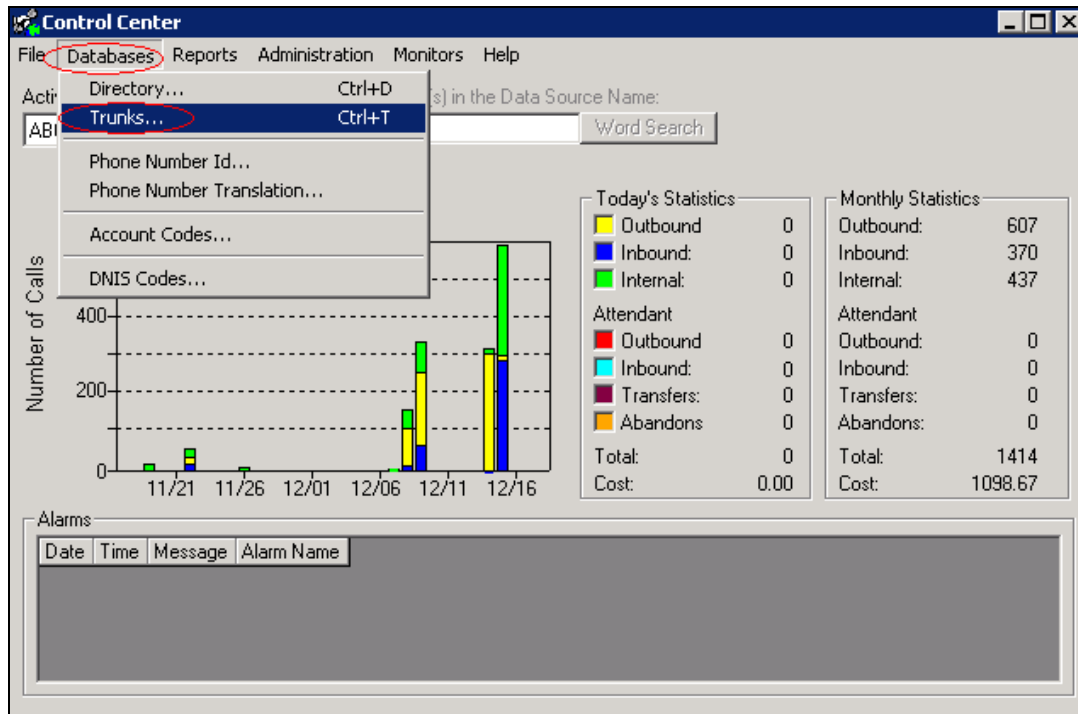


Figure 19: Databases Screen

To collect CDR from both internal and long distance calls, both internal and long distance routes needs to be configured. **Figure 20** below shows an internal route being configured. To add an internal route right click the mouse on **Internal** and then navigate to **Add > Add Route**.

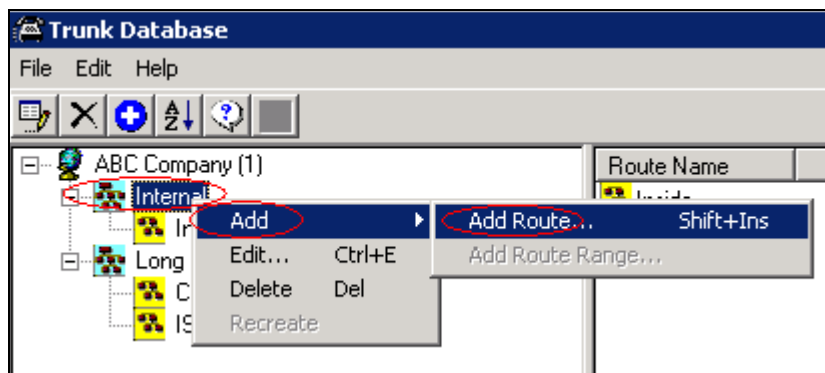
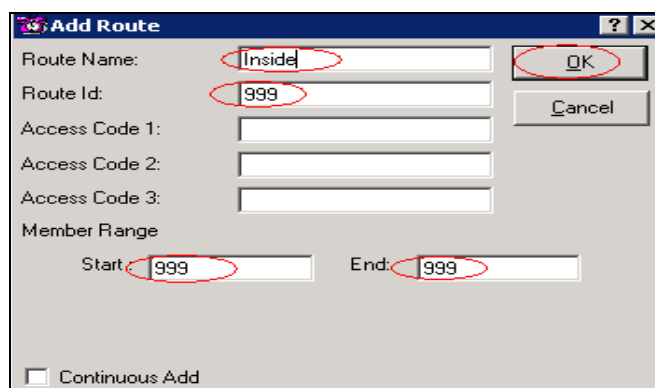


Figure 20: Adding Internal Route

Figure 21 shows the internal route being configured. Fields *Route Name*, *Route Id* and *Member Range* needs to be populated with relevant information. Click **OK** to complete the configuration.



The 'Add Route' dialog box contains the following fields and values:

- Route Name: Inside
- Route Id: 999
- Access Code 1: (empty)
- Access Code 2: (empty)
- Access Code 3: (empty)
- Member Range:
 - Start: 999
 - End: 999
- Continuous Add: (unchecked checkbox)
- Buttons: OK (highlighted), Cancel

Figure 21: Internal Route Configuration

To configure a long distance route, first a Facility needs to be added and configured. **Figure 22** shows a Facility being added by right clicking the mouse on **ABC Company (1)** and then navigate to **Add > Add Facility**.

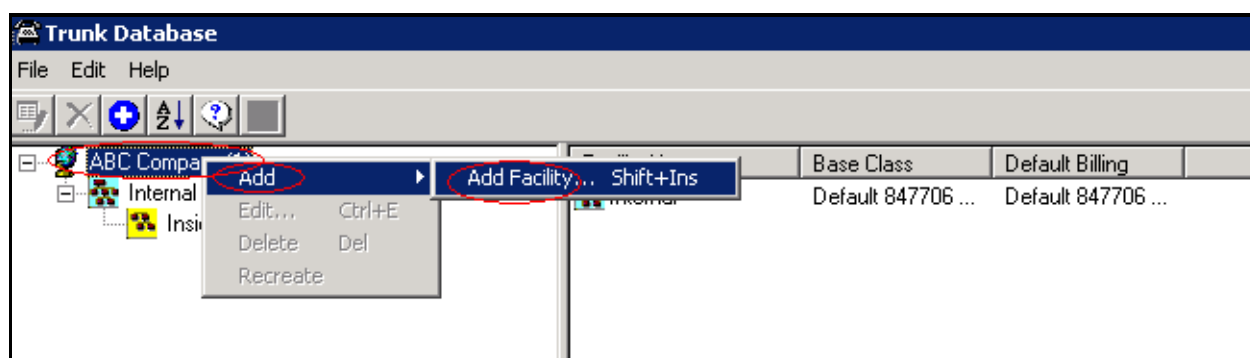


Figure 22: Adding a Facility

To configure the newly added Facility, populate the *Facility Name* field and select the appropriate parameters from the drop down for the *Line ID*, *Bill Class Name* and *GMT Offset* fields. The Rate Table selected under *Billing Description* field needs to be configured and details for setting up Rate Tables are explained in Infortel Select product document which is referred to in **Section 9 [3]**. Also populate the appropriate *Home Area Code* field and click **OK** to complete the configuration. The configuration is shown in **Figure 23** below.

Edit Facility Long Distance

Data Source Name: **ABC Company (1)**

Facility Name: Long Distance Country: US

Line ID: SDN Software Defined Network

General Adjustments

NO.	Bill Class Name	Billing Description
0	Base Cost	Default 847706 ATT MTS (1)
1	Default Billing	Default 847706 ATT MTS (1)

Default Area Code for Local Calls
Home Area Code: 847

Area Code 1:
Area Code 2:
Area Code 3:
Area Code 4:

☒ Facility uses Daylight Savings time.

GMT Offset: (GMT-06:00) Central Time (US & Canada); Saskatchewan; Mexico City, 1

Desired Grade of Service:

☐ Continuous Edit ☐ Check here if all long distance calls on this facility begin with a leading "1".

OK Cancel

Figure 23: Configuring the newly added Facility

Figure 24 below shows a long distance route being configured on the newly added facility. To add a long distance route right click the mouse on **Long Distance** and then navigate to **Add > Add Route**.

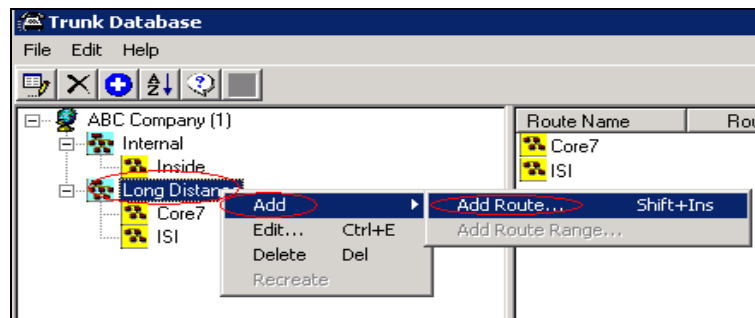


Figure 24: Adding Long Distance Route

Figure 25 shows the long distance route being configured. Fields *Route Name*, *Route Id*, *Access Code 1* and *Member Range* need to be populated with relevant information. Click **OK** to complete the configuration.

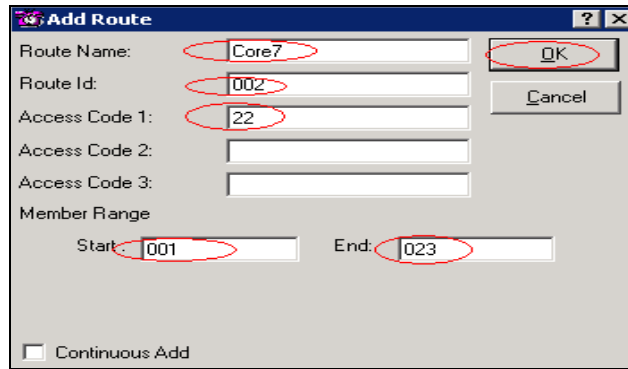


Figure 25: Long Distance Route Configuration

6.3. Collection and Processing of CDR data

CDR data collection configuration is explained in Section 6.2. This section explains as how the CDR data is collected and processed by the Infotel Select Server.

Infotel Select Server uses the **isvCollect** and **isvProcess** services to collect and process the CDR data respectively. These services are automatically started when the server running the Infotel Select application is booted up.

To access these services, navigate to **Start > Programs > Infotel Select > Manage Background Services** from the Infotel Select Server. Figure 26a below shows the main screen of the Manage Background Services. The figure also shows the **isvCollect** service running and the log message in the bottom part of the window shows that the collection (using dial-up modem method) has passed.

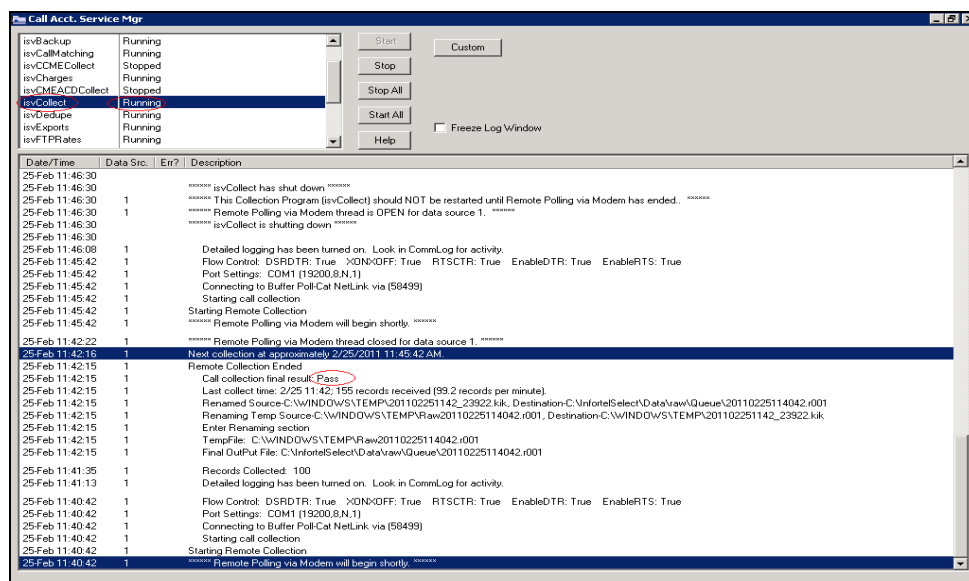


Figure 26a: Manage Background Services showing isvCollect service and logs

Figure 26b also shows the **isvCollect** service running and the log message in the bottom part of the window shows that the collection (using FTP service method) has passed.

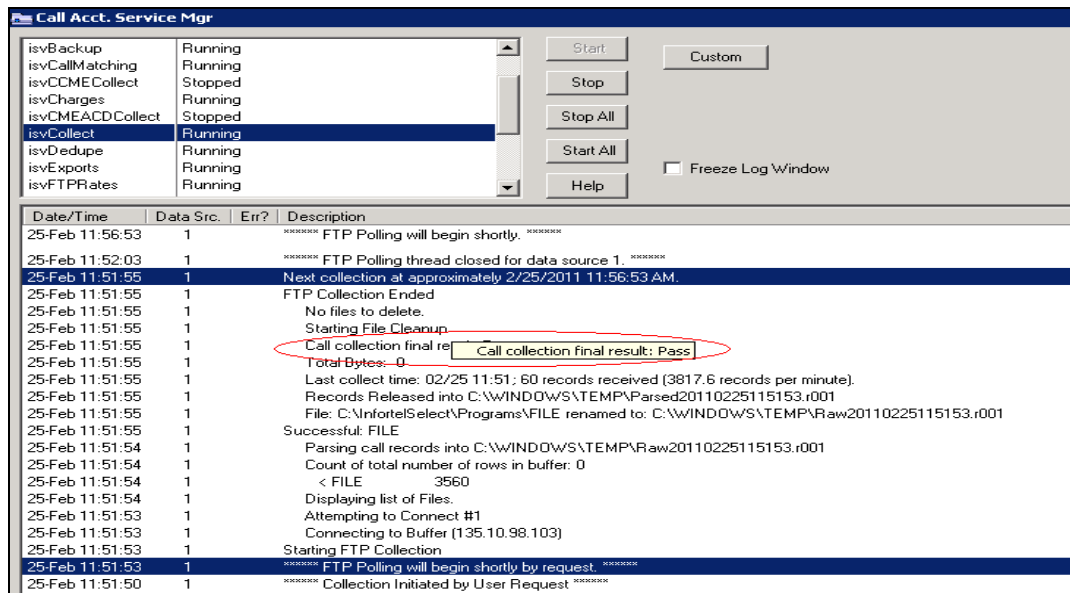


Figure 26b: isvCollect service and logs during FTP Service

The collection process collects the CDR data buffered in the buffer box and then writes it into an *xxx.rxxx* file. Once this process is completed, the Infortel Select Server processes the *xxx.rxxx* file by renaming it into an *xxx.Wxxx* file.

Figure 27 below shows the main screen of the Manage Background Services along with the **isvProcess** service running and the log message in the bottom part of the window shows that the records has been processed.

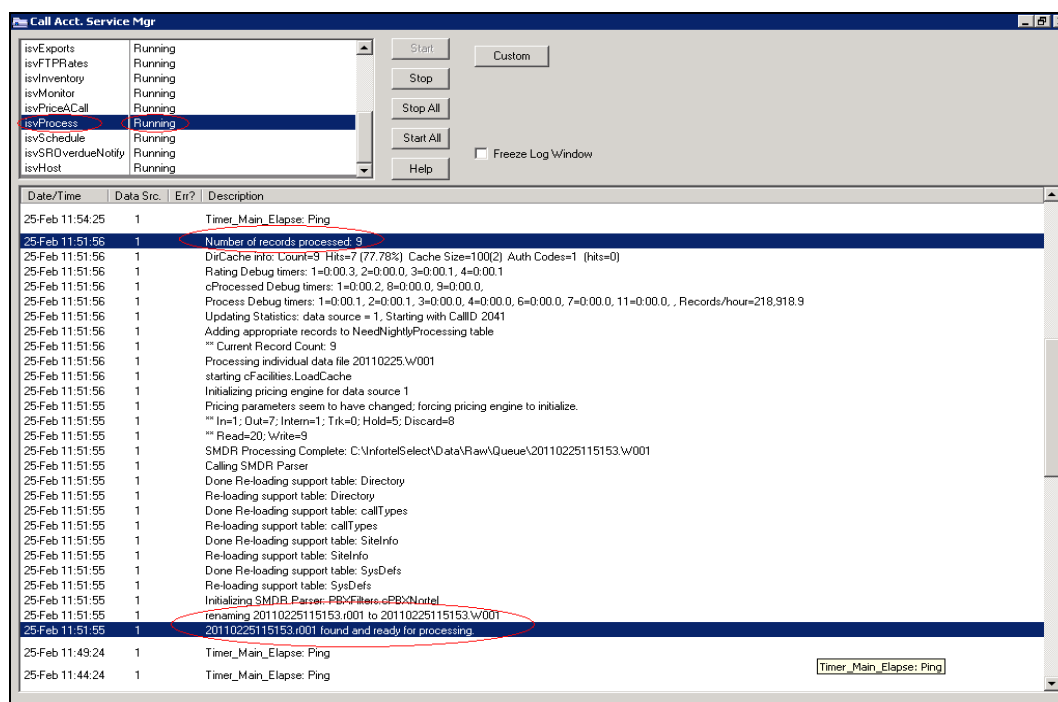


Figure 27: Manage Background Services showing isvProcess service and logs

6.4. Configuring Reports

Once the CDR records has been collected and processed, the Infortel Select Sever is now ready to output the results in reporting format. This section explains a few samples of these various reports that are generated by the Infortel Select Server. Assumption is made here that prior to generating the reports; relevant Pricing Tables have been uploaded and configured into the Infortel Select Server. For further information as how to configure the Pricing, refer to **Section 9 [3]**.

To access the Reports application of Infortel Select Server, navigate to, **Reports > Call Accounting Reports** from the main screen of the Control Center as shown in **Figure 28** below.

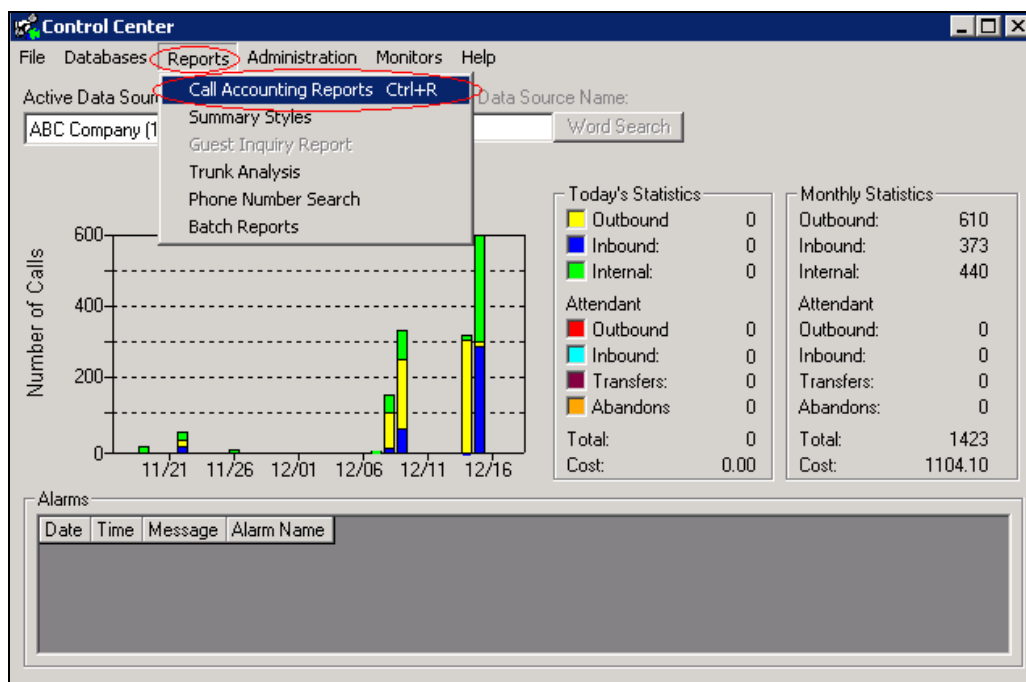


Figure 28: Accessing Reports Application

Figure 29 shows the main Select Report screen. From here various reports can be selected, for example, *Detail by Extension*, *Detail by Authorization Codes*, *Detail by Trunks*, *Detail by Account code* etc. Once a required report has been selected, then click on the **Continue** button.

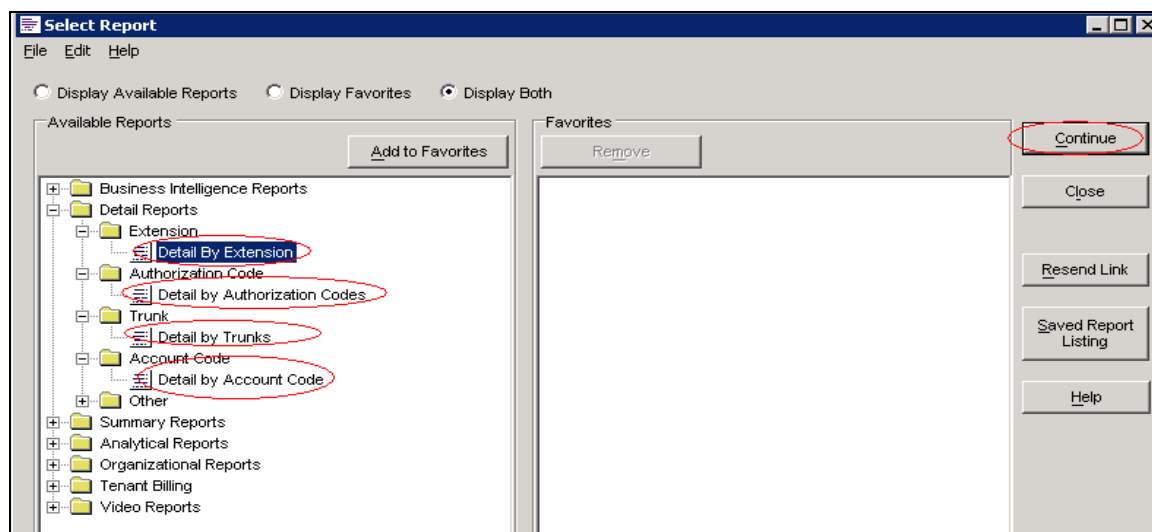


Figure 29: Select Report Main Screen

In the Reports Parameters screen as shown in **Figure 30** below, various parameters can be set as per the requirement of the report. In the example below, a **Date Range** parameter was chosen. Click on the **Run Now** button once the required parameters have been configured.

Reports Parameters

Basic | Advanced

Date Range: ☒ Specific ☐ Relative

Time Range: Continuous

From: [] To: []

Run Now

Preview

Close

Save Settings

Help

Select a date range

December, 2010 | January, 2011 | February, 2011

Field Name	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Owner Name				1	2	3	4
External Code	5	6	7	8	9	10	11
Extension	12	13	14	15	16	17	18
Home Site	19	20	21	22	23	24	25
Auth Code	26	27	28	29	30	31	
Account Code							
Data Source							
Jurisdiction							
Call Type							

Today: 12/16/2010

From 12/16/2010 to 12/16/2010

OK Cancel

Figure 30: Reports Parameters Screen

Figures 31a through 31d show examples of various reports with the Date Range parameter configured.

ABC Company
Detail Report by Extension

From 12/15/2010 through 12/15/2010

Date	Time	Duration	Cost	Facility	Call Type	Phone Number	Location	Account / Matter
Data Source: ABC Company (1)								
Extension: 58006 - ABC Company, Undefined Extension 58006								
12/15/2010	14:08	0:00:18	1.81	Long Distance	LD	613-975-5546	PRESCOTT, ON	
Extension Total		0:00:18	1.81					
Extension: 58007 - ABC Company, Undefined Extension 58007								
12/15/2010	14:06	0:00:12	0.00	Internal	INT	58006	INTERNAL	
12/15/2010	14:07	0:00:12	0.00	Long Distance	INB	613-975-5570	PRESCOTT, ON	
12/15/2010	14:07	0:00:08	1.81	Long Distance	LD	613-975-5570	PRESCOTT, ON	12345
12/15/2010	14:09	0:00:08	1.81	Long Distance	LD	613-975-5570	PRESCOTT, ON	
Extension Total		0:00:40	3.62					
Call Type Summary for Data Source: ABC Company (1)								
	Total Calls	Total Duration	Total Cost	Average Duration	Average Cost			
Long Distance	3	0:00:34	5.43	0:00:11	1.81			
Inbound	1	0:00:12	0.00	0:00:12	0.00			
Internal	1	0:00:12	0.00	0:00:12	0.00			
	5	0:00:58	5.43	0:00:11	1.09			

Figure 31a: Detail Report by Extension

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ABC Company Detail Report by Authorization Codes							
Detail Report by Authorization Codes							
Date	Time	Duration	Cost Facility	Call Type	Phone Number Location	Extension	
Data Source: ABC Company (1)							
Auth/Owner: 77777 ABC Company, Undefined Extension 58006							
12/15/2010	14:35	0:00:12	1.81 Long Distance	LD	613-975-5546 PRESCOTT, ON	58006	
Auth Code Total		0:00:12	1.81	Call Count: 1			
Call Type Summary for Data Source: ABC Company (1)							
		Total Calls	Total Duration	Total Cost	Average Duration	Average Cost	
Long Distance		1	0:00:12	1.81	0:00:12	1.81	
		1	0:00:12	1.81	0:00:12	1.81	
Call Type Summary for Grand Total							
		Total Calls	Total Duration	Total Cost	Average Duration	Average Cost	
Long Distance		1	0:00:12	1.81	0:00:12	1.81	
		1	0:00:12	1.81	0:00:12	1.81	

From 12/15/2010 through 12/15/2010

Figure 31b: Detail Report by Authorization Codes

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ABC Company Trunk Detail Report								
Trunk Detail Report								
Date	Time	Duration	Call Cost	Call Type	Member	Phone Number Location	Extension	Auth Code
Data Source: ABC Company (1)								
Facility: Long Distance								
Trunk Group: 002								
12/15/2010	14:34	0:00:06	1.81 LD	003		613-975-5570 PRESCOTT, ON	58007	
12/15/2010	14:35	0:00:08	0.00 INB	014		613-975-5570 PRESCOTT, ON	58006	
12/15/2010	14:35	0:00:12	1.81 LD	002		613-975-5546 PRESCOTT, ON	58006	77777
Group Total		0:00:26	3.62	Call Count: 3				
Call Type Summary for Facility: Long Distance								
		Total Calls	Total Duration	Total Cost	Avg. Duration	Avg. Cost		
Long Distance		2	0:00:18	3.62	0:00:09	1.81		
Inbound		1	0:00:08	0.00	0:00:08	0.00		
		3	0:00:26	3.62	0:00:08	1.21		
Call Type Summary for Data Source: ABC Company (1)								
		Total Calls	Total Duration	Total Cost	Avg. Duration	Avg. Cost		
Long Distance		2	0:00:18	3.62	0:00:09	1.81		
Inbound		1	0:00:08	0.00	0:00:08	0.00		
		3	0:00:26	3.62	0:00:08	1.21		
Call Type Summary for Grand Total								
		Total Calls	Total Duration	Total Cost	Avg. Duration	Avg. Cost		
Long Distance		2	0:00:18	3.62	0:00:09	1.81		
Inbound		1	0:00:08	0.00	0:00:08	0.00		
		3	0:00:26	3.62	0:00:08	1.21		

From 12/15/2010 through 12/15/2010

Figure 31c: Trunk Detail Report

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ABC Company Detail Report by Account Code						
Detail Report by Account Code						From 12/16/2010 through 12/16/2010
Date	Time	Duration	Call Cost	Call Type	Phone Number Location	Extension
Account: 12345						
Matter:						
Person: ABC Company, Undefined Extension 58007						
12/16/2010	12:31	0:00:04	1.81	LD	613-975-5546 PRESCOTT, ON	58007
Person Total		0:00:04	1.81	Call Count: 1		
Call Type Summary for Matter :						
Total Call		Total Duration	Total Cost	Avg. Dur.	Avg. Cost	
Long Distance		1	0:00:04	1.81	0:00:04	1.81
		1	0:00:04	1.81	0:00:04	1.81
Call Type Summary for Account : 12345						
Total Call		Total Duration	Total Cost	Avg. Dur.	Avg. Cost	
Long Distance		1	0:00:04	1.81	0:00:04	1.81
		1	0:00:04	1.81	0:00:04	1.81
Grand Total Usage Summary						
Total Call		Total Duration	Total Cost	Avg. Dur.	Avg. Cost	
Long Distance		1	0:00:04	1.81	0:00:04	1.81
		1	0:00:04	1.81	0:00:04	1.81

Figure 31d: Detail Report by Account Code

7. Verification Steps

This section includes some steps that can be followed to verify that the solution is working.

- Configure the Infortel Select Server to collect the CDR data that has been buffered in the buffer box.
- Verify if *isvCollect* and *isvProcess* services are running on the Infortel Select Server.
- Run various reports and compare the data of the report with the original raw CDR data for reliability.
- Disconnect the serial connectivity between the Infortel Select Server and the buffer box. Verify if Infortel Select Server is able to start back the collection and process data once the connection between Infortel Select Server and the buffer box has been re-established.

8. Conclusion

All of the executed test cases have passed and met the objectives outlined in **Section 2**. The Infortel Select Server version 8.1 is considered compliant with Avaya Communication Server 1000 Release 7.0.

9. Additional References

- [1] Product documentation for Avaya products may be found at:
<https://support.avaya.com/css/Products/>
- [2] Product documentation for Scannex IP buffer box may be found at:
<http://www.scannex.co.uk/>
- [3] Product documentation for Infortel Select may be found at:
http://www.isi-info.com/support/support_customer_quick.htm

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