



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for DATEL Call SWEET! with Avaya IP Office 8.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for DATEL Call SWEET! to interoperate with Avaya IP Office 8.0.

DATEL Call SWEET! is a web-based call accounting solution. In the compliance testing, DATEL Call SWEET! used the TFTP service and SMDR interface from Avaya IP Office to monitor and report on call records.

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 DATEL Call SWEET! to interoperate with Avaya IP Office 8.0.

DATEL Call SWEET! is a web-based call accounting solution. In the compliance testing, DATEL Call SWEET! used the TFTP service and SMDR interface from Avaya IP Office to monitor and report on call records.

The TFTP service was used to obtain user data from Avaya IP Office, and the SMDR interface was used to obtain call records. The call records reports were accessed using the DATEL Call SWEET! web-based interface.

# 2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Call SWEET! application, the application automatically sends TFTP request to obtain configured users from Avaya IP Office.

For the manual part of the testing, 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 Call SWEET!.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet cable to Call SWEET!.

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 interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the proper parsing and displaying of SMDR data by Call SWEET! for call scenarios including internal, voicemail, inbound PSTN, outbound PSTN, hold, reconnect, transfer, conference, park, forward, and account codes. The verification also included sanity check on the reports that can be generated from the received SMDR data.

The serviceability testing focused on verifying the ability of Call SWEET! to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to Call SWEET!.

## 2.2. Test Results

All test cases were executed and passed. The one observation on Call SWEET! from the compliance testing was that for every call record involving two internal users, Call SWEET! produced two entries in the Call Data View report by design. The two entries contained identical reported values except for direction.

## 2.3. Support

Technical support on Call SWEET! can be obtained through the following:

- **Phone:** (724) 940-0400
- **Email:** [support@datel-group.com](mailto:support@datel-group.com)

### 3. Reference Configuration

The configuration used for the compliance testing is shown below. IP Office Voicemail Pro was used for call scenarios involving voicemail.

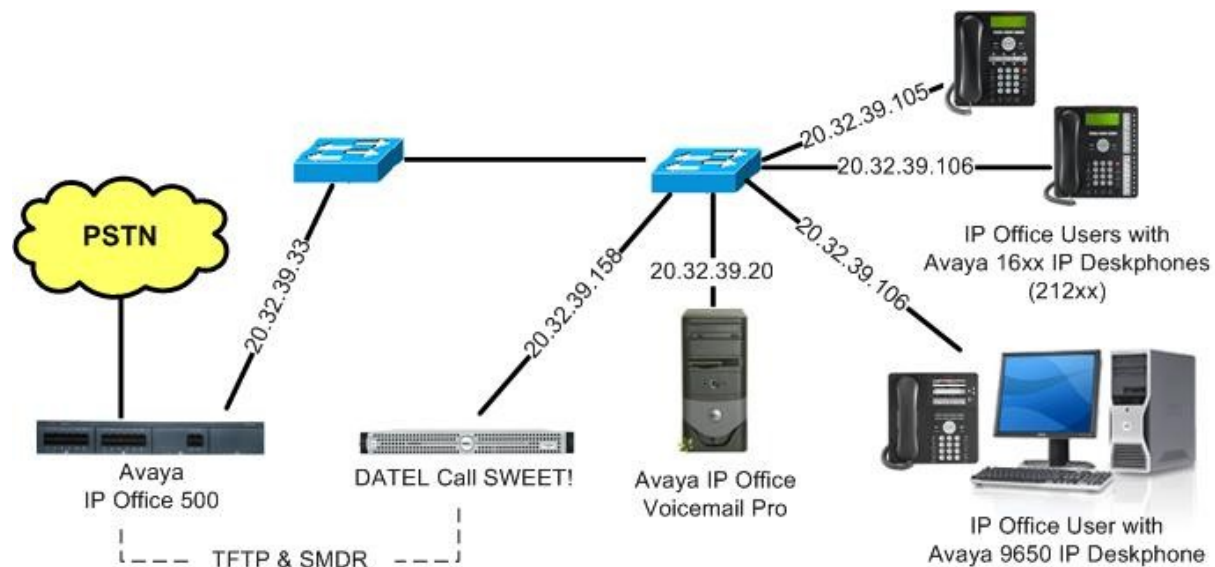


Figure 1: Compliance Testing Configuration

### 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (18)
Avaya IP Office Voicemail Pro	8.0 (80029)
Avaya 16xx Series IP Deskphones (H.323)	1.300B
Avaya 9650 Series IP Deskphone (H.323)	3.186a
DATEL Call SWEET! on Windows 2008 Server with Service Pack 2	7.10.13.208

## 5. Configure Avaya IP Office

This section provides the procedures for configuring IP Office.

From a PC running the 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.

The **Avaya IP Office R8 Manager** screen is displayed. 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** drop-down list, to display the **SMDR** section.

For **IP Address**, enter the IP address of the Call SWEET! server. For **TCP Port**, enter a desired port, in this case “12000”. Modify **Records to Buffer** if desired, and check **Call Splitting for Diverts**. The record buffer is used by IP Office to cache SMDR records in case of communication failure with Call SWEET!.



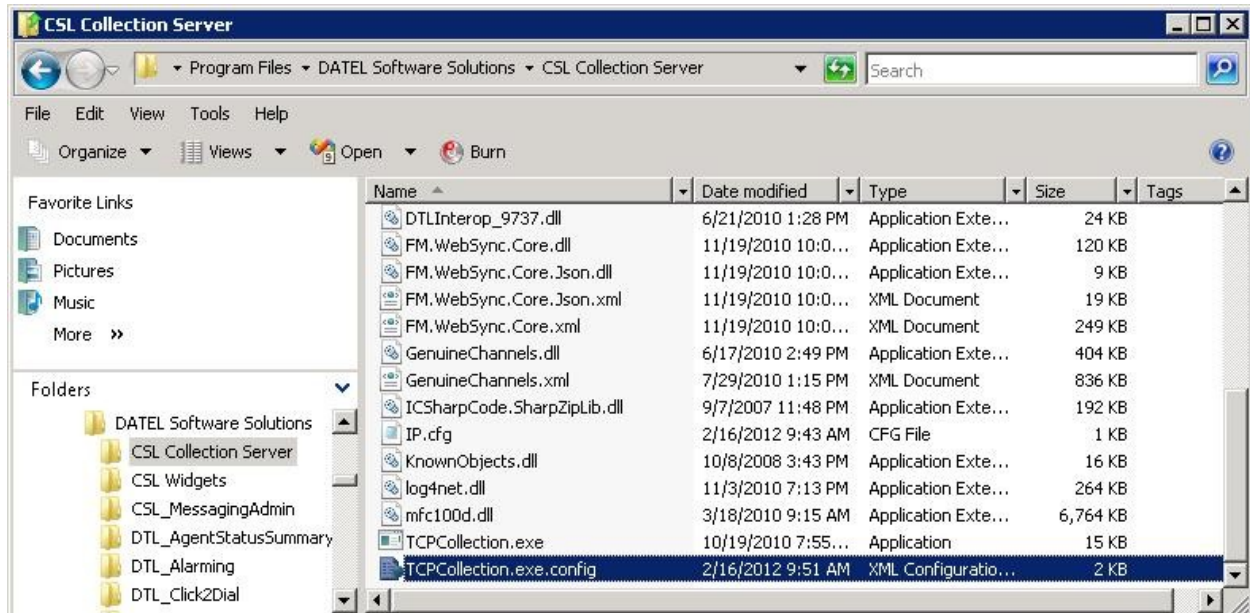
## 6. Configure DATEL Call SWEET!

This section provides the procedures for configuring Call SWEET!.

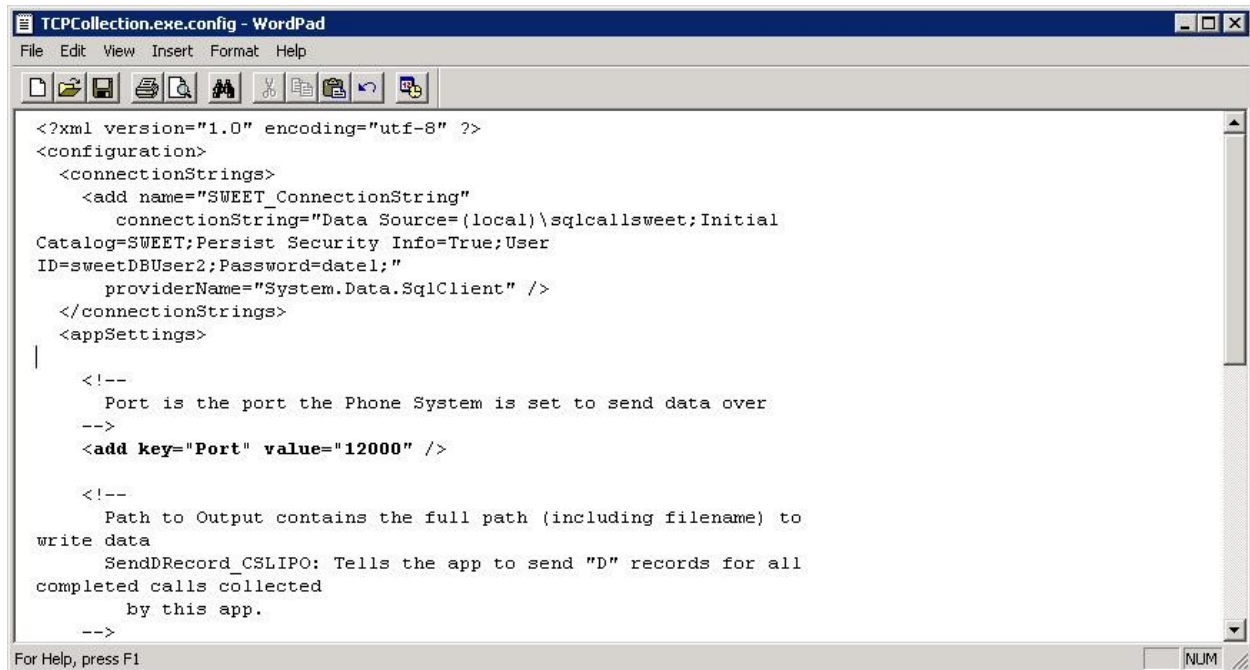
The configuration of Call SWEET! is typically performed by DATEL support technicians or DATEL business partners. The procedural steps are presented in these Application Notes for informational purposes.

Note that the IP address of the IP Office server, and the password for the IP Office Monitor and Call Status application was entered as part of the Call SWEET! installation procedure, used for connectivity to IP Office.

From the Call SWEET! server, navigate to the **C:\Program Files\DATEL Software Solutions\CSL Collection Server** directory to locate the **TCPCollection.exe.config** file shown below.



Open the **TCPCollection.exe.config** file with the WordPad application. Locate the entry with **add key="Port"**, and set **value** to the TCP port number from **Section 5**.



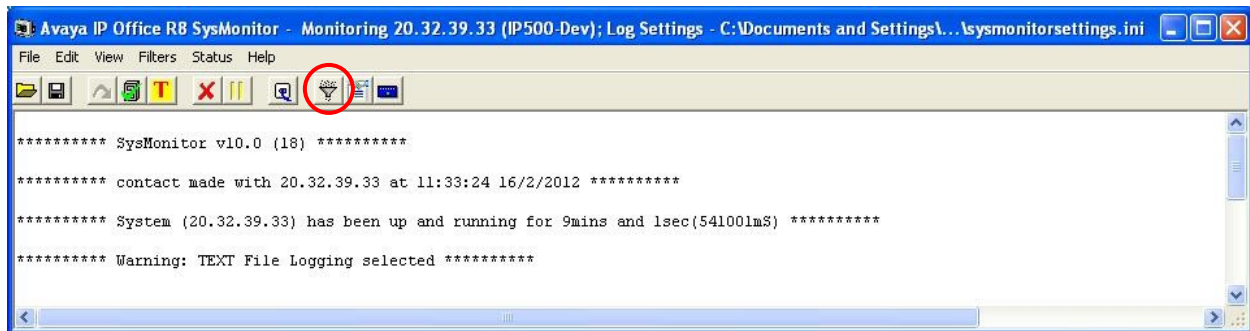


## 7. Verification Steps

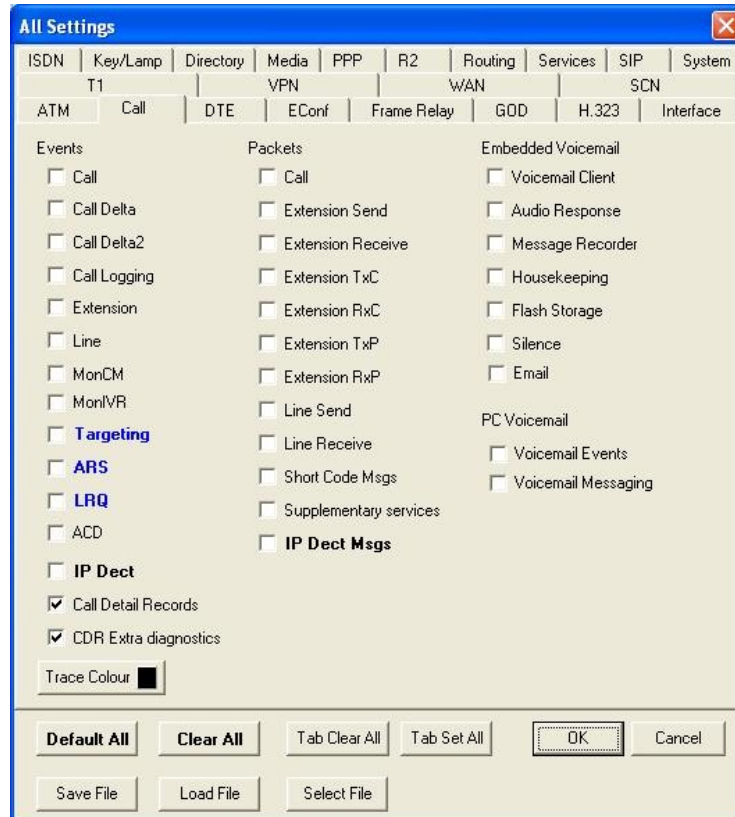
This section provides the tests that can be performed to verify proper configuration of IP Office and Call SWEET!.

### 7.1. Verify Avaya IP Office

From a PC running the IP Office Monitor application, select **Start > Programs > IP Office > Monitor** to launch the application. The **Avaya IP Office R8 SysMonitor** screen is displayed, as shown below. Click on the **Filter** icon.

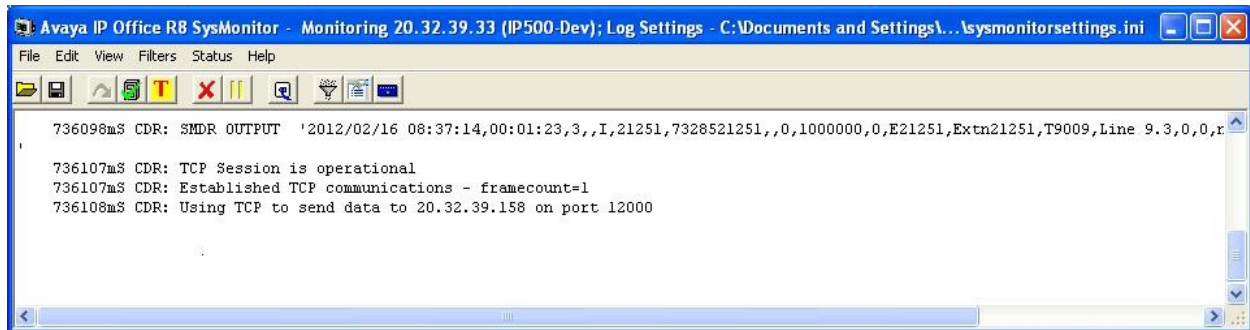


The **All Settings** screen is displayed. Select the **Call** tab. Check **Call Detail Records** and **CDR Extra diagnostics**, as shown below.



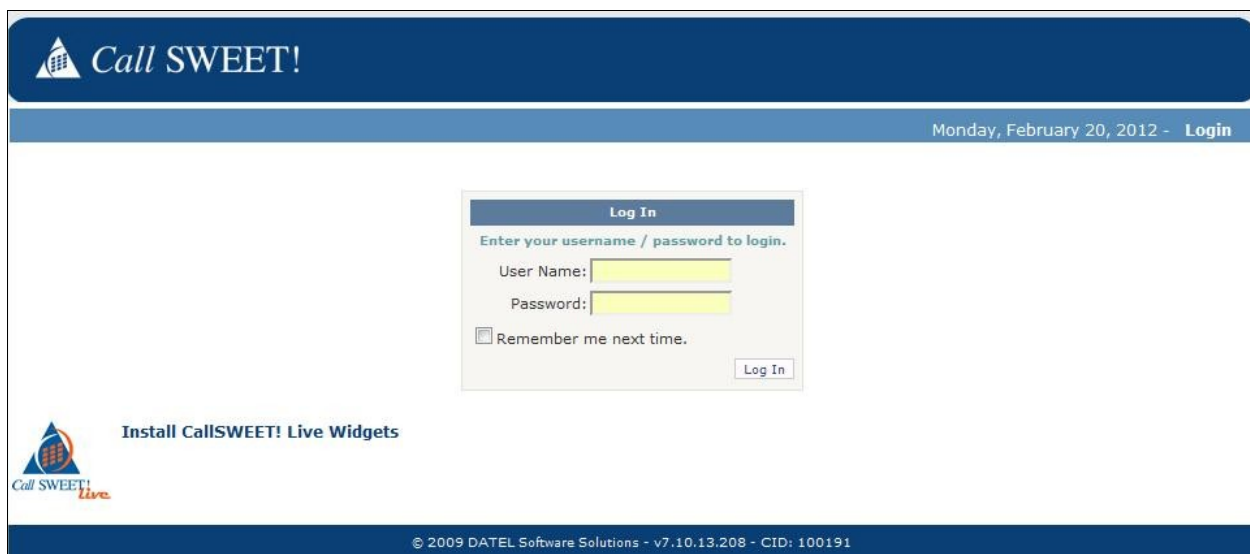


Make and complete an incoming trunk call. Verify that raw SMDR data is displayed on the **Avaya IP Office R8 SysMonitor** screen, as shown below.

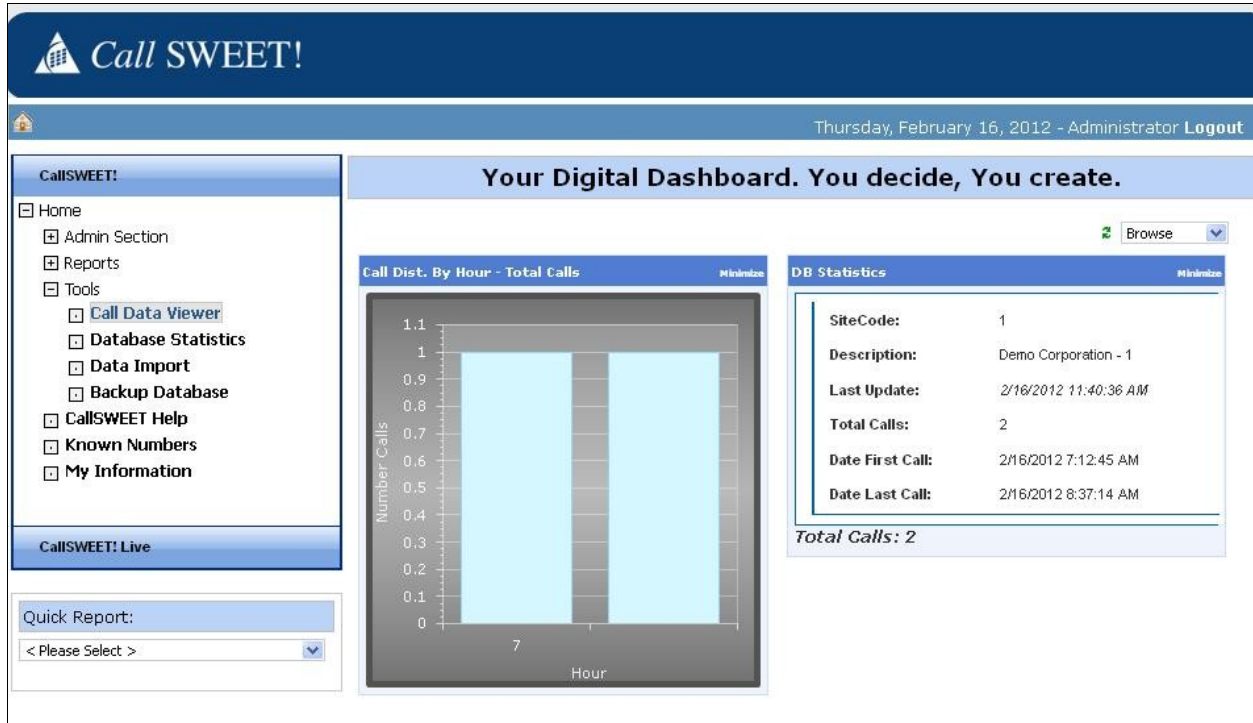


## 7.2. Verify DATEL Call SWEET!

Access the Call SWEET! web-based interface by using the URL “http://ip-address/ callsweet” in an Internet browser window, where “ip-address” is the IP address of Call SWEET!. The **Log In** screen is displayed as shown below. Log in using the appropriate credentials.



The screen below is displayed. Select **Home > Tools > Call Data Viewer** from the left pane.



The screen below is displayed next. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.

The screenshot shows the Call SWEET! Call Data Viewer tool. The top section is titled 'Show / Hide Columns:' and contains a list of columns with checkboxes. The bottom section is a table of call data.

**Show / Hide Columns:**

<input type="checkbox"/> Site Code	<input checked="" type="checkbox"/> Direction	<input type="checkbox"/> Account Code	<input type="checkbox"/> Park Time	<input checked="" type="checkbox"/> Calling Number
<input checked="" type="checkbox"/> Date Time	<input type="checkbox"/> Domain	<input checked="" type="checkbox"/> Duration	<input type="checkbox"/> Ring Time	<input checked="" type="checkbox"/> Called Number
<input type="checkbox"/> Group	<input type="checkbox"/> City	<input type="checkbox"/> Talk Time	<input type="checkbox"/> Cost of Call	<input checked="" type="checkbox"/> Extension
<input type="checkbox"/> Trunk	<input type="checkbox"/> State	<input type="checkbox"/> Hold Time	<input checked="" type="checkbox"/> Original Dialed Number	<input type="checkbox"/> UCID
<input checked="" type="checkbox"/> Call Type				

**Call Data Table:**

Date Time:	Call Type:	Direction:	Duration:	Original Dialed:	Calling Number:	Called Number:	Extension:
2/13/2012 12:00							
2/16/2012 8:37:14 AM	Incoming	Incoming	1.3	(732) 852-1251	(908) 848-5601	21251	21251

## 8. Conclusion

These Application Notes describe the configuration steps required for DATEL Call SWEET! to successfully interoperate with Avaya IP Office 8.0. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

## 9. Additional References

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

1. *IP Office 8.0 Knowledge Base Documentation CD*, December 2011, available at <http://support.avaya.com>.
2. *Call SWEET! User's Guide*, available upon request to DATEL Support.

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