



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

---

# **Application Notes for BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using internal recorder) Module with Avaya IP Office 8.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using internal recorder) module to interoperate with Avaya IP Office. In the compliance testing, BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office 8.0. The Voice Recording (using internal recorder) module supports preconfigured and on-demand recording of both inbound and outbound calls.

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 BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using internal recorder) module to interoperate with Avaya IP Office. In the compliance testing, BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The Voice Recording (using internal recorder) module supports preconfigured and on-demand recording of both inbound and outbound calls.

The SIP User interface was used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. Voice Recording (using internal recorder) module supports preconfigured and on-demand recording by adding an available SIP recording port to the call via the TAPI Listen capability.

The BBX Technologies Vuesion Multimedia Contact Center consisted of the Vuesion Server and Vuesion Client software.

# 2. General Test Approach and Test Results

The feature test cases were performed manually. Upon start of the BBX Technologies Vuesion Multimedia Contact Center application, the application automatically registers the virtual SIP users to Avaya IP Office.

For the manual part of the testing, incoming calls were made to the main hunt group. The Vuesion server used the TAPI event messages to track agent states, and specified calls to be redirected to available agents. Since the testing concentrated on the Voice Recording module, both preconfigured and on-demand recording was verified. A call was made into the main hunt group and the call was recorded based on a preconfigured template or by using the on-demand recording feature on the agent desktop. The recording is made possible by adding an available SIP recording port to the call via the TAPI listen capability.

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 only on verifying the following on BBX Technologies Vuesion Multimedia Contact Center Voice Recording module:

- Proper registration of virtual SIP users.
- Verify if call is being presented to an available agent.
- Verify if incoming call to the agent is recorded properly.
- While agent on active call, activate features like hold and reconnect, transfer and call park. Verify if call is recorded properly.
- Establish two active calls at two different agents and verify if both calls are recorded properly.
- Establish two active calls at one agent and verify if both calls are recorded properly.
- Verify if outbound PSTN call from the agent is recorded properly.
- Verify On-Demand recording results using the above mentioned scenarios.

The serviceability testing focused on verifying the ability of BBX Technologies Vuesion Multimedia Contact Center Voice Recording module to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet cables to the Vuesion server and to the Vuesion client.

## 2.2. Test Results

All test cases were executed and passed. The following observations were noted on BBX Technologies Vuesion Multimedia Contact Center Voice Recording module during compliance testing:

- Recording is not supported for Conference calls.
- Place an active call, put this call on hold and then resume conversation again. Call Recorder Administration screen has only one entry and its contents are the conversation after resumption of hold. However the Call Recorder folder has two entries where one entry has the conversation before the hold and the other after resumption of hold.
- In the blind transfer scenario, two recording entries were reported. The first recording entry is of the initial call conversation and the second recording entry is of the conversation after the transfer.
- Agent is presented an incoming call through the main hunt group from Set A. Set B calls the Agent directly while Agent is in conversation with Set A. Agent puts Set A on hold and answers call from Set B. Agent then releases the call from Set B and reconnects the call to Set A and then releases the call. Call Recorder Administration screen has two entries. The first entry is of Set A with contents of the conversation after hold. The second entry is for conversation with Set B. However the Call Recorder folder has three entries where two are for conversation with Set A (before and after hold) and the one for conversation with Set B.
- Agent 1 is presented an incoming call through the main hunt group. Agent 1 then parks the call and the call is un-parked by Agent 2. Call Recorder Administration screen has two entries, one for Agent 1 and the other for Agent 2. The file size for Agent 2 entry shows 0 even though there is content in the file, so it's only a display issue.
- Disconnect Ethernet cable on the Vuesion server while recording is in progress. Reconnect the cable. There were no entries in the Call Recorder Administration screen however there was an entry in the Call Recorder folder with no contents in it.
- The above were also observed for On-Demand recording. Also when On-Demand recording was initiated, call has to be released at the desktop phone and cannot be released at the desktop agent.
- During On-Demand recording for a transferred call, only the conversation before the transfer is recorded. Call Recorder Administration screen shows the Caller ID of the transferred agent and not the original agent.

## 2.3. Support

Technical support on BBX Technologies Vuesion Multimedia Contact Center can be obtained through the following:

- **Phone:** (800) 930-4229, option 4
- **Email:** [bbxservice@bbxtech.com](mailto:bbxservice@bbxtech.com)
- **Web:** [www.bbxtech.com](http://www.bbxtech.com)

### 3. Reference Configuration

The configuration used for the compliance testing is as shown in **Figure 1** below.

In the compliance testing, the Vuesion Manager, Vuesion Reports and Vuesion Client software were running on the Vuesion server, while another server was hosting the Avaya IP Office Manager. During compliance testing two Vuesion clients were logged in on the same server where one was connected to the Desktop agent and the other to the Desktop Supervisor agent. Emulated PSTN was used to make inbound/outbound calls. The Vuesion Server hosted the folders related to Voice Recording module and therefore the recordings were played back on the same.

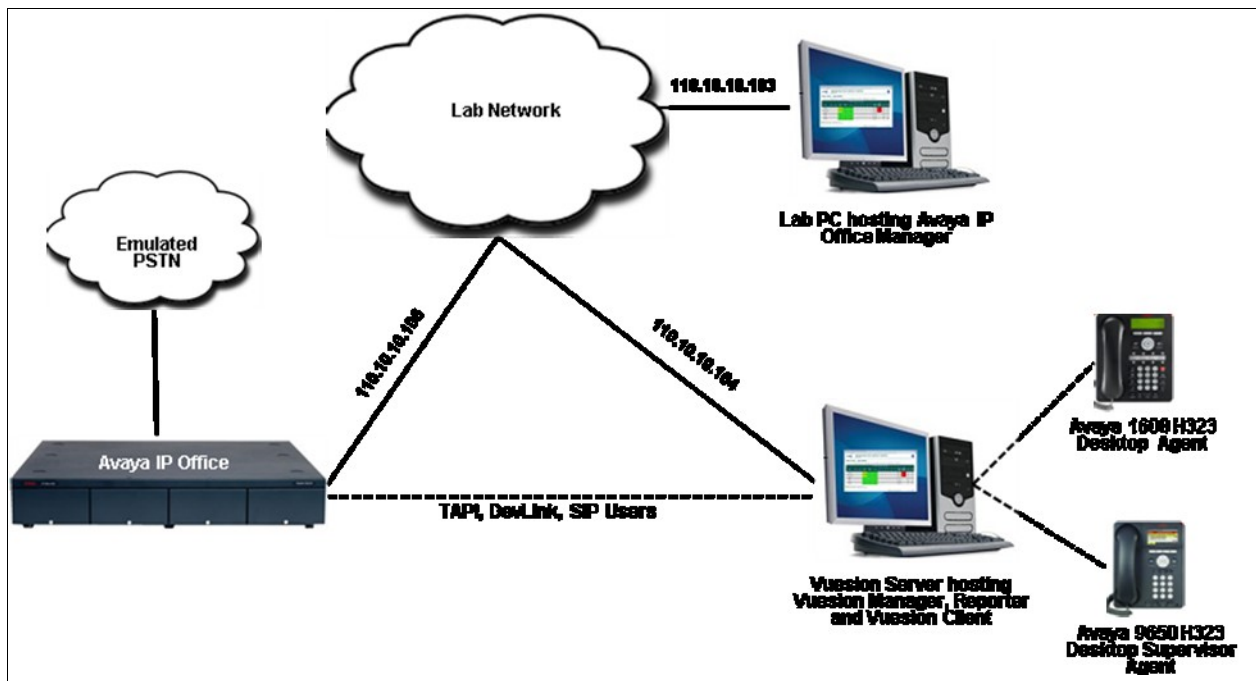


Figure 1: Compliance Test Lab Configuration

## 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 Manager	10.0 (18)
Avaya 9650 IP Telephone (H.323)	3.186a
Avaya 1608 IP Telephone (H.323)	1.300B
BBX Technologies Vuesion Server on Windows 2008 Server R2 Standard <ul style="list-style-type: none"><li>• Avaya TAPI (tspi2w.tsp)</li><li>• Avaya DevLink (devlink.dll)</li></ul>	V7.03 1.0.0.35 1.0.0.5
BBX Technologies Vuesion Client	V7.03

## 5. Configure Avaya IP Office

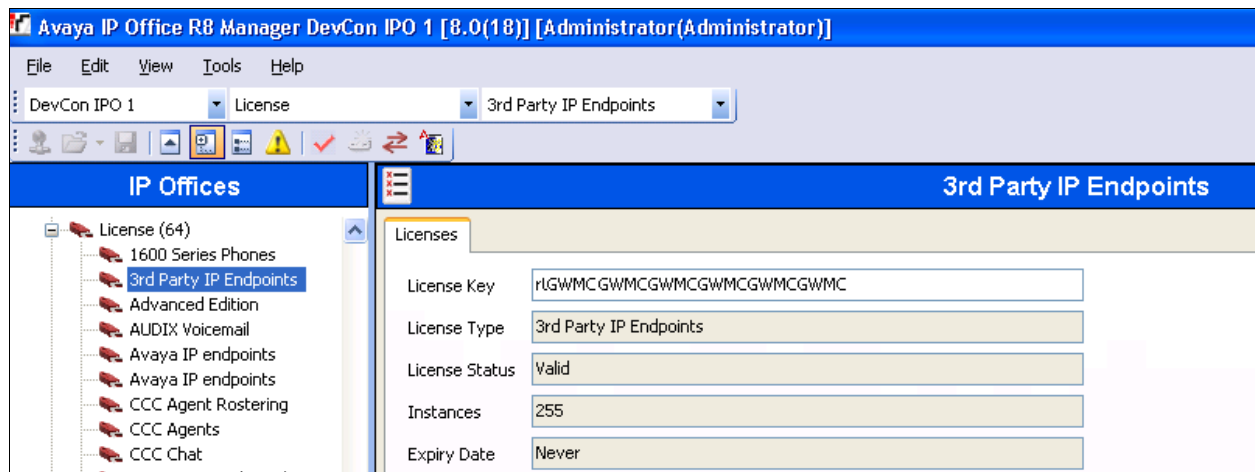
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify IP Office license
- Obtain LAN IP address
- Administer SIP Registrar
- Administer SIP extensions
- Administer SIP users
- Administer hunt groups
- Administer agents
- Administer supervisors
- Administer incoming call route
- Administer short code

## 5.1. Verify IP Office License

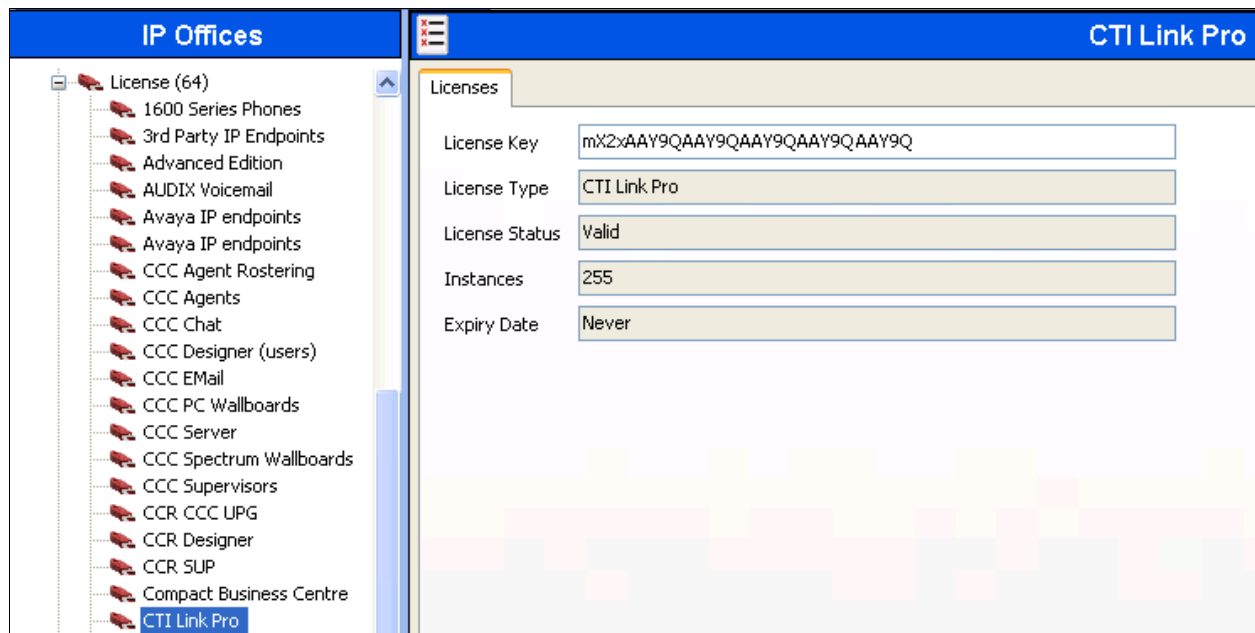
From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The **Avaya IP R8 Office Manager** screen is displayed. From the configuration tree in the left pane, select **License** → **3<sup>rd</sup> Party IP End-points** to display the **3<sup>rd</sup> Party IP End-points** screen in the right pane. Verify that the **License Status** is “Valid”.



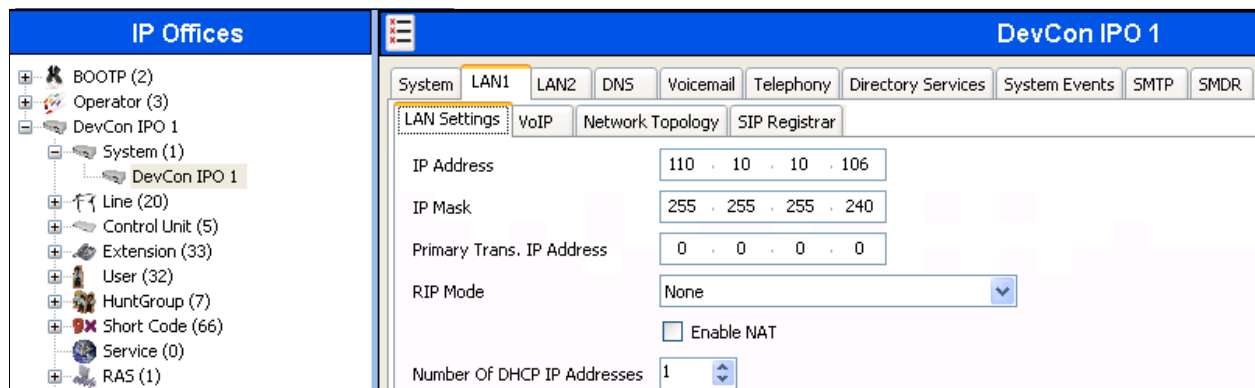


Scroll down the left pane and select **License → CTI Link Pro**, to display the **CTI Link Pro** screen in the right pane. Verify that the **License Status** is “Valid”.



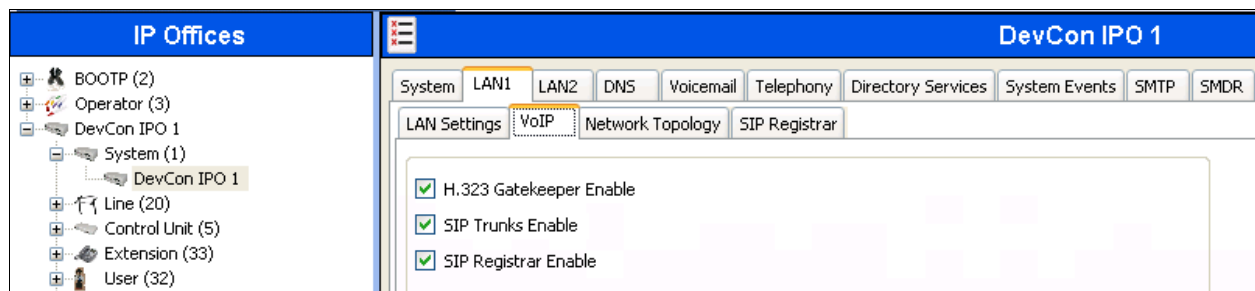
## 5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the **DevCon IPO 1** 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 Vuesion. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.

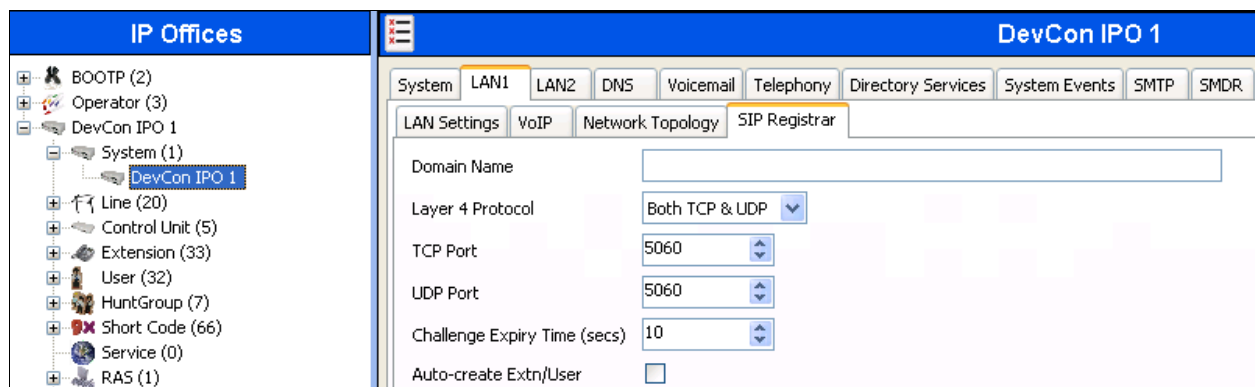


### 5.3. Administer SIP Registrar

Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked, as shown below. Retain default values for the remaining fields.

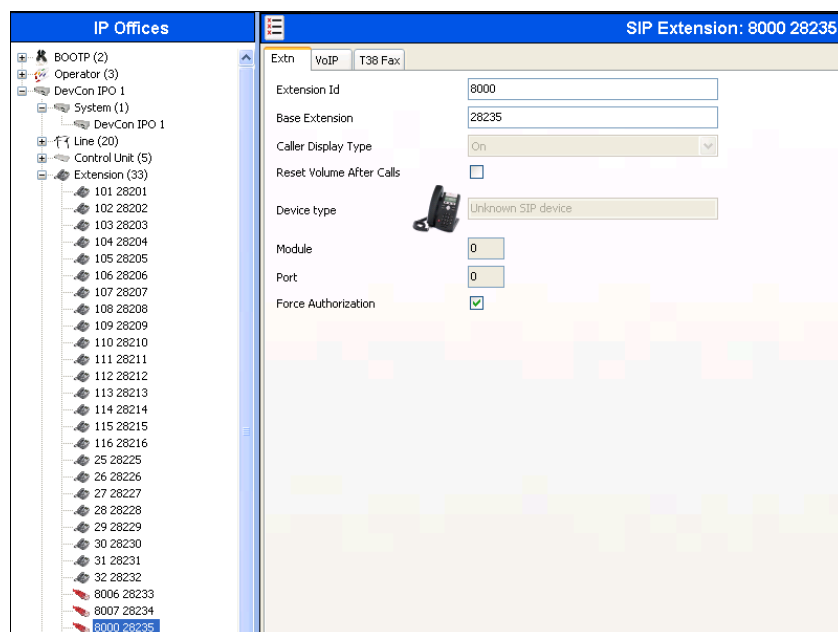


Select the **SIP Registrar** sub-tab, and enter a valid **Domain Name** for SIP endpoints to use for registration with IP Office. In the compliance testing, the **Domain Name** was left blank, so the LAN IP address was used for registration.



## 5.4. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension**, and select **New → SIP Extension** from the pop-up list to add a new SIP extension. Enter the desired digits for **Base Extension**, and retain the default values in the remaining fields. The screen below shows the added SIP extension.



Select the **VoIP** tab. Check **Re-invite Supported**, and **Reserve 3<sup>rd</sup> party IP endpoint license**, as shown below. Uncheck **Allow Direct Media Path**. Select “Custom” from **Codec Selection** drop down box and move “G.729 (a) 8K CS-ACELP” to the **Selected** column. Retain the default values in the remaining fields.

Repeat this section to add the desired number of SIP extensions. In the compliance testing, five SIP extensions with base extensions of 28235-28239 were created.

IP Offices

BOOTP (2)

Operator (3)

DevCon IPO 1

System (1)

DevCon IPO 1

Line (20)

Control Unit (5)

Extension (33)

101 28201

102 28202

103 28203

104 28204

105 28205

106 28206

107 28207

108 28208

109 28209

110 28210

111 28211

112 28212

113 28213

114 28214

115 28215

116 28216

SIP Extension: 8000 28235\*

Extn

VoIP

T38 Fax

IP Address

0 . 0 . 0 . 0

Codec Selection

Custom

Unused

G.711 ULAW 64K

G.711 ALAW 64K

G.722 64K

G.723.1 6K3 MP-MLQ

>>

↑

<<

↓

>>

Selected

G.729(a) 8K CS-ACELP

Fax Transport Support

None

TDM->IP Gain

Default

IP->TDM Gain

Default

DTMF Support

RFC2833

☐ VoIP Silence Suppression

☐ Local Hold Music

☐ Allow Direct Media Path

☒ Re-invite Supported

☐ Use Offerer's Preferred Codec

☐ Reserve Avaya IP endpoint license

☒ Reserve 3rd party IP endpoint license

## 5.5. Administer SIP Users

From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list. For **Name** and **Full Name**, enter the same desired value prefixed with “IVR”, as required by Vuesion. For **Extension**, enter the first SIP base extension from **Section 5.4**. Retain the default values in the remaining fields. The screen below shows the added SIP user.

The screenshot shows the configuration interface for a SIP user. The left pane displays the configuration tree with 'User (32)' selected. The right pane shows the 'User' tab for 'IVR 28235: 28235'. The fields are as follows:

Field	Value
Name	IVR 28235
Password	
Confirm Password	
Full Name	IVR 28235
Extension	28235
Locale	
Priority	5
System Phone Rights	None
Profile	Basic User
Device Type	Unknown SIP device
User Rights view	User data
Working hours time profile	<None>
Working hours User Rights	
Out of hours User Rights	

Select the **Voicemail** tab, and uncheck **Voicemail On**, as shown below.

The screenshot shows the configuration interface for a SIP user, specifically the 'Voicemail' tab for 'IVR 28235: 28235'. The fields are as follows:

Field	Value
Voicemail Code	
Confirm Voicemail Code	
Voicemail Email	
Voicemail Email Reading	<input type="checkbox"/>
UMS Web Services	<input type="checkbox"/>
DTMF Breakout	
Reception / Breakout (DTMF *0)	System Default ()
Breakout (DTMF *2)	System Default ()
Breakout (DTMF *3)	System Default ()

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Enter a desired **Login Code**.

Repeat this section to add a new user for each SIP extension from **Section 5.4**. In the compliance testing, five users with extensions of 28235-28239 were created.

The screenshot displays the Avaya IP Office configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under 'User (32)', a list of extensions is shown: NoUser, 28201 Extn28201, 28202 Extn28202, 28203 Extn28203, 28204 Extn28204, 28205 Extn28205, 28206 Extn28206, 28207 Extn28207, 28208 Extn28208, 28209 Extn28209, 28210 Extn28210, and 28211 Extn28211.

The main panel is titled 'IVR 28235: 28235' and contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. The 'Telephony' tab is active, and the 'Supervisor Settings' sub-tab is selected. The settings include:

- Login Code: \*\*\*\*\*
- Login Idle Period (secs):
- Monitor Group: <None>
- Coverage Group: <None>
- Status on No-Answer: Logged On (No change)
- Reset Longest Idle Time: All Calls (selected), External Incoming
- After Call Work Time (secs): System Default (10)

On the right side of the settings, there are several checkboxes:

- ☐ Force Login
- ☐ Force Account Code
- ☐ Outgoing Call Bar
- ☐ Inhibit Off-Switch Forward/Transfer
- ☐ Can Intrude
- ☒ Cannot be Intruded
- ☐ Can Trace Calls
- ☐ CCR Agent
- ☐ Automatic After Call Work

## 5.6. Administer Hunt Groups

Administer three hunt groups for the following purposes:

- Main hunt group for delivering of incoming trunk calls to Vuesion.
- Monitor hunt group for supervisor monitoring of agents.
- Transfer hunt group for use by Vuesion for internal transfers.

### 5.6.1. Administer Main Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used to deliver incoming trunk calls to Vuesion.

Enter desired values for **Name** and **Extension**. For **Ring Mode**, select “Rotary” from the drop-down list. Retain the default values in the remaining fields

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

**IP Offices**

- + BOOTP (2)
- + Operator (3)
- + DevCon IPO 1
  - System (1)
    - DevCon IPO 1
- + Line (20)
  - Control Unit (5)
  - Extension (33)
    - User (32)
    - HuntGroup (7)
      - 77200 BBX CSR
      - 77600 BBX Fallover
      - **77100 BBX Main**
      - 77500 BBX Monitor
      - 77700 BBX NetCSR
      - 77300 BBX Outdial
      - 77199 IVR Pilot
  - Short Code (66)
    - Service (0)
    - RAS (1)
    - Incoming Call Route (4)
    - WanPort (0)
    - Directory (0)
    - Time Profile (0)
    - Firewall Profile (1)
    - IP Route (2)
    - Account Code (1)
    - License (64)
    - Tunnel (0)

**Rotary Group BBX Main: 77100**

Hunt Group	Queuing	Overflow	Fallback	VoiceMail	Voice Recording	Announcements	SIP
Name	BBX Main					<input type="checkbox"/> CCR Agent Group	
Extension	77100						
Ring Mode	Rotary					No Answer Time (secs)	System Default (15)
Hold Music Source	No Change						
Agent's Status on No-Answer Applies To	None						
Central System	DevCon IPO 1					<input type="checkbox"/> Advertize Group	

User List

Extension	Name	System
<input checked="" type="checkbox"/>	28235 IVR 28235	DevCon IPO 1
<input checked="" type="checkbox"/>	28236 IVR 28236	DevCon IPO 1
<input checked="" type="checkbox"/>	28237 IVR 28237	DevCon IPO 1

Select the **Voicemail** tab, and uncheck **Voicemail On**.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
    - DevCon IPO 1
  - Line (20)
    - Control Unit (5)
  - Extension (33)
  - User (32)
  - HuntGroup (7)
    - 77200 BBX CSR
    - 77600 BBX Failover
    - 77100 BBX Main

**Rotary Group BBX Main: 77100**

Hunt Group | **Queuing** | Overflow | Fallback | **Voicemail** | Voice Recording | Announcements | SIP

Voicemail Code:   
Confirm Voicemail Code:   
Voicemail Email:   
Voicemail Email: ☐ Off ☐ Copy ☐ Forward ☐ Alert

☐ **Voicemail On**  
Voicemail Answer Time (secs): 45  
☐ Voicemail Help  
☐ Broadcast  
☐ UMS Web Services

Select the **Queuing** tab, and uncheck **Queuing On**.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
    - DevCon IPO 1
  - Line (20)
    - Control Unit (5)
  - Extension (33)
  - User (32)
  - HuntGroup (7)
    - 77200 BBX CSR
    - 77600 BBX Failover
    - 77100 BBX Main

**Rotary Group BBX Main: 77100**

Hunt Group | **Queuing** | Overflow | Fallback | Voicemail | Voice Recording | Announcements | SIP

☐ **Queuing On**  
Queue Length: No Limit ☒ Normalize Queue Length  
Queue Type: Assign Call On Agent Answer  
Calls In Queue Alarm:   
Analog Extension to Notify: <None>



## 5.6.2. Administer Monitor Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used for supervisor monitoring of agents and also for Call Recording.

Enter desired values for **Name** and **Extension**, and retain the default values in the remaining fields.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On**.

In the **User List** section, add the agent users as members. In the compliance testing, 28233 and 28234 were added as members as shown below. For recording purpose, SIP User 28239 was added. Additional SIP Users can be added based on the number of simultaneous calls that needs to be recorded.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
  - DevCon IPO 1
    - Line (20)
    - Control Unit (5)
    - Extension (33)
    - User (32)
    - HuntGroup (7)
      - 77200 BBX CSR
      - 77600 BBX Failover
      - 77100 BBX Main
      - 77500 BBX Monitor**
      - 77700 BBX NetCSR
      - 77300 BBX Outdial
      - 77199 IVR Pilot
    - Short Code (66)
    - Service (0)
    - RAS (1)
    - Incoming Call Route (4)
    - WanPort (0)
    - Directory (0)
    - Time Profile (0)
    - Firewall Profile (1)
    - IP Route (2)
    - Account Code (1)
    - License (64)
    - Tunnel (0)

**Sequential Group BBX Monitor: 77500**

Hunt Group | Queuing | Overflow | Fallback | Voicemail | Voice Recording | Announcements | SIP

Name: BBX Monitor ☐ CCR Agent Group

Extension: 77500

Ring Mode: Sequential No Answer Time (secs): System Default (15)

Hold Music Source: No Change

Agent's Status on No-Answer Applies To: None

Central System: DevCon IPO 1 ☐ Advertize Group

**User List**

Extension	Name	System
<input checked="" type="checkbox"/> 28239	IVR 28239	DevCon IPO 1
<input checked="" type="checkbox"/> 28233	Extn28233	DevCon IPO 1
<input checked="" type="checkbox"/> 28234	Extn28234	DevCon IPO 1

Edit... Remove

### 5.6.3. Administer Transfer Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. This hunt group will be used by Vuesion for internal transfers.

Enter desired values for **Name** and **Extension**. For **Ring Mode**, select “Rotary” from the drop-down list. Retain the default values in the remaining fields.

In the **User List** section, add the desired number of virtual SIP users from **Section 5.5** as members. In the compliance testing, 28235 to 28237 were added as members as shown below.

Follow the procedures in **Section 5.6.1** to uncheck **Voicemail On** and **Queuing On**.

**IP Offices**

- BOOTP (2)
- Operator (3)
- DevCon IPO 1
  - System (1)
  - DevCon IPO 1
    - Line (20)
    - Control Unit (5)
    - Extension (33)
    - User (32)
    - HuntGroup (7)
      - 77200 BBX CSR**
      - 77600 BBX Failover
      - 77100 BBX Main
      - 77500 BBX Monitor
      - 77700 BBX NetCSR
      - 77300 BBX Outdial
      - 77199 IVR Pilot
    - Short Code (66)
    - Service (0)
    - RAS (1)
    - Incoming Call Route (4)
    - WanPort (0)
    - Directory (0)
    - Time Profile (0)
    - Firewall Profile (1)
    - IP Route (2)
    - Account Code (1)
    - License (64)
    - Tunnel (0)

**Rotary Group BBX CSR: 77200**

**Hunt Group** | Queuing | Overflow | Fallback | Voicemail | Voice Recording | Announcements | SIP

Name: BBX CSR  
Extension: 77200  
Ring Mode: Rotary  
Hold Music Source: No Change  
Agent's Status on No-Answer: None  
Central System: DevCon IPO 1

☐ CCR Agent Group  
☐ Advertise Group

No Answer Time (secs): System Default (15)

**User List**

Extension	Name	System
<input checked="" type="checkbox"/> 28235	IVR 28235	DevCon IPO 1
<input checked="" type="checkbox"/> 28236	IVR 28236	DevCon IPO 1
<input checked="" type="checkbox"/> 28237	IVR 28237	DevCon IPO 1

## 5.7. Administer Agents

From the configuration tree in the left pane, select the first agent user, in this case “28233”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. Uncheck **Cannot be Intruded**, as shown below. If this agent needs to be monitored then select the required monitoring group from the **Monitor Group** drop down menu.

Repeat this section for all agent users.

The screenshot displays the Avaya configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). The 'User (32)' list includes extensions from 28201 to 28233, with '28233 Extn28233' selected. The main panel is titled 'Extn28233: 28233' and features several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. Under the 'Telephony' tab, the 'Supervisor Settings' sub-tab is active. It contains the following settings:

- Login Code: [Empty text box]
- Login Idle Period (secs): [Empty text box]
- Monitor Group: BBX Monitor (dropdown menu)
- Coverage Group: <None> (dropdown menu)
- Status on No-Answer: Logged On (No change) (dropdown menu)
- Reset Longest Idle Time: All Calls (radio button selected)
- External Incoming: [Empty text box]
- After Call Work Time (secs): System Default (10) (dropdown menu)

On the right side of the 'Supervisor Settings' sub-tab, there are several checkboxes, all of which are unchecked:

- Force Login
- Force Account Code
- Outgoing Call Bar
- Inhibit Off-Switch Forward/Transfer
- Can Intrude
- Cannot be Intruded
- Can Trace Calls
- CCR Agent
- Automatic After Call Work

## 5.8. Administer Supervisors

From the configuration tree in the left pane, select the first supervisor user that will be monitoring agents, in this case “28234”.

Select the **Telephony** tab, followed by the **Supervisor Settings** sub-tab. For **Monitor Group**, select the Monitor hunt group from **Section 5.6.2**. Check **Can Intrude** and **Cannot be Intruded**.

Repeat this section for all supervisors that will be monitoring agents. In the compliance testing, one supervisor user with extension 28234 was configured, as shown below.

The screenshot displays the Avaya configuration interface. On the left, the 'IP Offices' tree shows a hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), and User (32). Under 'User (32)', a list of users is shown, with '28234 Extn28234' selected at the bottom. The main panel is titled 'Extn28234: 28234\*' and contains several tabs: User, Voicemail, DND, ShortCodes, Source Numbers, Telephony (selected), Forwarding, Dial In, Voice Recording, and Button Programming. The 'Telephony' tab has sub-tabs: Call Settings, Supervisor Settings (selected), Multi-line Options, and Call Log. The 'Supervisor Settings' sub-tab contains the following configuration options:

- Login Code: [Text Field]
- Login Idle Period (secs): [Text Field]
- Monitor Group: [Dropdown Menu] (BBX Monitor)
- Coverage Group: [Dropdown Menu] (<None>)
- Status on No-Answer: [Dropdown Menu] (Logged On (No change))
- Reset Longest Idle Time: [Radio Buttons] (All Calls selected, External Incoming)
- After Call Work Time (secs): [Text Field] (System Default (10))
- Force Login: ☐
- Force Account Code: ☐
- Outgoing Call Bar: ☐
- Inhibit Off-Switch Forward/Transfer: ☐
- Can Intrude: ☒
- Cannot be Intruded: ☒
- Can Trace Calls: ☐
- CCR Agent: ☐
- Automatic After Call Work: ☐

## 5.9. Administer Incoming Call Route

If necessary, create an incoming call route to route incoming calls to the Main hunt group. In the compliance testing, a SIP line “17” was created for incoming route

As shown in the screen below, the **Line Group ID** of “17” is selected.

The screenshot displays the 'IP Offices' configuration window. On the left, a tree view shows the hierarchy: BOOTP (2), Operator (3), DevCon IPO 1, System (1), DevCon IPO 1, Line (20), Control Unit (5), Extension (33), User (32), HuntGroup (7), Short Code (66), Service (0), RAS (1), and Incoming Call Route (4). Under 'Incoming Call Route (4)', three items are listed: 2, 17 (highlighted in blue), and 1. The main panel on the right is titled '17' and contains several tabs: 'Standard', 'Voice Recording', and 'Destinations'. The 'Standard' tab is active, showing fields for: Bearer Capability (Any Voice), Line Group ID (17), Incoming Number, Incoming Sub Address, Incoming CLI, Locale, Priority (1 - Low), Tag, and Hold Music Source (System Source).

In the **Destinations** tab, the use of “.” in the **Destination** field enables the routing to reach all extensions in the IP Office.

If desired, the Main hunt group can be selected from the **Destination** drop-down to route all incoming trunk calls to Vuesion.

The screenshot displays the 'IP Offices' configuration window, specifically the 'Destinations' tab for Line Group ID 17. The left tree view is identical to the previous screenshot, with '17' highlighted under 'Incoming Call Route (4)'. The main panel on the right shows the 'Destinations' tab with a table containing one row: 'Default Value' in the 'TimeProfile' column, '.' in the 'Destination' column, and a dropdown arrow in the 'Fallback Extension' column.

## 5.10. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for Outbound dialing. Configure the fields as shown below in the right pane.

Note that the short code **9N;** was used during compliance testing for making outbound calls. Outbound calls were routed using **Line Group ID “17”**, which is a SIP Line created on IP Office.

The screenshot displays the IP Office configuration interface. On the left, the 'IP Offices' pane lists various short codes, with '9N;' selected at the bottom. On the right, the '9N;; Dial' configuration pane is shown, containing the following fields:

Short Code	
Code	9N;
Feature	Dial
Telephone Number	N"@110.10.10.108"
Line Group ID	17
Locale	United States (US English)
Force Account Code	<input type="checkbox"/>

## 6. Configure BBX Technologies Vuesion Multimedia Contact Center

This section provides the procedures for configuring the Vuesion server. The procedures include the following areas:

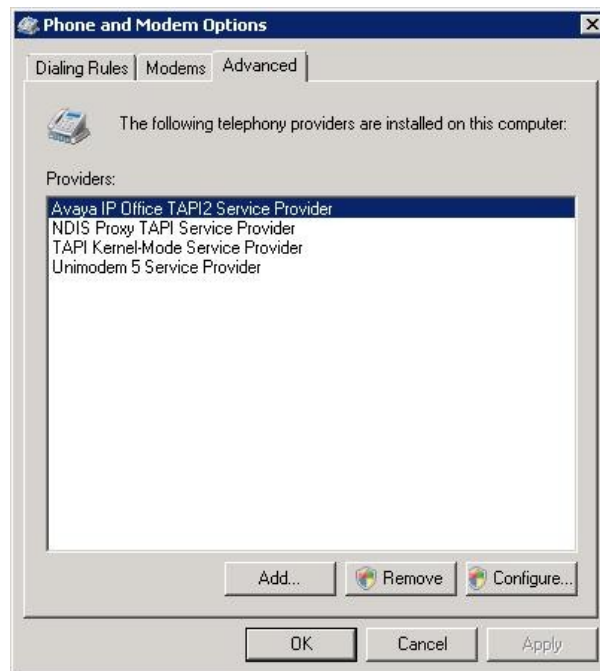
- Administer TAPI driver.
- Administer Switch.txt.
- Stop service.
- Launch Vuesion Manager.
- Administer communication settings.
- Administer local extensions.
- Administer tenants.
- Administer VMAIL extensions.
- Administer queues sizing.
- Administer ACD members.
- Administer ACD groups.
- Administer Call Recorder.
- Administer Mailboxes member.
- Start service.

The configuration of the Vuesion server is typically performed by BBX Technologies technicians. The procedural steps are presented in these Application Notes for informational purposes.

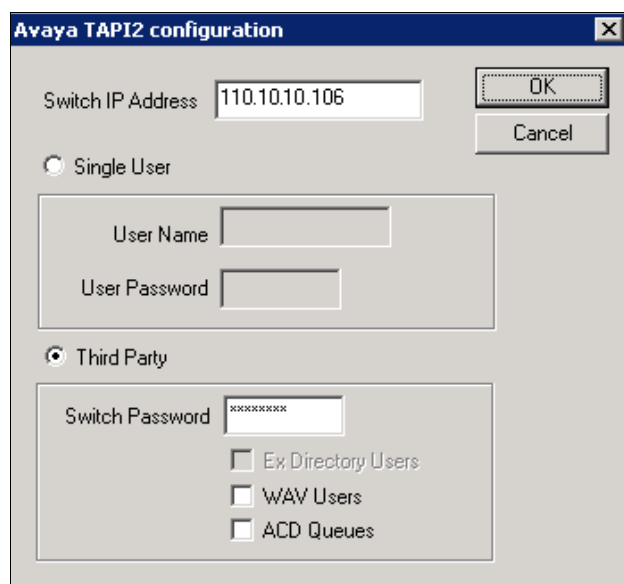
In addition to the shown procedural steps, the application also requires the auto attendant, and the class of service for the agents and supervisors be configured by following reference in **Section 9 [2]**.

## 6.1. Administer TAPI Driver

From the Vuesion server, select **Start → Control Panel**, and click on the **Phone and Modem** icon (not shown below). In the **Phone and Modem Options** screen, select the **Advanced** tab. Select the **Avaya IP Office TAPI2 Service Provider** entry, and click **Configure**.



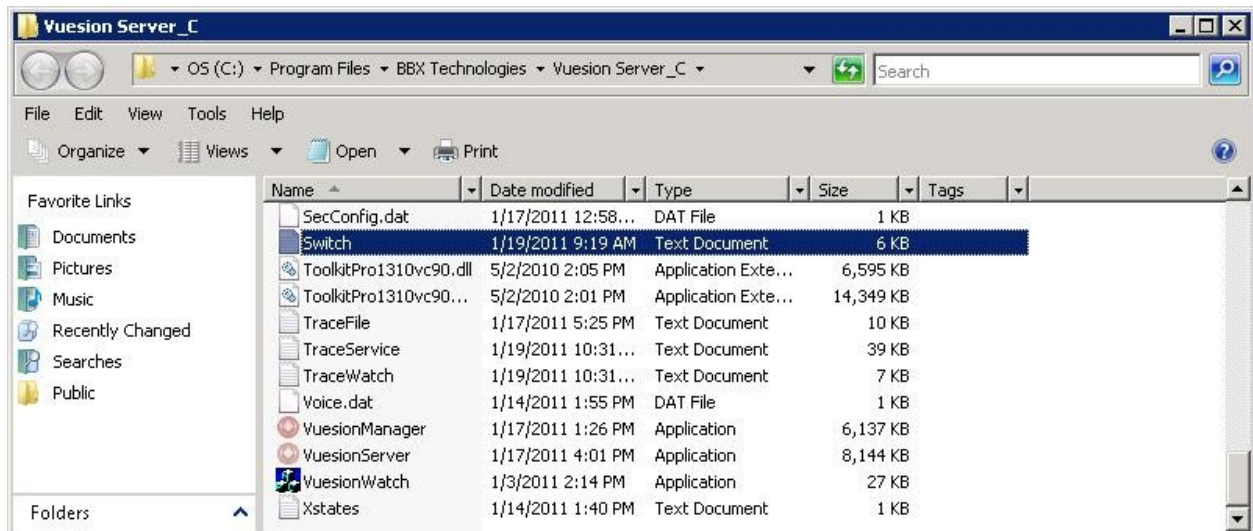
The **Avaya TAPI2 configuration** screen is displayed. For **Switch IP Address**, enter the IP address of Avaya IP Office. Select the radio button for **Third Party**, and enter the IP Office password into the **Switch Password** field. Reboot the Vuesion server.



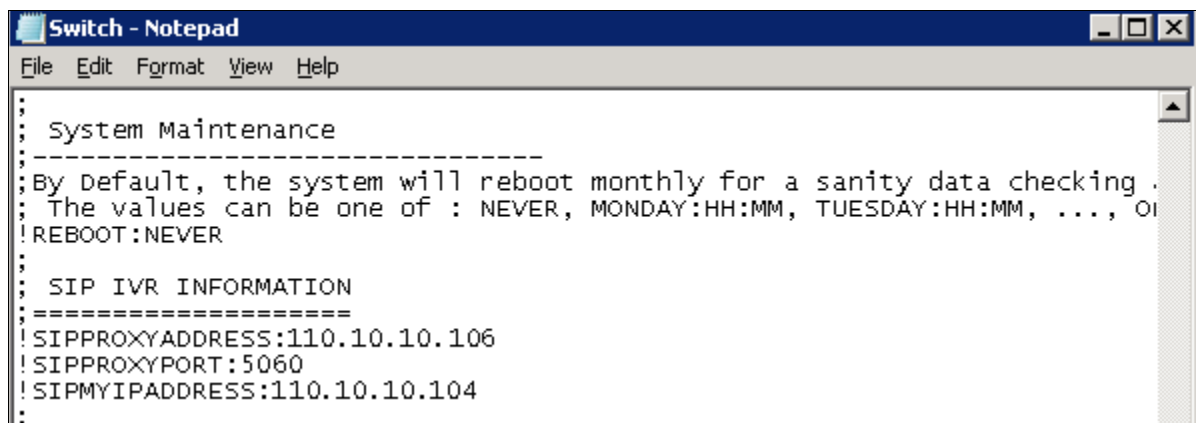


## 6.2. Administer Switch.txt

Navigate to the **C:\Program Files\BBX Technologies\Vuesion Server\_C** directory to locate the **Switch** text file shown below.

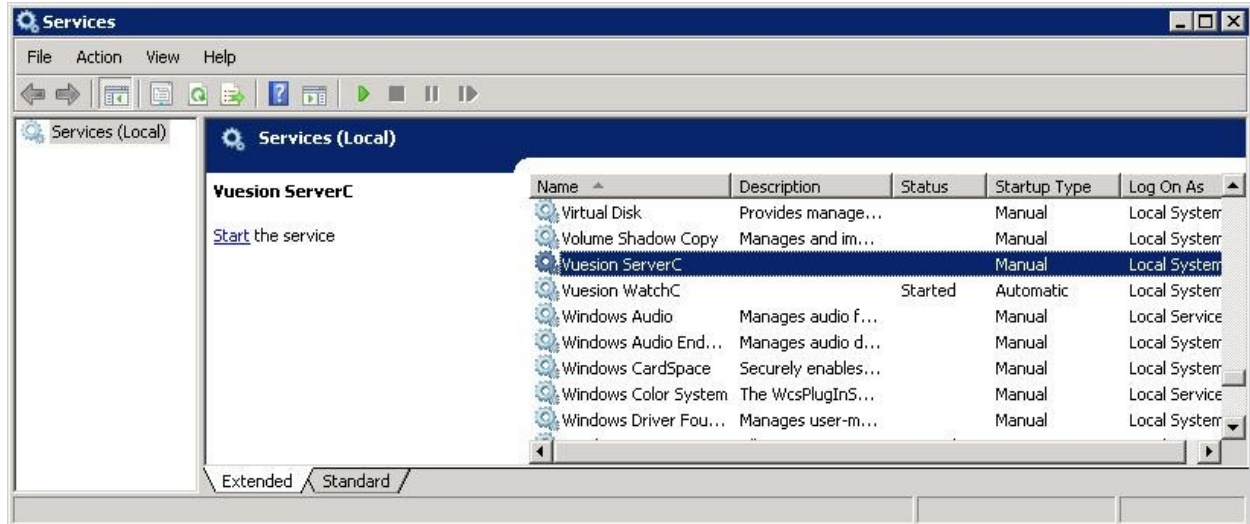


Open the **Switch** text file with the NotePad application. For **SIPPROXYADDRESS**, enter the IP address of IP Office from **Section 5.2**. For **SIPPROXYPORT**, enter the UDP port number from **Section 5.3**. For **SIPMYIPADDRESS**, enter the IP address of the local Ethernet interface used for connectivity with IP Office, in this case “110.10.10.104”.



### 6.3. Stop Service

Select **Start → Control Panel → Administrative Tools → Services**, to display the **Services** screen. Navigate to the **Vuesion ServerC** entry, right-click on the entry and select **Stop**.



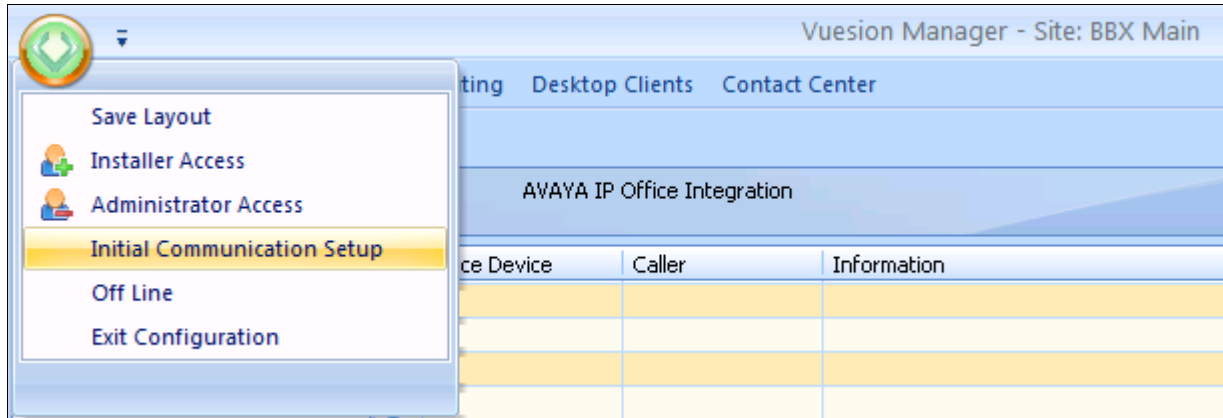
### 6.4. Launch Vuesion Manager

From the Vuesion server, double-click the **VuesionManager** icon shown on the desktop, which was created as part of installation.



## 6.5. Administer Communication Settings

The **Vuesion Manager** screen is displayed. Click on the icon in the top left corner, and select **Initial Communication Setup** from the drop-down list.



The **VuesionServer** dialog box is displayed, click **OK**



The **COMMUNICATION SETTINGS** screen is displayed next. Check **IP Enabled**. Enter the IP address and password for IP Office in **PBX IP Addr** and **PBX Password**. **IVR Pilot Number** should be a unique number and therefore use available extension numbers on IP Office. Retain the default values in the remaining fields.

COMMUNICATION SETTINGS

**SWITCH COMMUNICATION**

RS232 Port #: COM1 BaudRate: 9600

☒ IP Enabled

PBX IP Addr: 110.10.10.106

PBX Password: [Masked]

PBX SMDR IP Address: [Empty]

PBX SMDR TCP Port: 0

**NETWORKING SETUP: MASTER SERVER**

NetServer IP address: [Empty]

NetServer IP Port: [Empty]

Node Index: [Empty]

**THIS SERVER DEFINITION**

Customer Location Name: BBX Main

This Server IP address: 110.10.10.104

This Server IP Port: 62029

IVR Location: BBX Main

IVR Pilot Number: 77199

OK

## 6.6. Administer Local Extensions

The **Vuesion Manager** screen is displayed again. Select **Switch Setup** → **Local Extensions** from the left pane.

Vuesion Manager - Site: BBX Main

Switch Setup Messaging Routing Desktop Clients Contact Center

**Switch Setup**

- Communication
- Local Extensions
- Off Premise Extensions
- Phantom Extensions
- Park Orbits
- Hold Extensions
- Area Paging
- Trunks
- Reload Switch Info

**AVAYA IP Office Integration**

	Voice Device	Caller	Information
↓			
↓			
↓			
↓			
↓			

	Record Device	Recording	Information
↓			
↓			
↓			
↓			
↓			

The **DIRECTORY CONFIGURATION** screen is displayed as shown below. Click on **Add** to start adding required agents, supervisors and hunt groups.

[illegible]

The **Extension Range Selection** screen is shown below where Local User Extensions can be added and if required a range can be provided too.

EXTENSION RANGE SELECTION

LOCAL USER EXTENSIONS

First Device #:

How Many ?

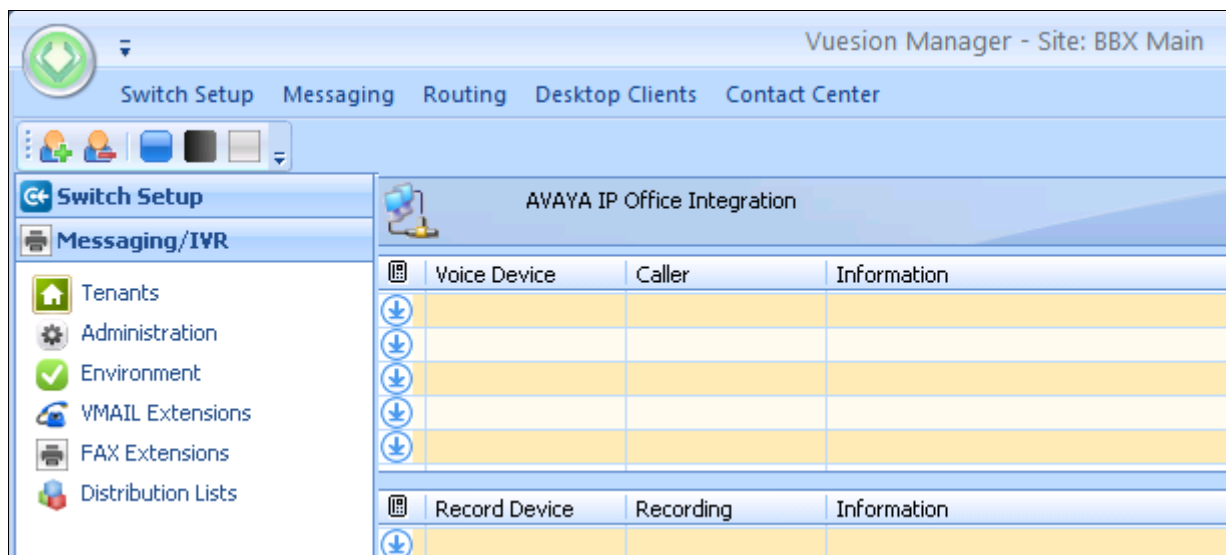
OK

Update the **Full Name** field as desired, and retain the default values in the remaining fields. **Class of Service** can be set from the drop down menu depending on each user's requirement. Note that the port numbers are automatically assigned by the system subsequently.

RS; Reviewed:  
SPOC 5/16/2012

## 6.7. Administer Tenants

From the **Vuesion Manager** screen, select **Messaging/IVR** → **Tenants** from the left pane.



The **TENANTS/GROUPS** screen is displayed as shown below. Click on **Add Tenant**.

[illegible]



For **Name**, enter the Main hunt group name from **Section 5.6.1**. For **ID** and **Password**, enter the Main hunt group extension from **Section 5.6.1**. Retain the default values in the remaining fields, and click **Edit Members**.

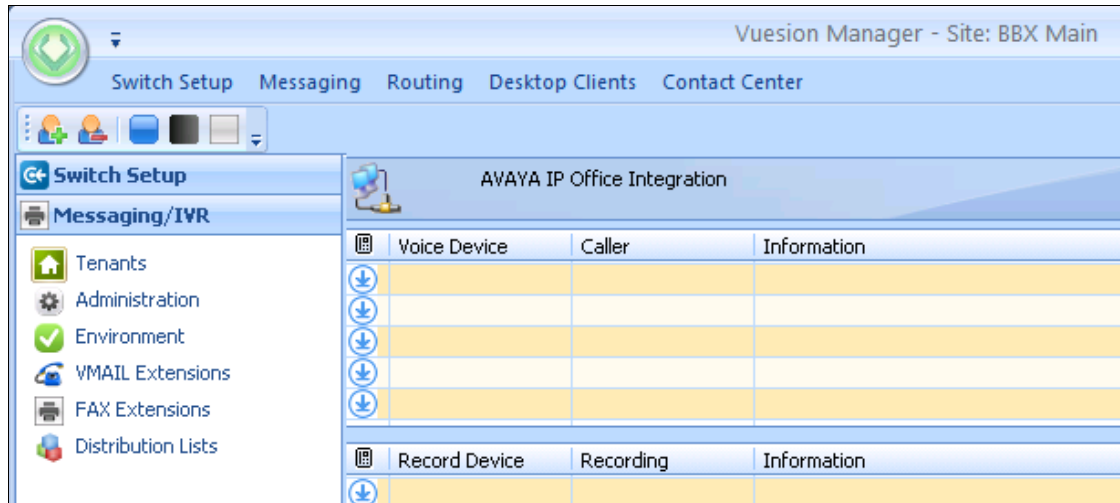
33 of 54  
IPO8VuesionIntR

The **Selected Tenant** screen is displayed. Select the applicable entries in the **Available User List** section, and click the double-left-arrow to move the entries to the **Tenant/Group Members List** section, as shown in screen below. Click on **Save** to complete the selection.

[illegible]

## 6.8. Administer VMAIL Extensions

From the **Vuesion Manager** screen, select **Messaging/IVR → VMAIL Extensions** from the left pane.



The **DIRECTORY CONFIGURATION** screen is displayed as shown below. Click on **Add** to start adding IVR Extensions.

The screenshot shows the 'DIRECTORY CONFIGURATION' window. The 'IVR EXTENSIONS' section is active, displaying a table with columns 'Full Name', 'DN #', and 'Port#'. The table is empty. To the right, the 'DIRECTORY ASSIGNMENT' section contains fields for 'Directory #', 'FullName', 'Title', 'PBX', 'Account', 'Password', 'Tenant Name', and 'Class of Service'. Below these are checkboxes for 'Shared Station', 'Virtual/Single Line', 'Disable SMDR', 'Live Record', 'Announce/Notify', 'Reserved', 'Recorder', and 'Disabled'. The 'SIP IVR' checkbox is checked. Other checkboxes include 'Network Advertise', 'Guest Telephone', 'Music On Hold', and 'Nurse/CareGiver'. The 'FOLLOW ME OPTIONS' section contains fields for 'Cellular #', 'Home #', 'Alternate #', and 'Active Forward'. At the bottom, there are buttons for 'Add', 'Delete', 'Save', 'Refresh All', and 'Exit'.

The **Extension Range Selection** screen is shown below where IVR Extensions can be added and if required a range can be provided too.

EXTENSION RANGE SELECTION

IVR EXTENSIONS

First Device #:

How Many ?

OK

The **DIRECTORY CONFIGURATION** screen is displayed with entry for each virtual SIP user from **Section 5.5**.

For **Full Name**, enter the SIP user name from **Section 5.5**. For **Password**, enter the SIP user login code from **Section 5.5**. Check **SIP IVR**. Retain the default values in the remaining fields. Note that the port numbers are automatically assigned by the system subsequently.

[illegible]

For an IVR Extension that will be used for recording, check **SIP IVR, Live Record** and **Recorder**. Retain the default values in the remaining fields. Note that number of recording ports configured depends on the number of calls that needs to be recorded simultaneously.

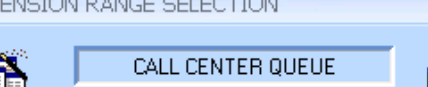
[illegible]

From the **Vuesion Manager** screen, select **Contact Center → Queues Sizing** from the left pane.

The **DIRECTORY CONFIGURATION** screen is displayed. Click on **Add** to start adding Call Center Queue.

RS; Reviewed:  
SPOC 5/16/2012

The **Extension Range Selection** screen is shown below where Call Center Queue numbers can be added and if required a range can be provided too.



Screen below shows the desired number of entries for queuing of incoming ACD calls used for compliance testing.

[illegible]

The **DN #** are used by Vuesion to park and unpark the queued calls on IP Office, therefore use available extension numbers on IP Office.

## 6.10. Administer ACD Members

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center → ACD Members** from the left pane.

The **ACD Members** screen is displayed as shown below. Click on **Add** to start adding ACD Members.

The screenshot shows the 'ACD Members' window. On the left is a table with columns: Name, ID, Passw, COS, Type, and Def. The table is currently empty. On the right is a form with the following sections:

- Member Definition:** Fields for Member (text), FullName (text), and Password (text).
- Setup:** Fields for Type (dropdown menu), Primary (dropdown menu), and Class (dropdown menu).
- Allow Agents Screen Capture:** Five Supervisor ID text input fields.
- Auto Login:** An Extension text input field.
- Buttons at the bottom: Add, Delete, Save, and Exit.

Create an entry for each agent user from **Section 5.7**, and for each supervisor user from **Section 5.8**, as shown in screen below. Enter the desired **FullName**. For **Member ID**, enter a unique value for each agent and supervisor. The recommendation is to use available extension numbers on IP Office. For **Password**, enter desired values. In the compliance testing, the same values are used for member ID and password for simplicity. For **Type**, select “ACD Agent” for agents and “ACD Supervisor” for supervisors. For **Primary Group**, select the Transfer hunt group name from **Section 5.6.3**. For **Class**, select the appropriate class of service.

The screenshot shows the 'ACD Members' window with the table populated with three entries:

Name	ID	Passw	COS	Type	Def.
Agent 1	78100	7810	1	ACD Agent	
Agent 2	78101	7811	1	ACD Agent	
Supervisor 1	78102	7812	1	ACD Supervisor	

The form fields on the right are also populated for the first entry:

- Member Definition:** Member: 78100, FullName: Agent 1, Password: 7810.
- Setup:** Type: ACD Agent, Primary: BBX CSR, Class: 1.
- Allow Agents Screen Capture:** Five empty Supervisor ID fields.
- Auto Login:** Extension: empty.
- Buttons at the bottom: Add, Delete, Save, and Exit.



## 6.11. Administer ACD Groups

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center → ACD Groups** from the left pane, to display the **SkillSets Administration** screen. Create an entry for the Transfer hunt group from **Section 5.6.3**, as shown below.

The **Voice Routing Options** section defines the parameters used for routing of ACD calls. The **Multimedia Contact Center Members Assignment** section defines the members and their skills level. The **Announcements** section defines the announcement treatments.

The screenshot below shows the values used in the compliance testing.

The screenshot displays the 'SkillSets Administration' window with the following configuration details:

- Group ID:** 77200
- Group Name:** BBX CSR
- Routing Method:** Least Productive
- Voice Routing Options:**
  - Enable: ☒
  - Priority: 09
  - Overflow Time: 10 Min
  - Overfl. Destination: 77200
  - Signed-Out OVF: 77200
  - All Busy Overflow:
  - Longest InQ Thr: 10 Sec
  - Force Priority: 00
  - Calls Queued Thr.: 01
  - Auto WrapUp @ 15 Sec: ☒
  - Ringback on Queue: ☐
- Email Routing Options:**
  - Enable: ☐
  - Priority: 00
  - Subject Filter:
  - Overflow Time: 00
  - OVF Destination:
  - Signed-Out OVF:
  - EmailQ Threshold: 2
  - Longest InQ Thr: 300
  - Force Priority: 9
- Fax Routing Options:**
  - Enable: ☐
  - Priority: 00
  - Overflow Time: 00
  - OVF Destination:
  - Signed-Out OVF:
  - FaxQ Threshold: 10
  - Longest InQ Thr: 300
  - Force Priority: 0
- Miscellaneous:**
  - Auto Logout @ 11:50:00 PM
  - Advance Time: 10 Sec
  - Follow Me (Non Call Center): ☐
- Multimedia Contact Center Members Assignment:**
  - VoiceSkill: 00, EmailSkill: 00, FaxSkill: 00, OutdialSkill: 00
  - HandleVoice: ☐, HandleEmails: ☐, HandleFax: ☐, HandleOutdial: ☐
  - Members Table:

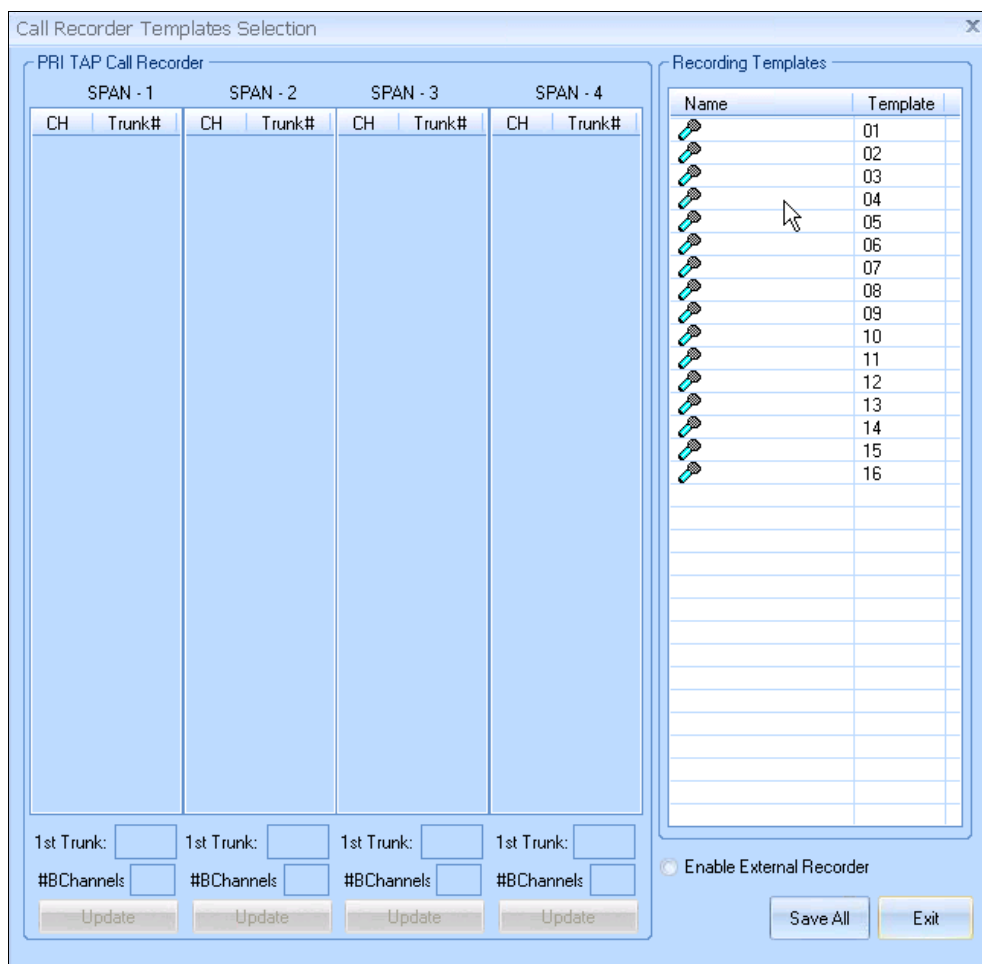
Name	ID	Type
Agent 1	78100	ACD Agent
Agent 2	78101	ACD Agent
Supervisor 1	78102	ACD Supervisor
- Outbound Campaign:**
  - Enable Campaign: ☐
  - Campaign Priority: 00
  - ODBC - DSN:
  - Table: , Password:
  - Login: ,
  - Name Field:
  - Phone Field:
  - Contact:
  - Priority Field:
  - Comment Field:
  - Resolution Field:
  - Restricted Hours During Schedule (Format: 12:00-13:00,...):
  - Enable Schedule: ☐
  - Timezone: (CST)
  - Start Datetime: 4/ 3/2012 8:00:00 AM
  - Stop Datetime: 4/ 3/2012 5:00:00 PM
  - Days: M T W T F S S
  - Buttons: Import Records, Restart Campaign
- Announcements:**

		QPosition	~ Hold	AA	Repeat	Frequency
1:	AA		<input type="checkbox"/>	AA	Repeat	Never
2:	AA		<input type="checkbox"/>	AA	Repeat	Never
3:	AA		<input type="checkbox"/>	AA	Repeat	Never

Buttons at the bottom: Add, Remove, Refresh Scripts, Save, Exit.

## 6.12. Administer Call Recorder

From the **Vuesion Manager** screen shown in **Section 6.9**, select **Contact Center** → **Call Recorder** from the left pane, to display the **Call Recorder Templates Selection** screen as shown below. Select a blank row from the **Recording Templates** column to start adding a template.



The screenshot shows the 'Call Recorder Templates Selection' window. It is divided into two main sections: 'PRI TAP Call Recorder' on the left and 'Recording Templates' on the right.

**PRI TAP Call Recorder:** This section contains four columns labeled 'SPAN - 1', 'SPAN - 2', 'SPAN - 3', and 'SPAN - 4'. Each column has sub-columns for 'CH' and 'Trunk#'. Below these columns are input fields for '1st Trunk:' and '#BChannels' for each span, each followed by an 'Update' button.

**Recording Templates:** This section contains a table with two columns: 'Name' and 'Template'. The 'Name' column lists templates 01 through 16, each preceded by a small icon of a telephone handset. The 'Template' column is empty. Below the table is a radio button labeled 'Enable External Recorder'.

At the bottom right of the window are 'Save All' and 'Exit' buttons.

RS; Reviewed:  
SPOC 5/16/2012

43 of 54  
IPO8VuesionIntR

[DALLASREC] : Call Logger/Recorder Template 01

---

CLEC/PSTN Interface

Outbound/Internal  
Pattern  
?????

Inbound CallerID  
Pattern  
?????

Inbound DNIS/ACD Skill  
Pattern

AddDeleteAddDeleteAddDelete

ACD Agents / Stations

ACD Agents

Name	ID
Agent 1	78100
Agent 2	78101
Supervisor 1	78102

Set AllClear AllShow Active

Stations

Name	ID
BBX CSR	77200
BBX Email	77201
BBX Outdial	77300
Extn28201	28201
Extn28233	28233
Extn28234	28234
Extn28240	28240

Set AllClear AllShow Active

Schedule

Begin Date/Time  
1/ 1/2011 : 8:00:00 AM

End Date/Time  
12/31/2011 : 5:00:00 PM

MonTueWedThuFriSatSun  
☒☒☒☒☒☐☐

Logger Specifics

Recorder Name  
DALLASREC

Recorder Frequency  
Every 001 Call

Every 001 Call  
Every 002 Calls  
Every 005 Calls  
Every 010 Calls  
Every 015 Calls  
Every 020 Calls  
Every 025 Calls  
Every 030 Calls

Allowed Administrators

Name	ID
Supervisor 1	78102

Set AllClear AllShow Active

PlayFile Before Recording:

SaveExit

Similarly another template by the name of **ONDEMAND** is created for recording On-Demand. For On-Demand recording the **Recorder Frequency** is set to “Disabled” and the **On Demand Only** box needs to be checked as shown in screen below.

The screenshot shows the configuration window for the ONDEMAND template. Key settings include:

- CLEC/PSTN Interface:** Three empty tables for Outbound/Internal, Inbound CallerID, and Inbound DNIS/ACD Skill.
- ACD Agents / Stations:**
  - ACD Agents:**

Name	ID
Agent 1	78100
Agent 2	78101
Supervisor 1	78102
  - Stations:**

Name	ID
BBX CSR	77200
BBX Email	77201
BBX Outdial	77300
Extn28201	28201
Extn28233	28233
Extn28234	28234
Extn28240	28240
- Schedule:**
  - Begin Date/Time: 1/1/2011 8:00:00 AM
  - End Date/Time: 12/31/2011 5:00:00 PM
  - Days: Mon, Tue, Wed, Thu, Fri, Sat, Sun (all checked)
- Logger Specifics:**
  - Recorder Name: ONDEMAND
  - Recorder Frequency: Disabled
  - ☒ On Demand Only
- Allowed Administrators:**

Name	ID
Supervisor 1	78102

The screen below shows the **Call Recorder Templates Selection** screen with two templates created. For the Voice Recording module using the internal recorder, the **Enable External Recorder** option needs to be unselected.

The screenshot shows the Call Recorder Templates Selection window. Key elements include:

- PRI TAP Call Recorder:** Configuration for SPAN - 1 through SPAN - 4, including 1st Trunk and #BChannels.
- Recording Templates:**

Name	Template
DALLASREC	01
ONDEMAND	02
	03
	04
	05
	06
	07
	08
	09
	10
	11
	12
	13
	14
	15
	16
- Enable External Recorder:** A checkbox that is currently checked, highlighted with a red box.

## 6.13. Administer Mailboxes Members

From the **Vuesion Manager** screen shown in **Section 6.8**, select **Messaging/IVR** → **Administration** from the left pane, to display the **Voice Processing Administration** screen as shown below. Select the **Tenant Name** from the drop down menu. In this case it is “BBX Main”.

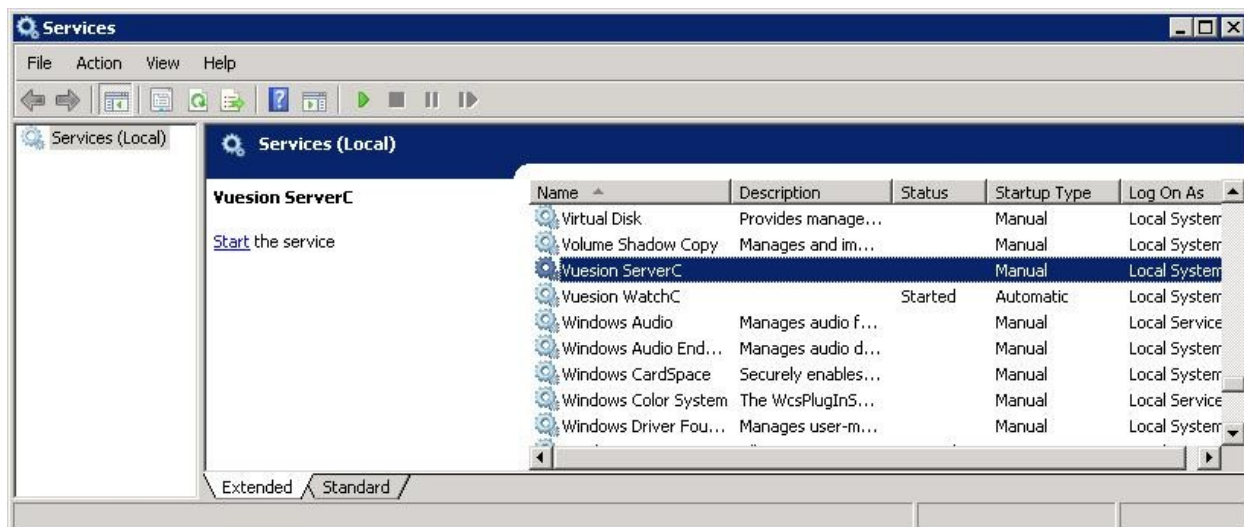
The screenshot shows the 'VOICE PROCESSING ADMINISTRATION' window. It is divided into several sections: 'Tenant Info' with fields for Tenant Name (a dropdown menu), Tenant ID (set to 'BBX Main'), and Tenant Password; 'Tenant U.M.' with a checkbox for 'Disable Unified Messaging' and fields for Email Address, Email Account, and Email Password; 'Mailboxes' with a table with columns 'Member Name' and 'Member Ext.'; 'Outgoing Server - SMTP' with fields for Outgoing Server, Port, Authentication (radio buttons for NONE, LOGIN, NTLM, CRAM, PLAIN), and Security (radio buttons for TLS, SSL); 'Incoming Server - IMAP4 or POP3' with fields for Incoming Server, Port, Authentication (radio buttons for NONE, LOGIN, NTLM, CRAM, PLAIN), Security (radio buttons for SSL, IMAP4, POP3), User Inbox Path, From Value, and Sync Frequency; and 'Auto-Attendants' with a table with columns 'Auto Attn Name' and 'Auto Attn ID#'. At the bottom are buttons for 'Add Auto-Attendant', 'Add Q&A', and 'OK'.

From **Mailboxes** select a member. In this case select “Extn28233” from the screen below.



## 6.14. Start Service

Select **Start → Control Panel → Administrative Tools → Services**, to display the **Services** screen. Navigate to the **Vuesion ServerC** entry, right-click on the entry and select **Start**.



## 7. Verification Steps


This section provides the tests that can be performed to verify proper configuration of Avaya IP Office and BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using internal recorder) module.

### 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 R8 SysMonitor** screen is displayed, as shown below. Select **Status → SIP Phone Status** from the top menu.



The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each virtual SIP user from **Section 5.5**, that the **User Agent** contains “Vuesion SIP”, and that the **Status** is “SIP: Registered”, as shown below.

SIPPhoneStatus								
Total Configured: 7			Waiting 2 secs for update					
Total Registered: 6			Registered Status 					
Extn Num	IP Address	Transport	User Agent	SIP Options	SIP Events	Status	LastAv...	LastIP...
28235	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28236	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28237	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28238	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...
28239	110.10.10.104	UDP	Vuesion SIP	R		SIP: Registered		4/17/2...



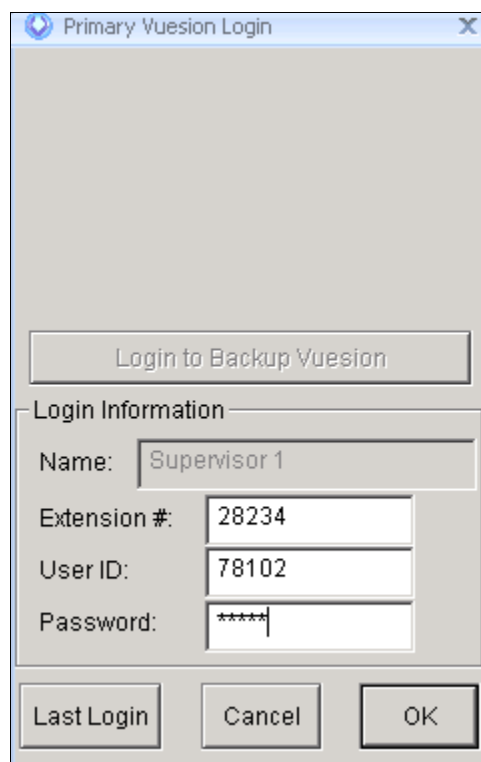
## 7.2. Verify BBX Technologies Vuesion Multimedia Contact Center

From the agent user PC running Vuesion Client, double-click on the **VuesionClient** icon shown on the desktop, which was created as part of installation.



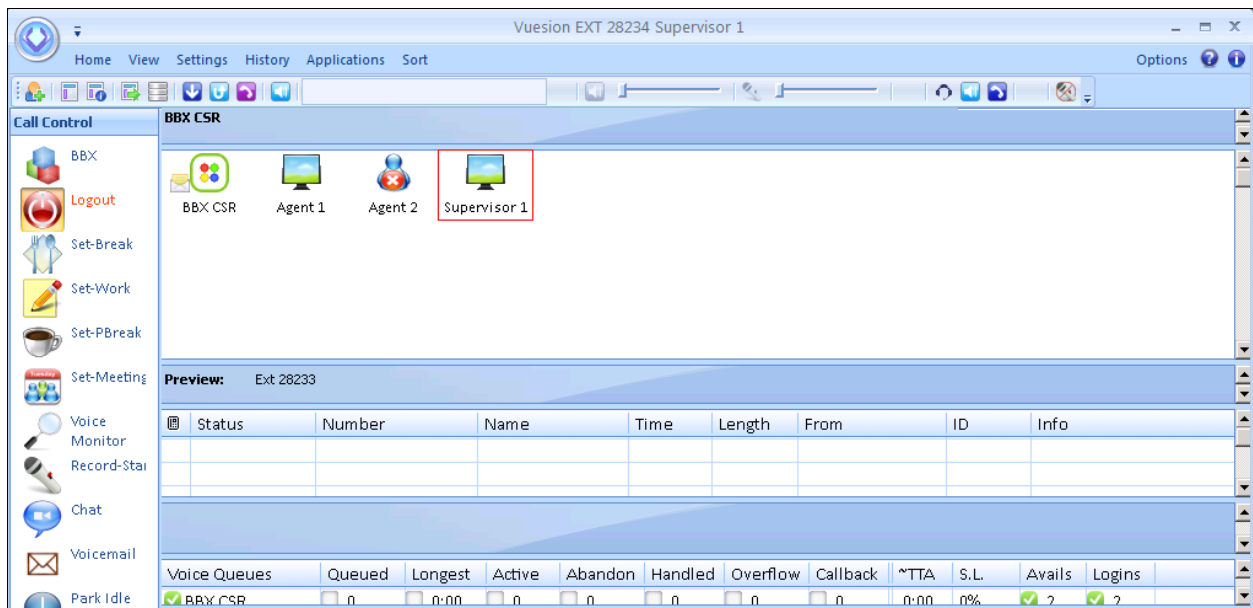
The **Vuesion User Login** screen is displayed. The screen shows the “Supervisor 1” **Login Information**.

For **Extension #**, enter the extension number of the supervisor from **Section 6.6**. For **User ID** and **Password**, enter the corresponding credentials for the supervisor from **Section 6.10**, as shown below. During compliance testing this client was run from the Vuesion server.

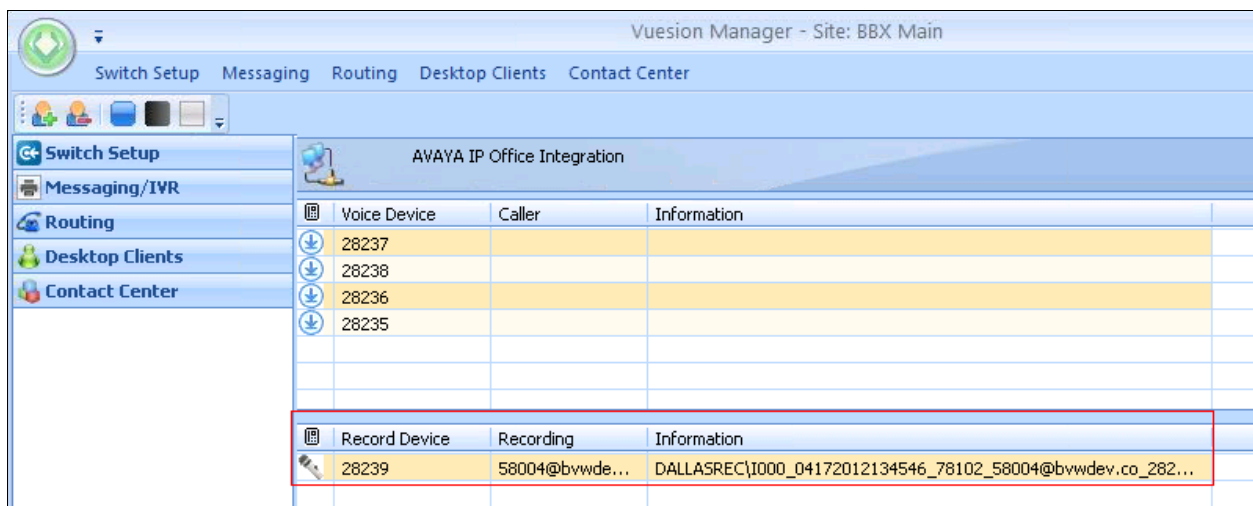
A screenshot of a Windows-style dialog box titled 'Primary Vuesion Login'. The dialog has a light gray background. At the top, there is a button labeled 'Login to Backup Vuesion'. Below this is a section titled 'Login Information' with a minus sign on the left. Inside this section, there are four input fields: 'Name:' with the text 'Supervisor 1', 'Extension #:' with the text '28234', 'User ID:' with the text '78102', and 'Password:' with the text '\*\*\*\*\*'. At the bottom of the dialog, there are three buttons: 'Last Login', 'Cancel', and 'OK'.

The **Vuesion** screen is displayed. Click on the **Login** icon from the left pane (not shown).

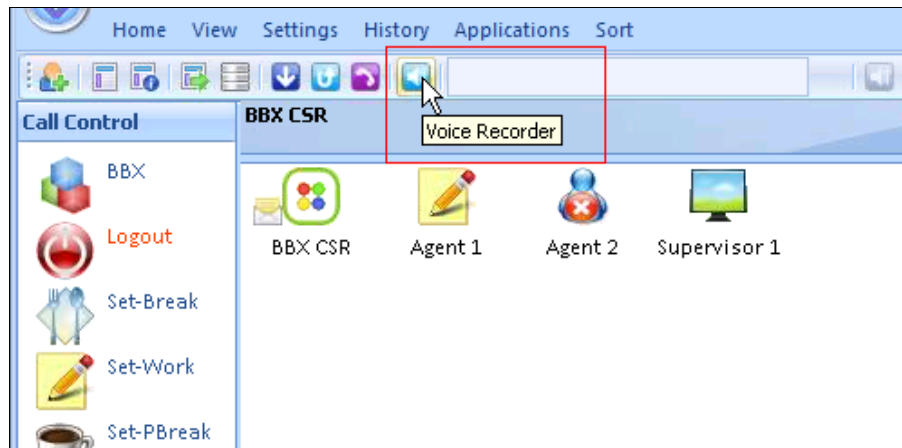
The screen is updated in the right pane, as shown below.



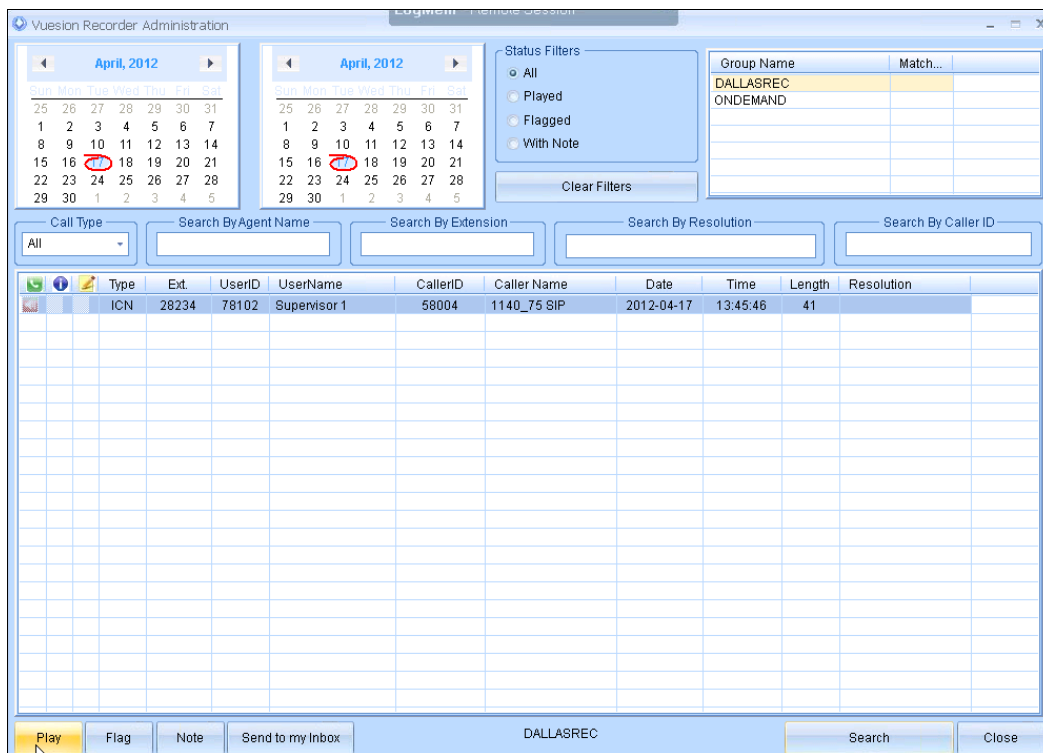
To verify Voice Recording module, make an incoming trunk call to the Main hunt group answered by an agent that is subjected to recording. Screen below shows the call being recorded at the SIP IVR port 28239.



The recording can be played by clicking on the Voice Recorder icon as shown in the screen below. During compliance testing only the “Supervisor 1” agent was given access to recording management.



The **Vuesion Recorder Administration** screen is shown below with a recording entry which can be played by clicking on the **Play** button.



The screen below shows an active call that is being handled by “Supervisor 1” agent with the On-Demand recording started. Recording status can be viewed under the **Preview** section.

The screenshot shows the BBX CSR interface. On the left is a 'Call Control' sidebar with icons for BBX, Logout, Set-Break, Set-Work, Set-PBreak, Set-Meeting, Voice Monitor, Record-Stop (highlighted with a red box), and Chat. The main area is titled 'BBX CSR' and shows icons for BBX CSR, Agent 1, Agent 2, and Supervisor 1 (highlighted with a red box). Below this is a 'Preview' section containing a table with call recording details.

Status	Number	Name	Time	Length	From
Recording	58004	BBX CSR	13:50:59	00:00:16	1140_75 SIP

The screen below shows the call being recorded at the SIP IVR port 28239 while On-Demand recording is in progress.

The screenshot shows the Vuesion Manager interface for 'Site: BBX Main'. The left sidebar has tabs for Switch Setup, Messaging/IVR, Routing, Desktop Clients, and Contact Center. The main area is titled 'AVAYA IP Office Integration' and contains two tables.

Voice Device	Caller	Information
28237		
28238		
28236		
28235		

Record Device	Recording	Information
28239	28234	BX Technologies\Vuesion Server_C\Um\28234\Recorded\M04-17-201...

Call Recordings can also be found under the folder **C:\Program Files\BBX Technologies\Vuesion Server\_C\Recorder\<Template\_Name>**.

## 8. Conclusion

These Application Notes describe the configuration steps required for BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using internal recorder) module to successfully interoperate with Avaya IP Office. All feature test cases were completed. Observations are noted in **Section 2.2**.

## 9. Additional References

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

1. *IP Office KnowledgeBase 8.0 Documentation CD*, December 2011, available at <http://support.avaya.com>.
2. *Vuesion Application Server Contact Center Configuration Guide*, available upon request to BBX Technologies Support.

---

**©2012 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](mailto:devconnect@avaya.com).