



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

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# **Application Notes for Autonomy Qfiniti Observe with Avaya Proactive Contact 5.0.1 with PG230 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Autonomy Qfiniti Observe to interoperate with Avaya Proactive Contact 5.0.1 with PG230. Autonomy Qfiniti Observe is a call recording solution.

In the compliance testing, Autonomy Qfiniti Observe used the Event Service interface from Avaya Proactive Contact to obtain information on agent states and calls, and used the trunk tap method to capture the media associated with the monitored agents for call recording.

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 Autonomy Qfiniti Observe to interoperate with Avaya Proactive Contact 5.0.1 with PG230. Autonomy Qfiniti Observe is a call recording solution.

In the compliance testing, Autonomy Qfiniti Observe used the Event Service interface from Avaya Proactive Contact to obtain information on agent states and calls, and used the trunk tap method to capture the media associated with the monitored agents for call recording.

The compliance test covered the recording of calls that are delivered by Avaya Proactive Contact for the PG230 deployment option. The recording of inbound calls delivered by Communication Manager under the agent blending mode is outside the scope of this compliance test.

## 2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Qfiniti Observe application, the application automatically establishes Event Services connection with Proactive Contact.

For the manual part of the testing, each call was handled manually on the agent user with generation of unique audio content for the recordings. Necessary user actions such as hold and reconnect were performed from the Proactive Contact Agent application to test the different call scenarios.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Qfiniti Observe.

The verification of tests included using the Qfiniti Observe logs for proper message exchanges, and using the Qfiniti Desktop application for proper logging and playback of calls.

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 testing included feature and serviceability testing.

The feature testing focused on verifying the following on Qfiniti Observe:

- Handling of Event Services agent states and call events.
- Proper recording, logging, and playback of calls for scenarios involving agent drop, customer drop, hold, reconnect, simultaneous calls, conference, transfer, forward work, inbound call blending, outbound call blending, and outbound agent blending scenarios.

The serviceability testing focused on verifying the ability of Qfiniti Observe to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to Qfiniti Observe.

## 2.2. Test Results

All test cases were executed and verified. The following were observations on Qfiniti Observe from the compliance testing.

- The initial recording for each agent contained audio up to agent releases line, and subsequent recordings contained audio up to agent finishes work.
- The held interval is included in the recording and contained audio from the agent.
- After the agent handles a call that was established prior to a link disruption (i.e., disconnecting the Ethernet connection from the server) and ended post link recovery, subsequent calls for the agent no longer get associated with the agent until the agent logs out and back into Proactive Contact Agent. The unassociated recordings are shown in Qfiniti Desktop under the Unknown Agent Recording Files.

## 2.3. Support

Technical support on Qfiniti Observe can be obtained through the following:

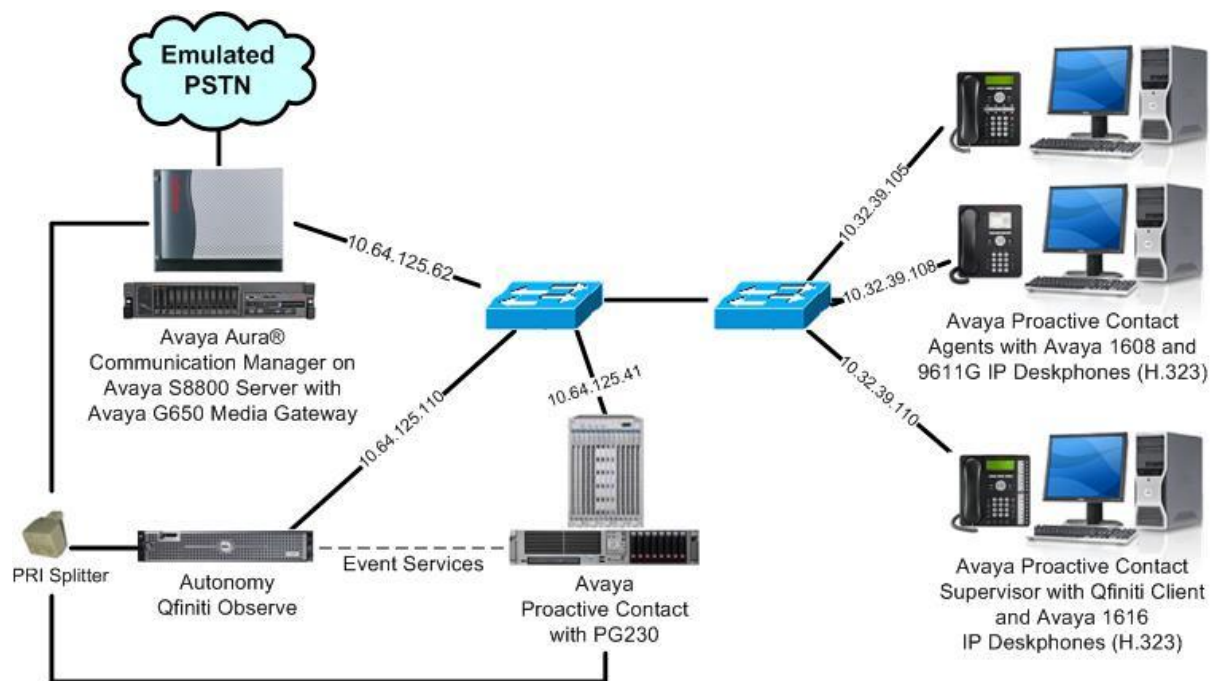
- **Phone:** (800) 346-4436, (214) 981-1979
- **Email:** [autonomy@autonomy.com](mailto:autonomy@autonomy.com)
- **Web:** <https://customers.autonomy.com>

### 3. Reference Configuration

As shown in the test configuration below, the Qfiniti System Configuration and Qfiniti Desktop applications were running on the supervisor PC, used for configuration of Qfiniti Observe and for verification of proper logging and playback of calls.

There is a physical trunk between Proactive Contact and Communication Manager in the PG230 deployment option used by Proactive Contact for agent headset connections. In the compliance testing, the RTP streams for the Proactive Contact agents were captured using a PRI splitter that replicated all audio over the agent headset trunks to Qfiniti Observe. The station extensions for the two agents used in the compliance testing were “65001” and “65002”.

The detailed administration of basic connectivity between Communication Manager and Proactive Contact is not the focus of these Application Notes and will not be described.



### Figure 1: Compliance Testing Configuration

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8800 Server	6.2 SP3 (R016x.02.0.823.0-20001)
Avaya G650 Media Gateway <ul style="list-style-type: none"><li>• TN464HP DS1 Interface</li><li>• TN799DP C-LAN Circuit Pack</li><li>• TN2302AP IP Media Processor</li></ul>	HW02 FW025 HW01 FW040 HW12 FW121
Avaya Proactive Contact	5.0.1
Avaya 1600 Series IP Deskphones (H.323)	1.302S
Avaya 9611G IP Deskphone (H.323)	6.2209
Autonomy Qfiniti Observe on Microsoft Windows Server 2008 R2 Enterprise <ul style="list-style-type: none"><li>• Ai-Logix SmartWORKS DP6409 PCI</li><li>• Avaya Event Service SDK</li></ul>	3.5.2305.5 SP1 5.6.0.817 5.0.1
Autonomy Qfiniti Client on Microsoft Windows XP Professional <ul style="list-style-type: none"><li>• Qfiniti System Configuration</li><li>• Qfiniti Desktop</li></ul>	3.5.2305.5 2002 SP3

## 5. Configure Avaya Aura® Communication Manager

This section provides the procedures for obtaining the relevant DS1 configuration from Communication Manager.

Log in to the System Access Terminal (SAT) and issue the “display ds1 n” command, where “n” is the slot number of the DS1 circuit pack used for agent headset connections with Proactive Contact, in this case “1a05”. Make a note of the **Line Coding**, **Framing Mode**, and **Signaling Mode** field values, which will be used later to configure Qfiniti Observe.

```
display ds1 1a05

                                DS1 CIRCUIT PACK

      Location: 01A05                      Name: Hard 1-21
      Bit Rate: 1.544                      Line Coding: ami-basic
Line Compensation: 1                      Framing Mode: d4
      Signaling Mode: robbed-bit

Interface Companding: mulaw
      Idle Code: 11111111

Slip Detection? n                      Near-end CSU Type: other
```

## 6. Configure Avaya Proactive Contact

This section provides the procedures for configuring Proactive Contact. The procedures include the following areas:

- Obtain host name
- Obtain dialer ID
- Obtain headset ports

### 6.1. Obtain Host Name

Log into the Linux shell of the Proactive Contact server. Use the “`uname -a`” command to obtain the host name, which will be used later for configuring Qfiniti Observe.

In the compliance testing, the host name of the Proactive Contact server is “lzpds4b”, as shown below.

```
$ uname -a
Linux lzpds4b 2.6.18-238.1.1.el5PAE #1 SMP Tue Jan 4 13:53:16 EST 2011 i686 athlon
i386 GNU/Linux
LZPDS4B(admin)@/opt/avaya/pds [1001]
$
```

### 6.2. Obtain Dialer ID

Navigate to the `/opt/avaya/pds/etc` directory, and open the **master.cfg** file.

Locate and make a note of the **DIALERID** parameter value, in this case “1”, which will be used later to configure Qfiniti Observe.

```
DBSERVERIP:10.64.125.41
DDSTAPE:/dev/st0
DEBUGDIR:$ROOTDIR/debug
DEFAULT:vt100
DELETEDSTGDIR:$VOICEDIR/staging/deleted
DIALERID:1
DIAL_POUND:#
DIAL_STAR:*
DISABLE_EDIT_AUTOEND:NO
DISP_MBOX_NUM:1
DNCDIR:$VOICEDIR/dnc
DONOTCALL:YES
DUPE_SKIP_LOCK_TIME:0
ENCODING_XML:UTF-8
```

### 6.3. Obtain Headset Ports

Navigate to the `//opt/avaya/pds/config` directory, and open the `dgswitch.cfg` file.

Make a note of the sequential port numbers under the **Headset Ports** section, which will be used later to configure Qfiniti Observe. In the compliance testing, the headset ports are **264-271**, as shown below.

```
#Headset Ports
H:1:264:0::#H:15:1:1-1-21-1-1
H:2:265:0::#H:15:1:1-1-21-1-2
H:3:266:0::#H:15:1:1-1-21-1-3
H:4:267:0::#H:15:1:1-1-21-1-4
H:5:268:0::#H:15:1:1-1-21-1-5
H:6:269:0::#H:15:1:1-1-21-1-6
H:7:270:0::#H:15:1:1-1-21-1-7
H:8:271:0::#H:15:1:1-1-21-1-8
#Outbound Ports
N:1:272:0::#O:10:1:1-1-21-1-9
N:2:273:0::#O:10:1:1-1-21-1-10
N:3:274:0::#O:10:1:1-1-21-1-11
N:4:275:0::#O:10:1:1-1-21-1-12
N:5:276:0::#O:10:1:1-1-21-1-13
N:6:277:0::#O:10:1:1-1-21-1-14
N:7:278:0::#O:10:1:1-1-21-1-15
N:8:279:0::#O:10:1:1-1-21-1-16
#Inbound Ports
N:9:280:0::#I:11:1:1-1-21-1-17
N:10:281:0::#I:11:1:1-1-21-1-18
N:11:282:0::#I:11:1:1-1-21-1-19
N:12:283:0::#I:11:1:1-1-21-1-20
```



## 7. Configure Autonomy Qfiniti Observe

This section provides the procedures for configuring Qfiniti Observe. The procedures include the following areas:

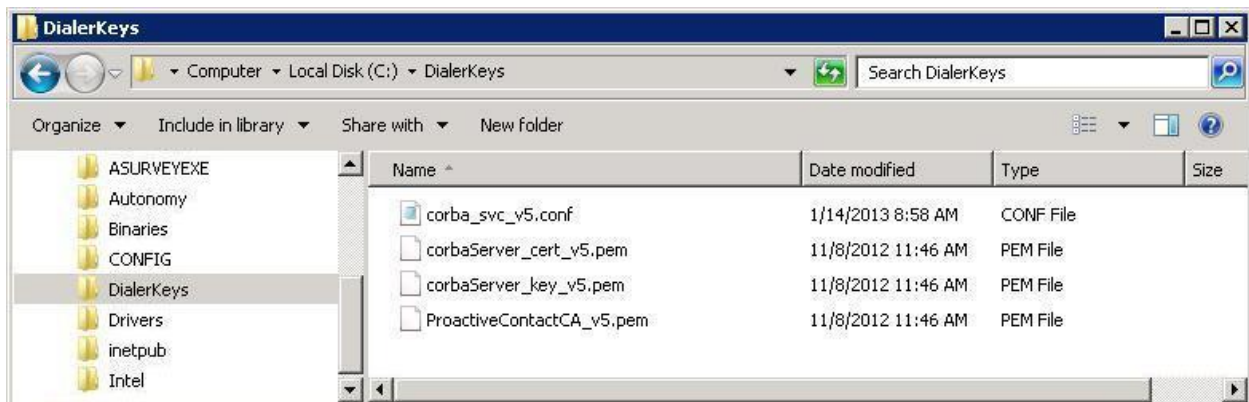
- Administer dialer files
- Administer SmartWORKS
- Launch System Configuration
- Administer switch
- Administer CTI server
- Administer CTI server data
- Administer board configuration
- Administer general
- Administer phone interface
- Administer logging data
- Administer VRM
- Administer line data
- Enable use
- Launch Qfiniti Desktop
- Administer agents

The configuration of Qfiniti Observe is performed by Autonomy field service engineers. The procedural steps are presented in these Application Notes for informational purposes.

### 7.1. Administer Dialer Files

From the Qfiniti Observe server, create a folder under the **C:** directory with desired name, in this case **DialerKeys**. Note that Qfiniti requires the full path to not contain any spaces.

Copy the four files shown in the screenshot below from the **C:\Program Files (x86)\Qfiniti\bin** folder to the newly created folder. Make a note of the complete path of the copied **corba\_svc\_v5.conf** file, which will be used later to configure the CTI server data.



## 7.2. Administer SmartWORKS

From the Qfiniti Observe server, select **Start → Control Panel**, and click on the **SmartControl** icon (not shown below). The **AudioCodes USA Inc SmartWORKS** screen is displayed. Enter the following values for the specified fields associated with the relevant trunk, and retain the default values for the remaining fields. In the compliance testing, trunk **0** was used.

- **Framing:** Select “SF(D4)” to match the framing from **Section 5**.
- **Line Coding:** Select “AMI” to match the line encoding from **Section 5**.
- **Signaling Protocol:** Select “NONE” to match robbed-bit signaling mode from **Section 5**.

Follow [3] to reset the SmartWORKS card.

**AudioCodes USA Inc SmartWORKS**

System | **Board** | CPM | Parameters | Digital Network

Board: Board 0, SmartTAP DP6409 Dual T1

T1/E1 Option: ☒ T1 ☐ E1

**Trunk Settings**

Trunk	Framing	Line Coding	LBO	ZCS
0	SF(D4)	AMI		
1	ESF	B8ZS		

**Protocol Settings**

Trunk	Signaling Protocol	Variant	
0	NONE		Advanced
1	NFAS		Advanced

**NFAS Settings**

Trunk	NFAS Index	Trunk Index	Trunk Type
0			
1	1	1	NONE

Apply OK Cancel

### 7.3. Launch System Configuration

From a PC running the Qfiniti Client application, double-click on the **System Configuration** icon shown below, which was created as part of installation.



The **Qfiniti System Configuration** screen below is displayed. Log in using the administrator credentials.

A screenshot of the Qfiniti System Configuration application window. The title bar reads "Qfiniti System Configuration - 3.5.2305". On the left is a large blue magnifying glass icon. To its right are two text input fields: "Login ID" and "Password". At the bottom right are two buttons: "Login" and "Close".

Qfiniti System Configuration - 3.5.2305

Login ID

Password

Login Close

## 7.4. Administer Switch

The **Qfiniti - System Configuration** screen is displayed. Select the **Cross System Equipment** tab in the right pane.

Expand the **Switch** sub-section, and click the **New Switch** icon. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **Switch Model:** “Avaya S8700”
- **Observe Mode:** “By Extension”
- **Interface Type:** “Ai-Logix Media Boards”

The screenshot shows the 'System Configuration' window with the 'Qfiniti - System Configuration' title bar. The 'System' tab is selected on the left. The 'Cross System Equipment' tab is active in the main pane. Under the 'Switch' sub-section, a table with columns 'Name' and 'Type' is visible. To the right of the table, a form contains the following fields: 'Name' (text input), 'Switch Model' (dropdown menu), 'Vendor' (text input), 'Post Release Delay' (text input), 'Observe Mode' (dropdown menu), 'Observe String' (text input), 'Interface Type' (dropdown menu), and 'Use CTI Source for Alias' (checkbox). The 'New Switch' icon, represented by a plus sign in a circle, is circled in red. Below the form is a 'Switch Data' section with a downward arrow.

## 7.5. Administer CTI Server

Expand the **CTI Server** sub-section, and click the **New Server** icon. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **Type:** “Avaya Dialer”
- **Available Switch:** Select the switch name from **Section 7.4**.

The screenshot shows the 'System Configuration' window for 'Qfiniti - System Configuration'. The 'System' tab is selected. On the left, there is a 'Systems' list. The main area has two tabs: 'General' and 'Cross System Equipment'. The 'Cross System Equipment' tab is active. A 'Save' button is at the top. Below it, there are expandable sections for 'Switch', 'Switch Data', 'CTI Server', and 'CTI Server Data'. The 'CTI Server' section is expanded, showing a table with columns 'Name' and 'Type'. To the right of the table, there are input fields for 'Name' (containing 'ProactiveContact'), 'Type' (a dropdown menu showing 'Avaya Dialer'), and 'Available Switch' (a dropdown menu showing 'CM8800'). A red circle highlights a 'New Server' icon (a small square with a plus sign) located to the right of the 'Name' input field.

## 7.6. Administer CTI Server Data

Expand **CTI Server Data**, and select the CTI server name from **Section 7.5**. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **User Name:** Credential of the Proactive Contact Event Service client.
- **Password:** Credential of the Proactive Contact Event Service client.
- **NameServe Value 1:** “NameService=corbaloc:ssliop:**lzpds4b**:23201/NameService”, where **lzpds4b** is the Proactive Contact hostname from **Section 6.1**.
- **NameServe Flag 2:** “-ORBSvcConf”
- **NameServe Value 2:** Complete path of the corba\_svc\_v5.conf file from **Section 7.1**.
- **NameServe Value 3:** “10”
- **NameServe Value 4:** “C:\DialerKeys\corbalog.log”, where “C:\DialerKeys” is the directory path from **Section 7.1**.
- **ES P2:** The host name of Proactive Contact from **Section 6.1**.
- **UUData script name:** “dialer-script.ini”
- **PBX Extensions:** Enter the agent station extensions from **Section 3**.
- **Dialer Version:** Select “PACv5X” for version 5.
- **Qfiniti Alias:** “Agent Name”

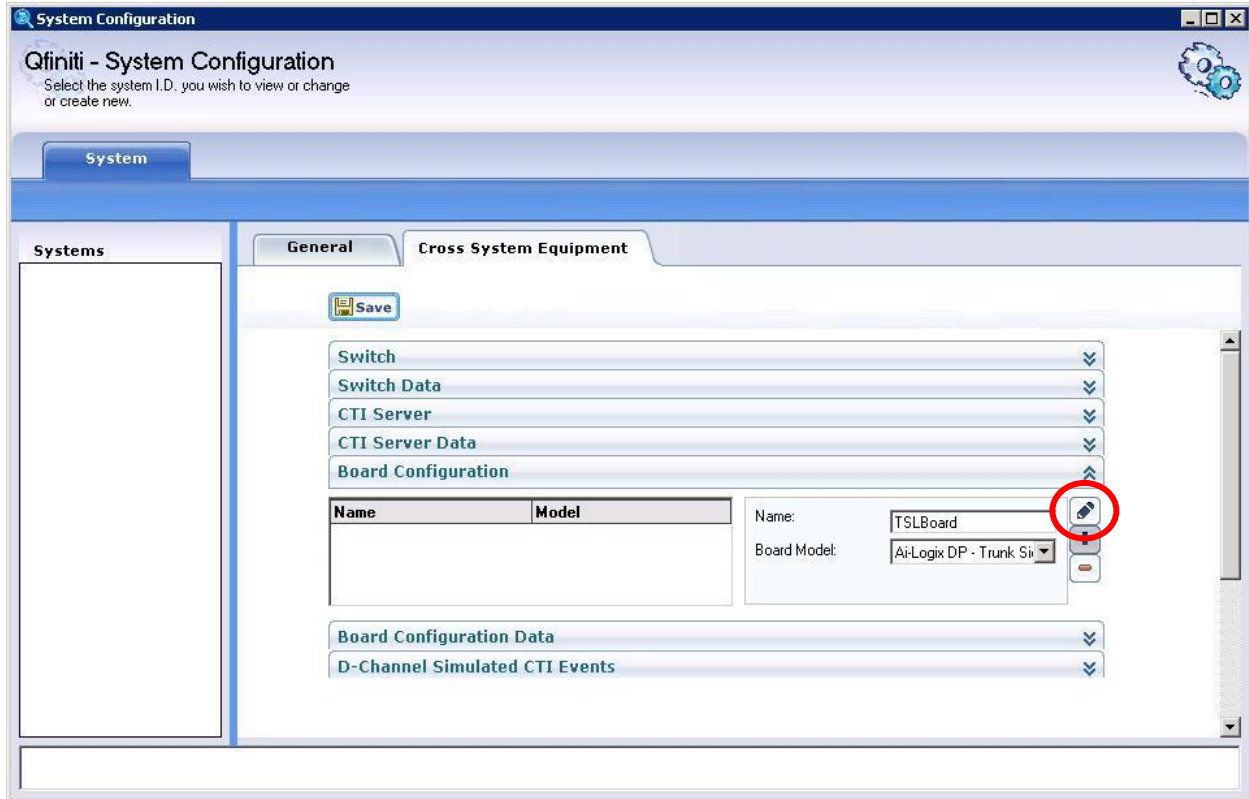
The screenshot shows the DevConnect System configuration window. The 'System' tab is selected, and the 'CTI Server Data' sub-tab is active. The 'Available CTI Servers' list contains 'ProactiveContact'. The configuration fields are as follows:

User Name	client1	Event Service P1	dialers
Password	xxxxxxxxxx	ES P2. <DialerHostName>	lzpds4b
NameServe Flag 1	-ORBInitRef	Event Service P3	eventserver
NameServe Value 1	NameService=corb	Event Service P4	v2_0
NameServe Flag 2	-ORBSvcConf	ES P5 (optional)	
NameServe Value 2	C:\DialerKeys\corb	ES P6 (optional)	
NameServe Flag 3	-ORBDebugLevel	UUData script name	dialer-script.ini
NameServe Value 3	10	PBX Extensions	65001 65002
NameServe Flag 4	-ORBLogFile		
NameServe Value 4	C:\DialerKeys\corb	Dialer Version	PACv5X
NameServe Flag 5		Qfiniti Alias	Agent Name
NameServe Value 5			
Event Service P0	PDS		

## 7.7. Administer Board Configuration

Expand the **Board Configuration** sub-section, and click the **New Board** icon. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **Board Model:** “Ai-Logix DP – Trunk Side Tap”



## 7.8. Administer General

Select the **General** tab, and expand the **General** sub-section. Click **New** to add a new system. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **Switch:** Select the switch name from **Section 7.4**.
- **System Type:** Check **Voice Recording - Logging**.

Follow [3] to configure the **Machines**, **Components**, and **Component Data** sub-sections.

The screenshot shows the 'System Configuration' window for 'Qfiniti - System Configuration'. The 'System' tab is selected, and the 'General' sub-section is expanded. The 'New' button is circled in red. The 'General' sub-section contains the following fields:

- Name:** DevConnect
- Switch:** CM8800
- System Type:** ☒ Voice Recording - Logging, ☐ Voice Recording - QA, ☐ Screen Recording, ☐ Remote Screen Site, ☐ Explore System
- Hub Selection:** (Empty text box)
- Description:** (Empty text box)
- Available for Use:** ☐ ?
- Qfiniti Service:** ☒ (Play button icon)
- Scheduled System Restart:** ☐
- Schedule on:** 2/13/2013, 10:31:20 AM

Below the 'General' sub-section, there is a list of expandable sections: Machines, Components, Component Data, Phone Interface, Logging Data, VRM, and Line Data.



## 7.9. Administer Phone Interface

Expand the **Phone Interface** sub-section. Select the applicable **Machine** name, in this case **CERTIFITRON1**. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Machine Type:** “Logger”
- **Total Lines:** Enter the maximum number of voice channels, in this case “23”.

The screenshot displays the 'System Configuration' window for 'Qfiniti - System Configuration'. The interface includes a 'System' tab and a 'DevConnect' section. On the left, a 'Systems' list is empty. The main area is divided into 'General' and 'Cross System Equipment' tabs. The 'Cross System Equipment' tab is active, showing a table of machines. The table has two columns: 'Machine' and 'Machine Type'. The first row shows 'CERTIFITRON1' under 'Machine'. To the right of the table, there are configuration fields for the selected machine: 'Machine Type' (set to 'Logger'), 'Phone Interface Type' (empty), and 'Total Lines' (set to '23'). There are also buttons for 'New', 'Save', and 'Delete'. At the bottom, there are expandable sections for 'Logging Data', 'VRM', and 'Line Data'.

Machine	Machine Type
CERTIFITRON1	

Machine Type:

Phone Interface Type:

Total Lines:

## 7.10. Administer Logging Data

Expand the **Logging Data** sub-section. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **COS Name:** A desired name.
- **Phone:** “Trunk Side EandM Immediate Wink”
- **Record on lights:** “0,1”

The screenshot displays the 'System Configuration' window for 'Qfiniti - System Configuration'. The interface includes a sidebar with 'Systems' and a main area with tabs for 'General' and 'Cross System Equipment'. The 'Logging Data' section is expanded, showing a list of configuration items: General, Machines, Components, Component Data, Phone Interface, and Logging Data. Below this list, there is a 'Phone Class of Service' table with columns 'Name' and 'Phone'. To the right of the table, there are input fields for 'COS Name' (set to 'COS1'), 'Phone' (set to 'Trunk Side EandM Immediate'), 'Record on lights' (set to '0,1'), and 'Board Configuration' (set to 'TSLBoard').

Name	Phone

COS Name:

Phone:

Record on lights:

Board Configuration:

## 7.11. Administer VRM

Expand the **VRM** sub-section. Select the applicable **Machine** name, in this case **CERTIFITRON1**. Enter the following values for the specified fields.

- **VRM Name:** A desired name.
- **Default Class of Service:** The COS name from **Section 7.10**.
- **VRM Type:** “Logging”
- **Interface Type:** “Trunk Side”
- **Line From:** The voice channels range, in this case “1” to “23”.
- **Default Board Config:** “TSLBoard”

The screenshot shows the 'System Configuration' window for 'Qfiniti - System Configuration'. The left sidebar has a 'Systems' section. The main area is titled 'DevConnect' and has two tabs: 'General' and 'Cross System Equipment'. The 'Cross System Equipment' tab is active, showing a list of configuration sections: General, Machines, Components, Component Data, Phone Interface, Logging Data, and VRM. The 'VRM' section is expanded, showing a list of machines with 'CERTIFITRON1' selected. Below the machine list, the configuration fields are as follows:

VRM Name:	Logger1	VRM Type:	Logging
Mirror from VRM:		Interface Type:	Trunk Side
Use Range:	<input type="checkbox"/> (1-5,6-100,...)	Line From:	1
		Line To:	23
Default Class of Service:	COS1	Default Board Config.:	TSLBoard

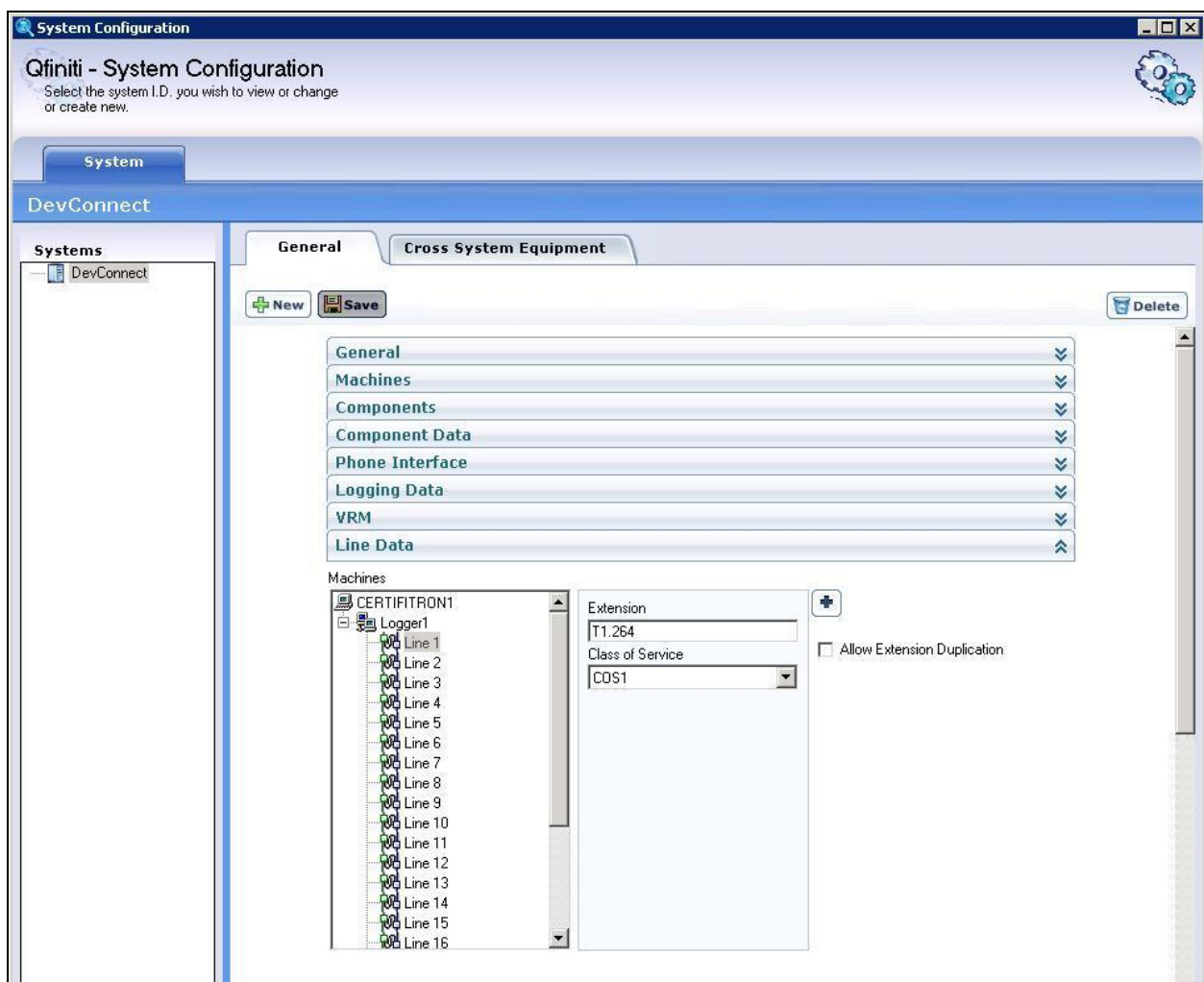
At the bottom, there is a 'Line Data' section with a right-pointing arrow.

## 7.12. Administer Line Data

Expand the **Line Data** sub-section. Select the applicable **Machine** name, in this case **CERTIFITRON1**. Expand the VRM name from **Section 7.11** to display all lines.

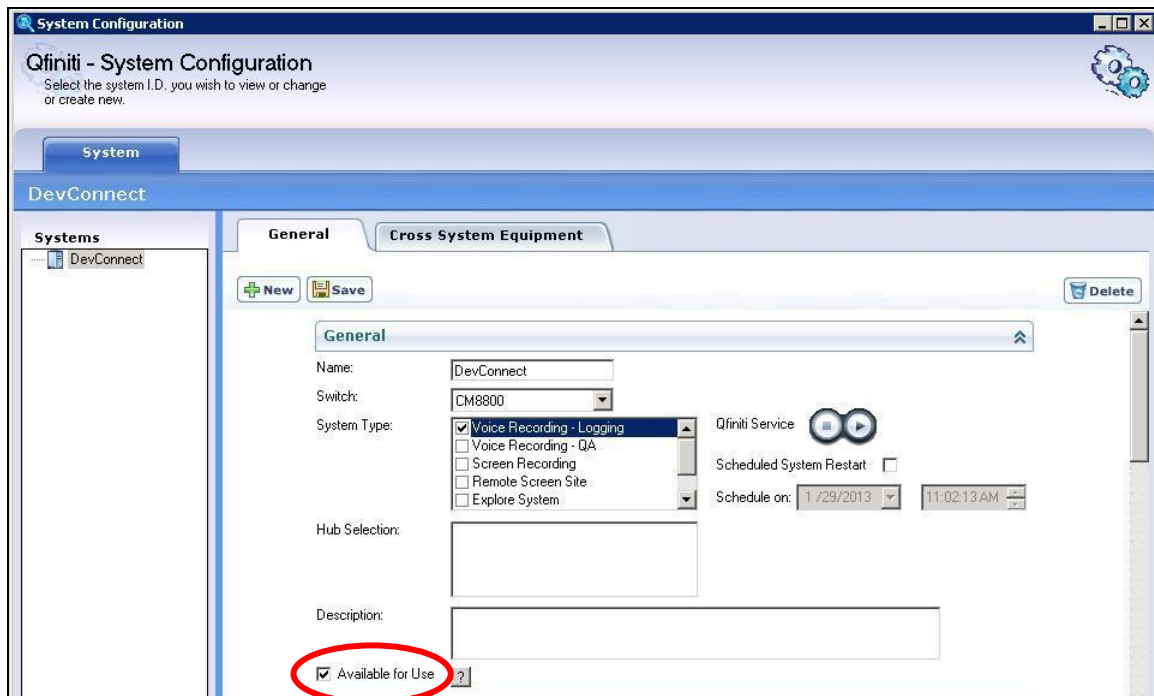
Select the first line. For **Extension**, enter the value “Tx.y”, where “x” is the dialer ID from **Section 6.2**, and “y” is the first headset port from **Section 6.3**. For **Class of Service**, select the COS name from **Section 7.10**.

Repeat this section to administer all channels, using consecutive headset port numbers from **Section 7.10**. Note that Qfiniti Observe requires all channels to be configured, even if not used for headset ports by Proactive Contact.



### 7.13. Enable Use

Scroll the right pane up to the **General** sub-section. Check **Available for Use**, as shown below.



### 7.14. Launch Qfiniti Desktop

From a PC running Qfiniti Client, double-click on the **Qfiniti Desktop** icon shown below, which was created as part of installation.



The **Qfiniti Desktop** screen below is displayed. Log in using the administrator credentials.



## 7.15. Administer Agents

The **Qfiniti Desktop** screen is displayed. Select **Teams** from the top menu. The **Organization** tab is displayed. Select the **Detail** tab in the right pane, followed by **New** to add an agent. Enter the following values for the specified fields, and retain the default values for the remaining fields.

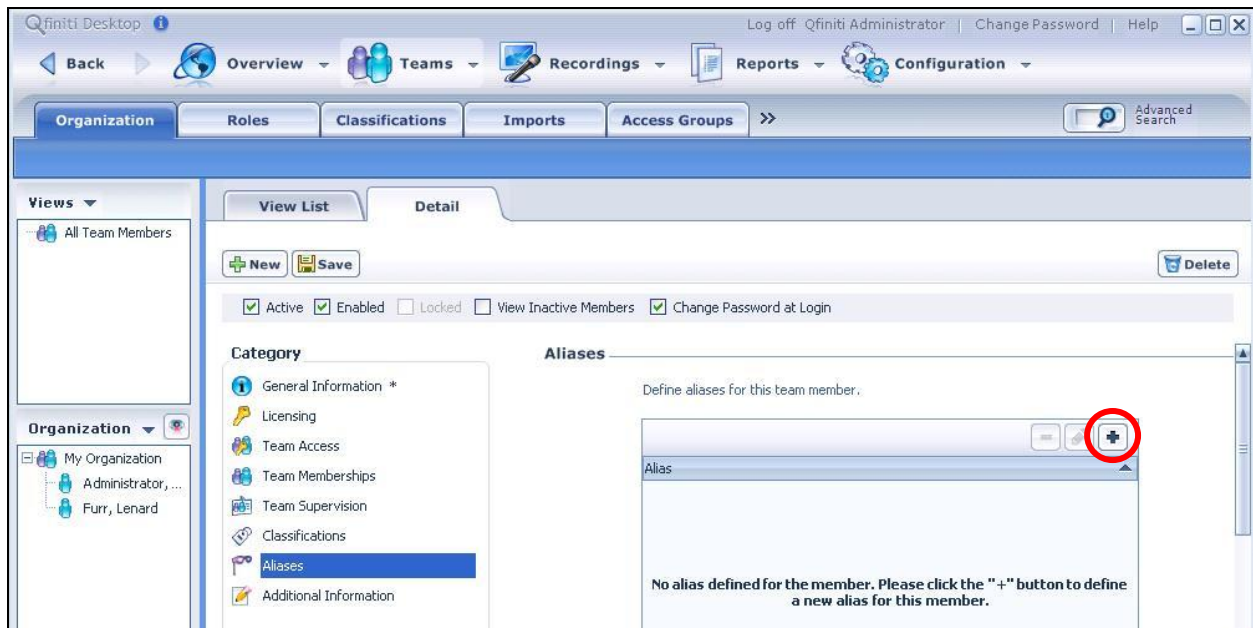
- **First Name:** A desired first name for the first agent from **Section 3**.
- **Last Name:** A desired last name for the first agent from **Section 3**.
- **Role:** Select a desired role.
- **Login Type:** “Qfiniti”
- **Login ID:** A desired login credential for Qfiniti.
- **Password:** A desired login credential for Qfiniti.
- **Confirm Password:** The same login credential for Qfiniti.

The screenshot shows the Qfiniti Desktop application interface. The top navigation bar includes 'Back', 'Overview', 'Teams', 'Recordings', 'Reports', and 'Configuration'. The 'Teams' menu is selected, and the 'Organization' tab is active. The 'Detail' view is selected, and the 'New' button is circled in red. The 'General Information' section contains the following fields:

- Id:** Not Saved
- \* First Name:** Agent1
- Middle Name:**
- \* Last Name:** Qfiniti
- Email Address:**
- \* Role:** Administrators (with a 'New Role' button)
- \* Login Type:** Qfiniti
- \* Login ID:** agent1
- \* Password:** \*\*\*\*\*
- \* Confirm Password:** \*\*\*\*\*

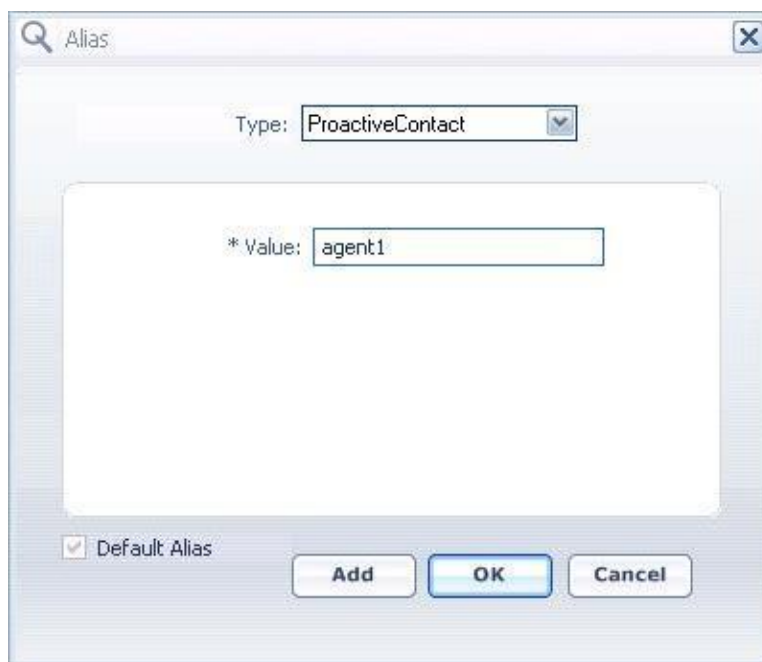
The bottom of the screen shows a 'Name Date Time' header and a list of records.

Follow [3] to configure the subsequent steps for the new agent (not shown). Upon reaching the **Aliases** step, click the **Add** icon to create an alias.



The **Alias** screen is displayed. For **Type**, select the CTI server name from **Section 7.5**. For **Value**, enter the agent ID the first agent in **Section 3** uses to log into Proactive Contact Agent, in this case “agent1”.

Repeat this section to add all agents from **Section 3**. In the compliance testing, two agents with alias values “agent1” and “agent2” were configured.





## 8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Proactive Contact and Qfiniti Observe.

### 8.1. Verify Avaya Proactive Contact

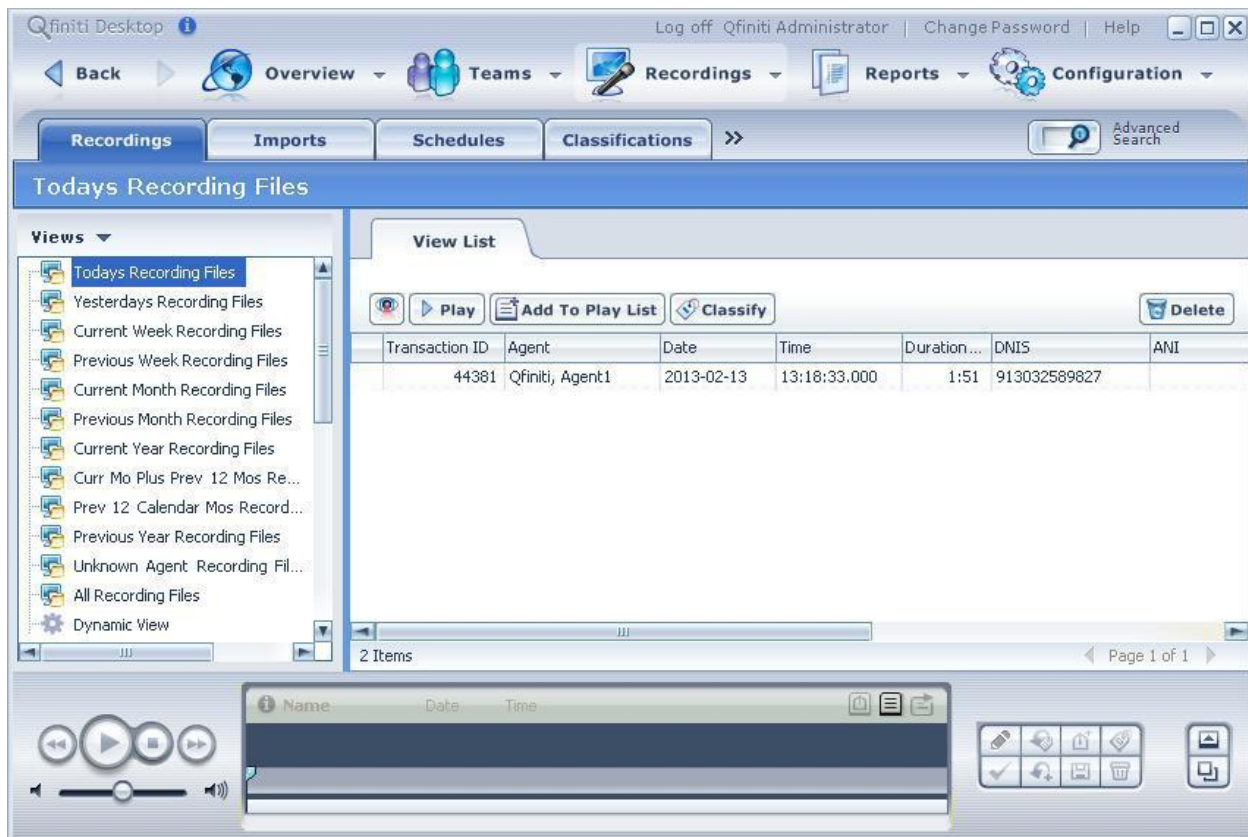
Log in to the Linux shell of the Proactive Contact server, and issue the “netstat | grep ensERVER” command. Verify that there is an entry showing an **ESTABLISHED** connection with Qfiniti Observe, as shown below.

tcp	0	0	lzpds4b:enserver_ssl	10.64.125.110:49679	ESTABLISHED
tcp	0	0	lzpds4b:enserver_ssl	lzpds4b:39139	ESTABLISHED

### 8.2. Verify Qfiniti Observe

Start a job on Proactive Contact, and log an agent in to handle and complete an outbound call. Follow the procedural steps in **Section 7.14** to launch the Qfiniti Desktop application, and log in using the appropriate user credentials.

The **Qfiniti Desktop** screen is displayed. Select **Recordings** from the top menu, to display the **Recordings** tab. Select **Todays Recording Files** from the left pane. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.





Double click on the entry, and verify that the recording can be played back.

The screenshot shows the Qfiniti Desktop application interface. The top navigation bar includes links for Back, Overview, Teams, Recordings, Reports, and Configuration. The Recordings section is active, showing a list of recording files. The 'Today's Recording Files' view is selected, displaying a table with columns: Transaction ID, Agent, Date, Time, Duration, DNIS, and ANI. The first entry is highlighted: Transaction ID 44381, Agent Qfiniti, Agent1, Date 2013-02-13, Time 13:18:33.000, Duration 1:51, DNIS 913032589627. The interface also includes a sidebar with various recording file views, a playback control bar at the bottom, and a status bar showing 'Agent1 Qfiniti 2/13/2013 1:18 PM' and '00:00:14 | 00:01:51'.

Transaction ID	Agent	Date	Time	Duration	DNIS	ANI
44381	Qfiniti, Agent1	2013-02-13	13:18:33.000	1:51	913032589627	

## 9. Conclusion

These Application Notes describe the configuration steps required for Autonomy Qfiniti Observe to successfully interoperate with Avaya Proactive Contact 5.0.1 with PG230. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

## 10. Additional References

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

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 7.0, Release 6.2, July 2012, available at <http://support.avaya.com>.
2. *Administering Avaya Proactive Contact*, Release 5.0, April 2012, available at <http://support.avaya.com>.
3. *Integration Guide for Avaya PCv5 & Qfiniti 3.5 sp2 u5 "Headset" Tieline Logger*, Revision D, February 2013, Autonomy internal only.
4. *Autonomy Qfiniti User Guide*, Version 3.5 SP2, December 2012, available to existing customers at <https://customers.autonomy.com>.

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