

Avaya Solution & Interoperability Test Lab

Application Notes for Avaya NES Contact Center R7.0 and Avaya Communication Server 1000E R6 with NICE Systems NICE Perform® R3.2 using Passive Recording over IP - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to enable NICE Systems NICE Perform® R3.2 to successfully interoperate with Avaya NES Contact Centre 7.0 using the Computer Telephony Interface. NICE Perform® R3.2 provides the ability to record voice calls in an Avaya NES Contact Centre 7.0. It is an integrated digital voice recording system.

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 a compliance-tested configuration of the interoperability between NICE Perform® R3.2, Avaya NES Contact Centre 7.0 and Avaya Communication Server 1000E R6.0 for Passive recording using Port Mirroring. NICE Perform® R3.2 is a recording solution that enables recording of voice calls in an Avaya contact centre environment. NICE Perform® R3.2 has been verified to integrate with Avaya Communication Server 1000E R6.0 and Avaya NES Contact Centre 7.0. NICE Perform® R3.2 is a Web based application that works with .NET framework and is used to retrieve recorded telephone conversations from a calls database. The NICE Applications® Suite contains tools for audio retrieval, system control and system status monitoring. NICE Perform® R3.2 can support many methods of recording including distributed, passive and active recording. This solution validated the functionality of Passive Recording using Port Mirroring. Passive VoIP recording requires the use of mirroring ("SPAN") sessions.

2. General Test Approach and Test Results

Communication Server 1000E R6.0 (CS1000E), NES Contact Centre 7.0 (CC7) and NICE Perform® 3.2 (NICE Perform) were successfully tested in Avaya Lab. Test cases were executed jointly by an Avaya and a NICE Systems representative and all results were discussed and agreed following execution. The majority of the test cases were manual test cases with some low level traffic testing also carried out.

Note 1: Test scope - Passive VoIP Recording with Port Mirroring.

Note 2: Where appropriate to do so the test cases were performed for DN and for ACD calls.

2.1. Interoperability Compliance testing

The following voice call scenarios were tested:

- Internal / external Calls
- Inbound / outbound calls
- Blind and supervised transfers
- Various conference calls
- Trunk calls, inbound and outbound
- Incomplete calls / abandoned calls
- Call Pickup
- Call Park
- Virtual Login

Serviceability tests were performed by disconnecting the Nice Systems from the network and reconnecting to ensure that the overall call recording and contact centre solution would resume normal service completely and successfully following a Network failure.

2.2. Test Results

All tests that were executed passed successfully. In addition, an overnight traffic test was completed for a small number of callers and agents to observe correct behavior and functionality.

Note 1: All tests were done using Avaya 1100 series VOIP DeskphonesNote 2: VOIP set Avaya 1230 IP Deskphone is not supported by NICE Perform 3.2Note 3: All test cases that were executed were checked for ACD calls as well as DN calls.

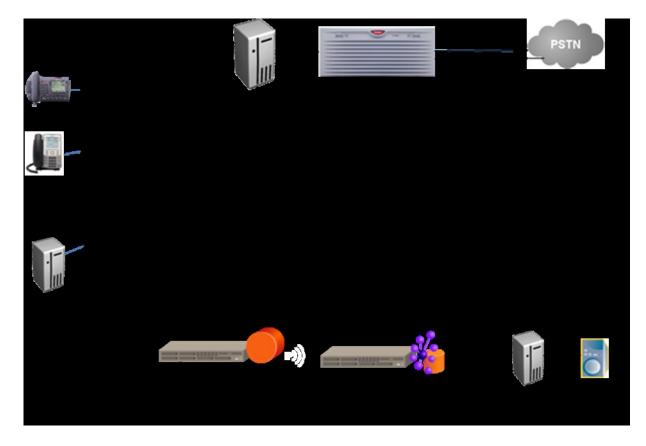
2.3. Support

Technical support for the Avaya products can be obtained from Avaya. See the support link at <u>support.avaya.com</u> for contact information.

Technical support for the NICE Systems products can be obtained from NICE Systems. See the support link at <u>www.nice.com</u> for contact information.

3. Reference Configuration

Figure 1 shows the setup of NICE Perform and Contact Centre 7.0 Compliance testing. **Passive VoIP Recording** using the **Avaya Communication Server 1000 R6.0**. The NICE Systems Logger is connected to the port mirroring in the LAN switch.



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Figure 1: Passive VoIP Recording - Port Mirroring

4. Equipment and Software Validated

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

Equipment	Software
Avaya Communication Server 1000E	Avaya Communication Server 1000E R6.0
	DepList 1 with patches listed in the Appendix
Avaya CallPilotServer	Avaya CallPilot 5.00.41
	With the following software patches:
	CP50041SU06S
	CP500S06G10S
	CP500S06G11S
	CP500S06G12S
	CP500S06G13C
Avaya NES Contact Centre Server	Avaya Contact Centre Manager Server R7.0 with patch
	SUS0201
	Avaya Contact Centre Manager Administration R7.0
	with patch SUS0201
	Avaya License Manager with patch SUS0201
	Avaya Communication Control Toolkit R7.0 with patch
	SUS0201
Avaya 1140E series VOIP	UNIStim 5.0 (Firmware Version = 0625C8A).
Deskphones	
NICE Application Centre and NICE	NICE Interaction Server Software 9.15.7.17 is a
Call Logging System	component of the NICE Perform 3.2 software
Passive Logger (software based)	Passive Logger is a component of the NICE Perform
	R3.2 software

5. Configure Avaya Communication Server 1000E

In order to proceed with call recording on the CS1000E the following steps must be carried out.

- Enable call recording on the CS1000E
- Enable call recording for each Avaya Deskphone

5.1. Enable Call Recording Avaya Communication Server 1000E

Using a suitable terminal emulation program such as Putty, login to the CS1000E Overlays can be accessed by typing **LD** followed by the relevant overlay number (e.g. **LD 17**). LD 17 provides the Enhanced Unsolicited Status Message (USM) IE enable (IPIE) prompt. The IPIE prompt enables or disables IP Call Recording on a system-wide basis. The functionality is disabled by default. When enabled, a modified Application Module Link (AML) message that identifies the IP endpoint is sent for each call. The IPIE prompt is in LD 17 under system parameters (PARM).

IP Call Recording - Prompt Response Description

Prompt Response Description	
> LD 17 Enter Overlay 17	
REQ CHG Change	
TYPEPARMSystem Parameters	
CUST 0 Customer Number as defined in LD15	
IPIEYESUSM IE enable	

5.2. Enable Call Recording for each Avaya Deskphone

Using a suitable terminal emulation program such as Putty, login to the CS1000E. Overlays can be accessed by typing LD followed by the relevant overlay number (e.g. LD 11). Digital and VOIP Deskphones are configured in Overlay 11 on the CS1000E. Ensure the following prompts are responded to correctly.

LD 11		
Prompt	Response	Description
>	LD 17	Enter Overlay 17
REQ	CHG	Change
ТҮРЕ	11xx	Avaya 1100 Series type
CLS	ICRA	Call Recording Allowed
AST	хх уу	Keys xx and yy
IAPG	1	Allow Sending CTI Messages

6. Configure Avaya Contact Centre Manager Server and Avaya Communications Control Toolkit

6.1. Import Switch Information into Avaya CCT and Map the Resources

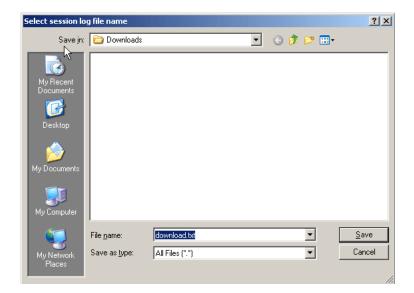
The following configuration changes should be completed with all CCT services shutdown with exception of the NCCT Data Access Layer service. Follow the instructions below: Log on to the Communication Control Toolkit server. Click **Start** \rightarrow **Administrative Tools** \rightarrow **Services**. Stop the **NCCT SMON** service to stop all of the services on the Communication Control Toolkit server. Start the **NCCT Data Access Layer** service. Create a switch configuration text file to capture the CS1000E data required to configure the Communication Control Toolkit. To do this use a terminal emulation software such as 'Putty' to open a connection to the CS1000E switch. When the connection is open and the login performed please follow the following instructions.

Rutty Configuration	×
Category: Session Logging Terminal Keyboard Bell Features Window Appearance Behaviour Translation Selection Colours Connection Data Proxy Telnet Rlogin SSH Serial	Basic options for your PuTTY session Specify the destination you want to connect to Host Name (or IP address) Port 22 Connection type: • Baw I elnet Rogin SSH Saved Sessions Default Settings Load Save Default Settings Cores1 Save Delete Close window on exit: Always Never
About	<u>O</u> pen <u>C</u> ancel

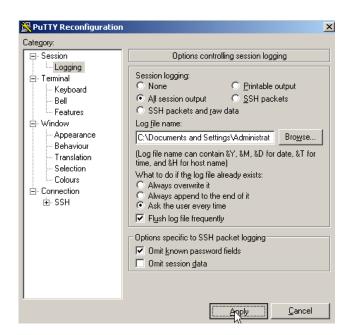
Create a **new text file** called **download.txt** and **direct** the download data to this file. Click on **Session** \rightarrow **Logging** as shown. Select **All session output** radio button in the **Session logging** section. Accept all other default values. Click on **Browse**.

PuTTY Reconfiguration	<u>.</u>
Category:	
Category: Session Logging Terminal Keyboard Bell Features Window Appearance Behaviour Translation Selection Colours Connection SSH	Options controlling session logging Session logging: None Printable output All session output SSH packets SSH packets and faw data Log file name: C:\Documents and Settings\Administrat Iteration and Settings\Administrat Iteration and Settings\Administrat What to do if the log file already exists: Always overwrite it Always overwrite it Always append to the end of it Ask the user every time Flysh log file frequently Options specific to SSH packet logging Omit known password fields Omit session data
	<u>Apply</u>

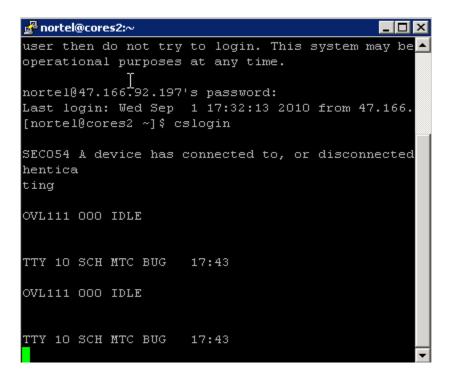
Type the name of the download file and click Save.



Click Apply.



The terminal session window appears.



TR; Reviewed; SPOC 8/23/2011 The following information in Overlay 20 and Overlay 23 is required to capture for inputting into the CCT server.

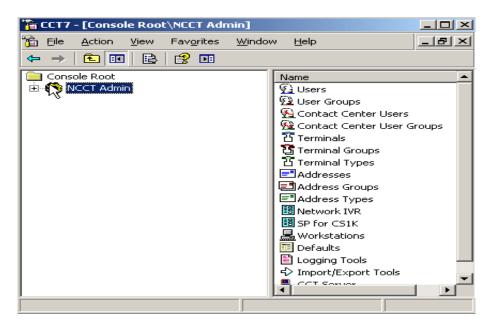
|--|

Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	PRT	Print
TYPE	TNB	Terminal Number Block
CUST	0	Customer Number as defined in LD15
TNB	[Press return]	Return through rest of commands

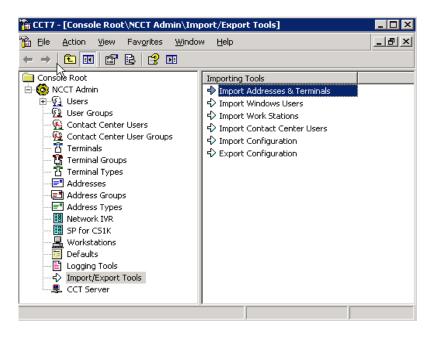
To return to the initial prompt, enter ******** (Shift + 8888) and press Enter. Type the following commands in overlay 23:

LD 23		
Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	PRT	Print
TYPE	CDN	Control DN
CUST	0	Customer Number as defined in LD15
CDN	[Press return]	Return through rest of commands

The information is downloaded and is available in the download file. Type logo and press Enter. Copy the text file download.txt that was captured to the CCT server. Click Start \rightarrow All Programs \rightarrow Nortel \rightarrow Communication Control Toolkit 7.0 \rightarrow CCT Console. Expand NCCT Admin.



In the left pane of the CCT7 console, click **Import/Export Tools.** In the right pane of the CCT7 console, double-click **Import Addresses & Terminals.**



Click Browse to find the text file that was created in earlier.

Import Addresses and Terminals CS1K Text Capture File: SP for CS1K Status: Browse Import Imported TNs: Imported CDNs:	port Addresses & Terminals Pro	operties	? ×
SP for CS1K Status: Import Import Imported TNs: Imported CDNs:	mport Addresses and Terminals		
Status: Browse Import Import	CS1K Text Capture File:		
Imported TNs: Imported CDNs:	SP for CS1K		
	Status:		
	Imported TNs:	Imported CDNs:	
OK Cancel Apply			

Click **Open** to import the configuration data.

Open				<u>? ×</u>
Look jn:	🞯 Desktop	•	🗢 💼 💣 🖩	
My Recent Documents Desktop My Documents My Computer	My Documents My Computer My Network Pl SCRIPTS Version_7_0_0	aces		
My Network Places	File <u>n</u> ame:	download.txt	•	<u>O</u> pen
	Files of <u>type</u> :	txt	•	Cancel

Click Apply to save changes. Click OK.

mport Addresses & Terminals Pro	operties	<u>? ×</u>
Import Addresses and Terminals		
CS1K Text Capture File:		
C:\Documents and Settings\Ad	ministrator\Desktop\download.txt	
,		
Status:	Browse	
CS1K Text Capture File Impo	Import	
Imported TNs: 5 & DNs: 0	Imported CDNs: 0	
Line 96.0.0.11 Line 96.0.0.13	CDN 2222 CDN 3333	
Line 96.0.0.3 Line 96.0.0.6		
Line 96.0.0.7		
	OK Cancel App	bly

6.2. Mapping Resources

Map one resource to another in the Communication Control Toolkit administration tool to associate the resources with groups or other types of resources. Log on to the Communication Control Toolkit server. Click Start \rightarrow All Programs \rightarrow Nortel \rightarrow Contact Center \rightarrow Communication Control Toolkit \rightarrow CCT Console and expand NCCT Admin. In the left pane of the CCT console, click the name of the resource to be mapped. In the right pane of the CCT7 console, double-click the single resource that needs to be configured.

Ele Action View Favorites Window			_ D ×
Elle Action Yiew Favorites Windo Image: Second Secon	Нер Теrminal Name В Line 96.0.0.10 В Line 96.0.0.15 В Line 96.0.0.16 В Line 96.0.0.17 В Line 96.0.0.18 В Line 96.0.0.19 В Line 96.0.0.20 В Line 96.0.0.21 В Line 96.0.0.6 В Line 96.0.0.7	Enabled Yes Yes Yes Yes Yes Yes Yes Yes Yes Yes	Type Knowledge Wor Agent Agent Agent Agent Agent Agent Agent Agent Agent Agent
Workstations Workstations Defaults Logging Tools ↓ Import/Export Tools CCT Server	집 Line 96.0.0.11 집 Line 96.0.0.13	Yes Yes	Knowledge Wor Agent

Click the tab that represents the resource to be mapped to the current resource.

Line 96.0.0.13 Propert	ies	? X
Terringial Details Termi	nal Group Maps Address Maps User Maps WorkStation Maps	
Terminal Name	Line 96.0.0.13	
	Loop.Shelf.Card.Unit	
Enabled		
Provider	Passive	
Terminal Type	Agent	
Phone Type	2050PC	
Line Features		
🗌 3-party con	ference (A03) 🛛 🔽 6-party conference (A06)	
🔽 Call Transfe	er (TRN) 🔽 Call Forward (CFW)	
	OK Cancel	oply

Select the appropriate resource and resource groups from those in the **Available Addresses** column. Click **OK**.

Line 96.0.0.13 Pr	roperties						? ×
5	· · · · · · · · · · · · · · · · · · ·				,		
Terminal Details	Terminal Group Maps	Address Maps Use	r Maps	WorkStal	tion Maps		
Avai	lable Addresses			Мар	ped Addresses		
E 4003				4013			
4007			, E	4113			
4010		Add >>					
4011							
≡ 4014 ≡ 4015		<< Remove					
4015							
4018							
4018							
4019							
4 020							
E 4021							
E 4103							
4106							
4107							
4114		Remove All	1				
4115	<u> </u>	Remove All			-		
	•		•			•	
				ок	Cancel	Apply	1

Press CTRL and click users to select more than one user or user group. Click Add to move the selected resource to the Mapped Users and User Groups column. Click OK.

Line 96.0.0.13 Properties			? ×
Terminal Details Terminal Group Maps	Address Maps User	Maps WorkStation Maps	
Available Users and User Groups		Mapped Users and User Groups	
CC7CTSTBY\Agent17 CC7CTSTBY\Agent18 CC7CTSTBY\Agent18 CC7CTSTBY\Agent18 CC7CTSTBY\Agent2 CC7CTSTBY\Agent2 CC7CTSTBY\Agent20 CC7CTSTBY\Age	Add >>	<pre></pre>	
CC7CTSTBY\agent5 CC7CTSTBY\Agent6 CC7CTSTBY\Agent6 G1 CC7CTSTBY\Agent7	Add All		
€ CC7CTSTBY\Agent8	Remove All	T	F
		OK Cancel	Apply

Note: The Contact Center Users map to a Windows user and the Windows user maps to the Contact Center users. The mapping can be verified by looking at the User properties window on the CC User Maps tab.

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7. Configuration of NICE Perform® R3.2 for Integration with Avaya NES Contact Centre R7.0 and Avaya Communication Server 1000E R6.0 using Port Mirroring for Passive VoIP Recording

In Passive VoIP Recording the NICE VoIP Logger is defined as a destination port of a mirroring session on a LAN Switch, or as an output port/s of a tap device, similar to the connectivity of a network sniffer thus receiving sniffed (or mirrored) audio packets. The Logger receives a copy of the original RTP packet including the original source and destination IP addresses. The Logger needs to filter the received packets according to the IP addresses of the sets that are to be recorded. The following is a summary of the integration steps necessary to enable Perform Systems passive call recording to function in an Avaya NES Contact Centre 7.0 environment. For more detailed instruction please refer to Perform official documentation.

- Configure the Passive VOIP Logger
- Configuring a CTI Connection
- Verifying the CTI Integration
- Starting the Integration Services
- Configuring the Passive VoIP Logger in the System Administrator
- Connecting to Avaya NES Contact Centre

The diagram in **Figure 2** shows the configuration layout for Passive Recording using Port Mirroring over IP.

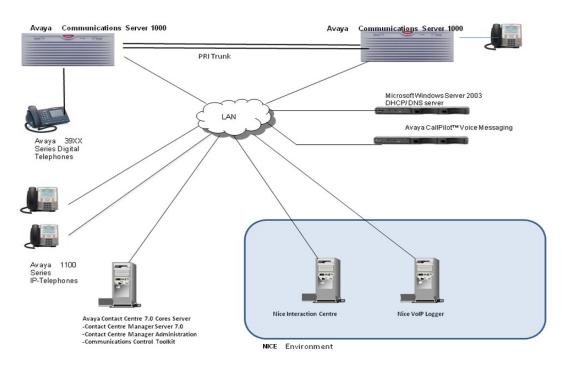


Figure 2: Passive Recording Configuration with Avaya NES Contact Centre and Avaya Communication Server 1000E

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• NICE Interactions Center

The NICE Interactions Center communicates with the Avaya NES Contact Centre Server using the CTI Link. In this way, the NICE Interactions Center receives the call status, monitors call events, and stores them in its databases for other system functions such as queries, reports, etc. and uses them when interaction-based recordings are implemented to determine whether to record a call.

• NICE VolP Logger: (Passive VolP Recording)

The physical port where the NICE VoIP Logger is connected, is defined as a destination port of a mirroring session on a LAN Switch or as an output port/s of a tap device. Its connectivity is similar to a network sniffer in the way it receives sniffed (or mirrored) audio packets. The VoIP Logger connects directly to the LAN switch and listens to the RTP stream.

7.1. Configuring a CTI Connection

The CTI connection defines the actual CTI server with which the system integrates. Follow the procedure below. From the **Settings** menu, select **Technician Mode**.



In the Organization tree, select CTI Integrations.

NICE®			1	Help Settin	igs Logout	VB	System Administrator
My Universe Business Analyzer Report	er Monitor	Insight Manager	ClearSight	PBO Requests	Accessories		Hello Superuser
Actions Actions Image: Content Analysis Image: Content Analysis	Summa 2 connect	iry <u>Resour</u>	ces Diac	jram			Apply

From the Actions drop down menu, select New CTI Connection.

P	actions 🔻 🔀
	Sites •
	Show All Licenses
	New CTI Connection

Solution & Interoperability Test Lab Application Notes ©2011 Avaya Inc. All Rights Reserved. The Set New CTI Connection Wizard starts. Click Next.

ew CTI Connection	×
Set New CTI Connection Wizard	
Introduction	
This wizard will guide you through the process of configuring a new CTI connection	n.
1. CLS and Telephony Switch definitions	
2. CTI Interface selection	
3. Interfaces configuration Main Interface VoIP Mapping Additional VoIP Mapping Active Recording	
4. Devices configuration	
5. Monitored Devices configuration	
6. Selection of optional features: Business Data Device Mapping Rejected Devices Trunk Group	
7. Location Requirements	
8. Summary	
,	Back Next Cancel

The Set New CTI Connection Wizard displays the CLS and Telephony Switch definitions section. From the Attach CTI to CLS Server drop-down list, select CTI: CLS Server. From the Telephony Switch Type drop-down list, select Nortel CS 1000. The telephony switch name appears in the Switch Name field. Select Define new Telephony Switch. Leave the default CLS Reporting Type selection as CTI. Click Next.

New CTI Connection		×
Set New CTI Connection	Wizard Stage 1 of 9	
CLS Switch		
Attach CTI to CLS Server:	CTI : CLS Server	•
Telephony Switch Type:	Nortel CS 1000	•
O Use existing Telephony Switch:	AvayaCM	
O Define new Telephony Switch:		
Switch Name:	Nortel CS 1000 - DMS	
CLS Reporting Type:	CTI	Advanced >>
		Back Next Cancel

The Set New CTI Connection Wizard window displays the Interface Type section. In the Telephony switch and CTI Interface Type area, click the drop-down list and select MLS / CCMS. Do NOT select Active Recording. Click Next.

New CTI Connection			×
Set New CTI Connection	Wizard Stage 2 of 9		and the second
Interface Type			
Telephony switch and CTI Interface	Туре		
Nortel CS 1000 CTI Interface:	MLS / CCMS	▼	
Nortel Communication Server 1000 Meridian Link Services / Contact Cer	(formerly Meridian1) nter Manager Server (formerly Symposium)		
VoIP Mapping:	MLS / CCMS	v	
C Active Recording:	MLS / CCMS	Ŧ	
		Back	ext Cancel
		DACK	CALL CALLEL

The Set New CTI Connection Wizard window displays the **Interface Parameters** section. Double-click the **CTIServerIPAddress** parameter.

New CTI Connection		X
Set New CTI Connection Wiza	ard Stage 3 of 9	
Interface Parameters		
Show only required parameters		
Interface Connection Details		
Mandatory fields are marked in bold		
Parameter	Value	
CTIServerIPAddress CTIServerPortId	3000	
Description:		×
Additional Interface Parameters		
		Back Next Cancel

The Switch Connection Parameter window appears. In the Value field enter the IP address of the CTI Server. Click OK.

Set Parame	eter Value	×
Swite	h Connection Parameter	
Set Pa	rameter Value	
Name:	CTIServerIPAddress	
Value:		
	ОК	Cancel

The **CTI Connection wizard** presents the **Interface Parameters** window. Expand the **Additional Interface Parameters**.

New CTI Connection		×
Set New CTI Connection Wiz	ard Stage 3 of 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1
Interface Parameters		
Show only required parameters		
Interface Connection Details		8
Mandatory fields are marked in bold		
Parameter	Value	
CTIServerIPAddress CTIServerPortId	172.45.67.2 3000	
UseWarmStandbyFeature	3000 no	
Nortel CTI Server IP Add	ress.	*
Description:		
Additional Interface Parameters		لــــــــــــــــــــــــــــــــــــ
		Back Next Cancel

The Additional Interface Parameters window appears. Click Next.

iterface Parameters		
Show only required parameters		
Interface Connection Details		
Additional Interface Parameters		(
Mandatory fields are marked in bold		
Parameter	Value	
CustomerNumber	0	
PollingInterval	30	
ReadTN2DN	Yes	
RegisterToHostRouting	Yes	
ReplaceCallId	No	
Report IP Information Only	No	
SymposiumSupport	No	
Description:		A
		-

The Set New CTI Wizard window displays the **Devices** section. Set **devices** by following the relevant procedure/s below. Select **Add** or **Add Range**.

Ne	w CTI Connection							X
	Set New CTI Connection Wizard Stage 4 of 9					191		
	Devices							
	Available Device	95						
	Please provide tele	ephony switch available dev	ices (Exte	nsion, Position)				
	0 devices	Import from: File		Add Add Ran	ge 🔎 📡	(D E)	port to file	
	Device		Туре					
					В	ack Ne	xt Cance	el

To add a single device: Click Add. The Add Devices window appears. In the Device number field, enter the number to be assigned to the device. (For Extension enter the device number. For Position - enter the position number). From the Device Type drop-down list, select a device type. Click OK.

Available Device	×
Add Device	
Device number:	* 2566
Device Type	* Position
Unique Device ID:	
Advanced Device Parar	neters
🔲 Display Read Only In	formation
	Add
Name	Value
Description:	A V
	OK Cancel

To add a range of devices select Available Devices Add Range window appears. In the Start at device number field, enter the number of the first device. (For Extension enter the device number. For Position enter the position number) In the Number of devices to add field, enter the number of devices to be added. From the Device Type drop-down list, select a device type. Click OK.

Available Devices Add Range 🛛 🖄
Available Devices Add Range
Devices Range
Start at device number: * 2567
Number of devices to add: 3
Device Type * Position
Prefix or Suffix
Prefix
Suffix
Advanced Device Parameters
Display Read Only Information
Add
Name Value
Description:
OK Cancel

Solution & Interoperability Test Lab Application Notes ©2011 Avaya Inc. All Rights Reserved. The **Set New CTI Wizard** window reappears displaying all the devices that have been added. Click **Next.**

New CTI Connection		×
Set New CTI Connection Wiza	ard Stage 4 of 9	131
Devices		
Available Devices	۵	
Please provide telephony switch available dev	vices (Extension, Position)	
8 devices Import from: File	Add AddRange 🔎 📝 Export to file	
Device	Туре	
2566	Position	
2567	Position	
2568	Position	
2569	Position	
452566	Extension	
452567	Extension	
452568	Extension	
452569	Extension	
[Back Next Cance	:

The Set New CTI Connection Wizard window displays all **Monitored Devices**. All devices are automatically monitored. Click **Next**.

New CTI Connection	×
Set New CTI Connection Wiz	zard Stage 4 of 9
Devices	
Available Devices	
Please provide telephony switch available d 8 devices Import from:	levices (Extension, Position) Add AddRange 😥 😥 Export to file
Device	Туре
2566	Position
2567	Position
2568	Position
2569	Position
452566	Extension
452567	Extension
452568	Extension
452569	Extension
111111111111111111111111111111111111111	Back Next Cancel

The Set New CTI Connection Wizard window displays the **Optional** area. Select **Device Mapping** and click **Next**.

New CTI Connection
Set New CTI Connection Wizard Stage 7 of 9
Optional
Select optional features relevant to integration. Some options may require further configuration.
☑ Call Flow Analysis
🔽 Device Mapping
🗖 Rejected Devices
Back Next Cancel

The Device Mapping section appears. Click Add.

New CTI Connection	×
Set New CTI Connection Wizard St	tage 8 of 9
Device Mapping	
Please configure the devices to be mapped by NICE (trunk1, trunk2)	E Integration
0 devices	Import 😥 😥 📝 Add 🛛 Add Range
From Device	To Device
	Back Next Cancel

The Add Range window appears. In the **Map from Device** field, enter the device number from which has to be mapped. In the **Map to Device** field, enter the device number to which has to be mapped. In the example below the Position ID **2345** is matched to the extension number **52345**. Then click **OK**.

Devices Mapping	×
Device Mapping	
Add Range	
Enter a range of devices to be map start mapping the range to. Note tha map only for numeric devices.	
Start 'MapFrom' device:	* 2345
Number of devices to be mapped:	5
Start 'Map to' device:	* 52345
	OK Cancel

The Set New CTI Connection Wizard displays the Device Mapping section Click Next.

New CTI Connection	×
Set New CTI Connection Wizard St	age 8 of 9
Device Mapping	
Please configure the devices to be mapped by NICE (trunk1, trunk2)	
4 devices	Import 💭 📝 📝 Add Add Range
From Device	To Device
452566	2566
452567	2567
452568	2568
452569	2569
[1111111111111111111111111111111111111	Back Next Cancel

The Set New CTI Connection Wizard window displays the Requirements section. Click Next.

New CTI Connection
Set New CTI Connection Wizard Stage 9 of 9
Requirements
The CLS server you have chosen already runs a Connection Manager. Please select whether you wish to use an existing Connection Manager, or create a new one.
Create a new Connection Manager
Port: 62094
C Select available Connection Manager Pots in use: 52094
Back Next Cancel

The Set New CTI Connection Wizard window displays the Summary section. Click Finish.

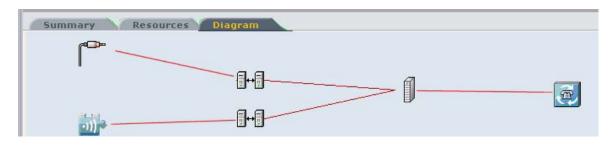
New CTI Connection	×
Set New CTI Connection Wizard Stage 10 of 9	
Summary	
Click Finish to save and apply the configuration of the following CTI:	
Nortel CS 1000 - asafkut Connection	
	Back Finish Cancel

The new CTI Connection appears on the CTI Integrations - Summary tab.



7.2. Verifying the CTI Integration

This procedure describes how to verify that all the relevant system components have been attached. In the System Administrator, in the **Organization** tree, navigate to **Master Site** \rightarrow **CTI Integrations.** Click the **Diagram** tab. A diagram of the integration appears.



Verify the CTI Connection components; the CTI Interface, Connection Manager, Driver, etc. are properly configured.

7.3. Starting the Integration Services on the VoIP Logger

On the VoIP Logger click Start \rightarrow Run. Type services.msc and click OK. The Services window appears.

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Select and right-click **NICE VoIP Logger**. From the pop-out menu, select **Start**. The NICE VoIP Logger's Service **Status** changes to **Started**. The NICE Integration services should now start automatically. Verify that all three Integration services start.

7.4. Connecting to Avaya NES Contact Centre

Open the **NortelTester** tool. The **NortelTester** window appears. From the **Connection** menu, select **Connect**.

Nor	telTester				
File	⊆onnection	n <u>Monitor</u>	Record	RIPSession	Help
Davia	Number	Monitored	Rev	corded	RTP Destination Address
Device	avanuer	mornitored	Inec		THE DESIRAUTAULESS

The **Connect** window appears. Enter the Avaya NES Contact Centre Management Server IP address in the **Symposium IP** field and the port number in the **Nortel switch port** field. Click **Connect**.



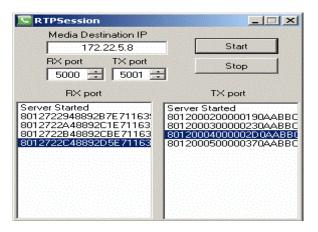
The NortelTester opens the TCP connection with Avaya Contact Centre Management Server and attempts to register the application by sending application registration requests and checking the responses. It continues to do this until it succeeds. This flow can be seen in the log window.

C Nor	telTester						<u>_ </u>
File	⊆onnection	Monitor	Record	RIPSession	Help		
Sent > I FF0A00 Sent > I Sent > I Receive Receive Warnin Sent > I FF0A00 Sent > I Receive Receive Receive Receive Receive	38/11/2007 0 32000000010 38/11/2007 0 84/11/2007 0 84/08/11/20 94/08/11/20 95/08/11/20 95/08/11/20 98/11/2007 0 32000100010 98/11/2007 0 98/11/2007 0 98/11/2007 0 98/11/20	3:44:55:984 11000103010 3:44:55:984 1000103010 107 03:44:56: 107 03:44:56: 107 03:44:56: 11000103010 3:44:56:031 3:44:56:031 3:44:56:031 3:44:56:031 07 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:44:56:107 03:44:56: 107 03:45: 107 03:44:56:107 03:45: 107 03:45: 107 03:45: 107 03	> 4074E 4943 > Applicativ 1000 > FF0 000 > App 015 > Res 015 > Res 015 > Applicativ > 4074E 4943 > Applicativ > Invoke I[031 > FF0 031 > Invok 031 > Invo 031 > Invo 031 > Invo 031 > Res 046 > Res	1450105094C51 :: 0 A001102800001 ication Registration F ication Registra ult: Failure reause: (0504). cation ID already 1450205094C51 in Registration F :: 1 A000D0781000 ication Registra ke ID: 1	equest 020071030178040504 ion Response Application exists exists , registering with new a SEEC696E680909030161016: lequest 10200710300 ion Response	201640D03000B06534C3136520306 pplication ID. 201640D03000B06534C3136520306	
Device	Number	Monitored	Re	corded	RTP Destination Address		

From the File menu, select Save to log file in order to be able to collect log files.

7.5. RTP Session Listener

Start the RTP Session Listener. In the **Media Destination IP** field, enter the IP address or leave the default (the local IP address). Click **Start**. When there is activity in ports, received packets are printed to the sub-windows.



7.6. Verify the Deskphone's Recording State on Avaya Communication Server 1000E

To verify the Deskphone's recording state on the CS1000E. Make a call. During the call, run **crShowCRParam** on the CS1000E. Verify that the **underRecording** equals **1**. (1 indicates that the Deskphone sends the RTP stream).

8. Verification Steps

8.1. Verifying Contact Centre Manager Server services are running

Click Start \rightarrow All Programs \rightarrow Nortel \rightarrow Contact Center \rightarrow Common Components \rightarrow System Control Monitor Utility. All CCMS services with a green icon are running. The icons will turn red if there is a problem with the installation.

Note: Greyed out icons are features the require keycodes to activate them and are not required for this installation.

System Control and Monitor Utility	
> CONTACT CENTER SYSTEM CONTROL AND MONITOR UTILITY	
Contact Center LM CCMS SF CCMA CCT CC Profile: default CCMS, MasterService MAS Service Daemon MAS Fruice Daemon MAS Fruice Daemon MAS Full Manager MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty CMS Service MAS Coulty CCMS, Marvice DAM Service MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty MAS Coulty CCMS, Marvice CCMS, Marvice CCMS, Marvice CCMS, Marvice CCMS, Coulty CCMS, Service Solution CCMS, Service Solution Service	HDC_Service ES_Service SDP_Service SDP_Service RSM_Service IS_Service TFABRIDGE_Service
CCMS status: Started	
Start / Shut down Start CCMS Shut down CCMS Advanced Enter password:	Load profile Add service Save profile Add process
Progress Ready	0%
Help	View log Close

8.2. Verifying Avaya Communication Control Toolkit services are running

All CCT services with a green icon are running. The icons will turn red if there is a problem with the installation.

🖉 System Control and Monitor Utility 📃	
> CONTACT CENTER SYSTEM CONTROL AND MONITOR UTILITY	
Contact Center LM CCMS SF CCMA CCT CCMM Profile: MLINK	
NCCTLogService NCCT SWON NCCT Service NCCT OLService NCCT DLS Conscience ACDPRCXYService NCCT TAPI Connector Service	
CCT status: Started	
Start / Shut down Start CCT Start CC	
Progress Ready	0%
Help View log Close	•

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8.3. Verifying Avaya Communication Control Toolkit using the Reference Client

If this test is successful then it will ensure that all Avaya Contact Centre Management Server and Avaya Communication Control Toolkit services are up. Ensure that Communication Control Toolkit is functioning correctly by using the Avaya Reference Client to ensure that all resources are available and accessible to route contacts for Contact Center Manager. The Reference Client functions as an installation test tool and is not deployed for production call center use. Any user ID can log on to the Reference Client to make calls between them to test connections, perform transfers, and other call functions.

- 1) Click Originate.
- 2) Click Answer.

The following example demonstrates how to use the Reference Client to test call completion.

- 1) Log on to the Communication Control Toolkit server.
- Click Start, All Programs, Nortel→Contact Center→Communication Control Toolkit→Ref Client.
- 3) On the Server Settings dialog box, click OK.
- 4) From the **Session** menu, choose **Connect**.
- 5) In the User Credentials dialog box, select either the Current Windows User or specify a User ID, Domain and Password.
- 6) Click **OK**. The following window is presented.

Available Desktop De	vices		⁷ Address Sta			n Terminal / Addre
⊞ 🖞 Line 3.0.0.0		🕑 DND	🔪 FWD	😣 AGT	Line 3.0.0	0.1
庄── 岱 Line 3.0.0.1		OND	S FWD	MSG	(No addre	ess selected)
			Qrig	inate >>	[
		- 10 State		10		
Contact Types Voic	e .	🖸 🚺	Activ	ity Code	ß	Call Supervise
Contact Types Voic	e		Activ	ity Code		Call Supervise
Contact Types Voic Terminal / Address	e Local State	Remote State		ity Code Conta		Call Supervise alling Called
				-		
Terminal / Address	Local State	Remote State	e Type	Conta	act C.	alling Called
		Remote State	e Type	-		

- 7) In the **Available Devices** box, select a Basic type of address from which to make a test call.
- 8) Enter the Destination Address in the text box to the right of the Originate button.
- 9) Click **Originate**. The destination address shows a Local State of Ringing in the Reference Client.

Available Desktop Dev	/ices	Terminal / A	ddress Statu	IS	Origination Terr	minal / Addre
7200		🔺 🕝 DND	💊 FWD 🧯	3 AGT	Line 3.0.0.0	
⊟-27 Line 3.0.0.1		OND	S FWD	MSG	7200	
E 7201		J 🔲	<u>O</u> rigina	ate >>	7201	
and a second	201				0	
	E Local State	Remote State	Activity	Code		all Superviso
Terminal / Address			Activity Type Voice		t Calling	
Terminal / Address	Local State	Remote State	Туре	Contac	t Calling	
Contact Types Voice Terminal / Address Line 3.0.0.1 / 7201 Line 3.0.0.0 / 7200	Local State Ringing	Remote State Established Alerting	Type Voice Voice	Contac 90833 90833	t Calling	Called 7201

10) Select the Ringing Address on the Reference Client, and click Answer.

11) Release the call.

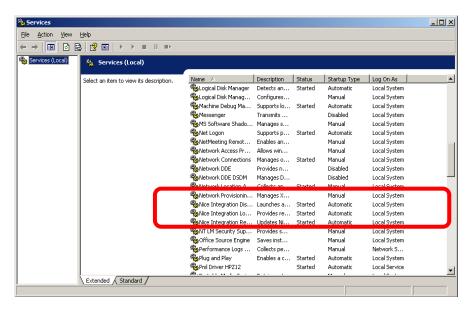
Available Desktop De	vicas	Terminal / A	ddress Status	Orioi	nation Term	inal / Addres
Available Desktop De	VICES		FWD 😵			inar 7 Addres
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i <u>≡</u> ∎ 7201		-	<u>O</u> riginate	>> 7201	R.	
Contact Types Voic						
-		Bamata Stata	Activity C		1	all Supervisor
Terminal / Address	Local State	Remote State	Туре	Contact	Calling	Called
-					1	
Terminal / Address Line 3.0.0.1 / 7201	Local State Active Active	Remote State Established	Type Voice Voice	Contact 90833089	Calling 7200	Called 7201

8.4. Verifying the Integration Services on the NICE Systems NICE Interactions Center Server

After starting the NICE VoIP Logger services on the VoIP Logger, the Integration Services on the NICE Interactions Center server should start automatically. Verify that all three services are operating.

To verify the Integration Services on the NICE Interactions Center server:

- 1. On the NICE Interactions Center, click **Start** \rightarrow **Run**. The Run window appears.
- 2. In the **Open** field, enter **services.msc** and click **OK**. The Services window appears.



Verify that the three NICE Integration services display with their status as Started.

8.5. Verify the Deskphone's Recording State on Avaya Communication Server 1000E

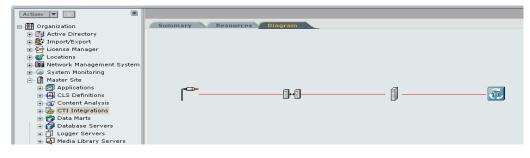
To verify the Deskphone's recording state on the CS1K

- 1. Make a call.
- 2. During the call, on the CS1K, run crShowCRParam [TN in Hex].
- **3.** Verify that the **underRecording** equals **1.** (1 indicates that the Deskphone sends the RTP stream.)

8.6. Verifying the CTI Integration for Passive VOIP Recording

To verify that all system components have been attached:

- 1. In the System Administrator, in the Organization tree, navigate to Master Site →CTI Integrations and select CTI Integrations.
- 2. Click the **Diagram** tab. A diagram of the integration appears Verify the CTI Connection components the CTI Interface, Connection Manager, Driver, etc. are properly configured.



9. Conclusion

These application notes describe the configuration steps required to successfully integrate the two products NICE Perform R3.2 and Avaya NES Contact Centre 7.0. All feature and serviceability tests carried out indicate successful interoperability between the two products.

10. Additional References

This section references the Avaya Contact Centre and NICE Systems documentation that are relevant to these Application Notes.

Product documentation for Avaya products are available on the Official Avaya Contact Centre 7.0 DVD and alternatively may be found at <u>http://support.avaya.com</u>

- [1] Contact Centre Fundamentals, Document No. NN44400-110, May 2010
- [2] Contact Centre Overview, Document No. NN44400-111, April 2010
- [3] Contact Centre 7.0 Installer Roadmap Document No. NN44400-310, May 2020
- [4] Contact Centre Installation Document No, NN44400-311, Jan 2010
- [5] Contact Centre Commissioning- Document No,44400-312

Product documentation for NICE Perform is available on the Official NICE Systems DVD

- [1] NiceLog High Density Logger Hardware Guide
- [2] NICE VoIP Logger Hardware Guide
- [3] Site Installation Workflow Guide
- [4] Integration with Nortel CS1000 and Duplicate Media Stream over IP (DMS-IP)
- [5] Interactions Guide
- [6] System Administrator's Guide
- [7] Users Administrator Guide
- [8] NICE Perform Solution Overview Release 3.2

Appendix

The following patched were in service on the Avaya Communication Server 1000E during testing.

VERSION 4121 RELEASE 6 ISSUE 00 R + DepList 1: core Issue: 02

IN-SERVICE PEPS SPECINS PAT# CR # PATCH REF # NAME DATE FILENAME 000 Q02033000 ISS1:1of1 p28736 1 14/10/2010 p28736 1.cpl NO 001 Q02071451 ISS1:10F1 p29164 1 14/10/2010 p29164 1.cpl NO 002 Q02129706 ISS1:10F1 p29842_1 14/10/2010 p29842_1.cpl NO 003 Q02012100-06 ISS1:10F1 p29368 1 14/10/2010 p29368 1.cpl NO 004 Q02093188 ISS1:10F1 p29352_1 14/10/2010 p29352_1.cpl NO 005 Q02097405 ISS1:10F1 p24463_1 14/10/2010 p24463_1.cpl NO 006 Q01987279-02 ISS1:10F1 p28416 1 14/10/2010 p28416 1.cpl NO 007 Q02076740 ISS1:10F1 p29154 1 14/10/2010 p29154 1.cpl NO 008 Q02029209 ISS1:10F1 p28469 1 14/10/2010 p28469 1.cpl NO 009 Q02024455-01 ISS1:10F1 p28717 1 14/10/2010 p28717 1.cpl NO p27616_1 14/10/2010 p27616_1.cpl 010 Q01983521-04 ISS1:10F1 NO 011 Q02035822-01 ISS1:10F1 p29212_1 14/10/2010 p29212_1.cpl NO 012 Q01986974-05 ISS1:10F1 p28821 1 14/10/2010 p28821 1.cpl YES 013 Q02049121-01 ISS1:10F1 p28819_1 14/10/2010 p28819_1.cpl NO 014 Q02097631 ISS1:10F1 p28328_1 14/10/2010 p28328_1.cpl NO p27947_1 14/10/2010 p27947_1.cpl 015 Q02064793-06 **ISS1:10F1** NO 016 Q01976701-01 ISS1:10F1 p28211 1 14/10/2010 p28211 1.cpl NO ISS1:10F1 p29343 1 14/10/2010 p29343 1.cpl NO 017 Q02092223 018 Q02043398 ISS1:10F1 p28869 1 14/10/2010 p28869 1.cpl NO 019 Q02038440 ISS1:10F1 p28674 1 14/10/2010 p28674 1.cpl NO 020 Q02100965 ISS1:10F1 p29450 1 14/10/2010 p29450 1.cpl NO 021 Q02040015 ISS1:10F1 p28657_1 14/10/2010 p28657_1.cpl NO 022 Q02102219-01 ISS1:10F1 p29464 1 14/10/2010 p29464 1.cpl NO 023 Q02035396 ISS1:10F1 p28675 1 14/10/2010 p28675 1.cpl NO 024 Q02020734-02 ISS1:10F1 p28668_1 14/10/2010 p28668_1.cpl NO p29272 1 14/10/2010 p29272 1.cpl NO 025 Q02077909 ISS1:1of1 026 Q02064503 ISS1:10F1 p29196 1 14/10/2010 p29196_1.cpl NO 027 Q02041981 p28695 1 p28719 1 14/10/2010 p28719 1.cpl NO ISS1:10F1 028 Q02122052 p29726 1 14/10/2010 p29726 1.cpl NO 029 Q02135191 ISS1:10F1 p29935 1 14/10/2010 p29935 1.cpl NO 030 Q02041702 ISS1:10F1 p28698 1 14/10/2010 p28698 1.cpl NO ISS1:10F1 p29032 1 14/10/2010 p29032 1.cpl 031 Q02041385-02 NO 032 Q02086333 ISS1:10F1 p29262_1 14/10/2010 p29262_1.cpl YES p29320 1 14/10/2010 p29320 1.cpl NO 033 Q02077848-01 ISS1:10F1 p28594 1 14/10/2010 p28594 1.cpl YES 034 Q02034783-01 p28596 035 Q02156053 ISS1:10F1 p30176_1 14/10/2010 p30176_1.cpl NO 036 Q02007476 p28031 1 14/10/2010 p28031 1.cpl NO ISS1:10F1 p29830 1 14/10/2010 p29830 1.cpl NO 037 Q02128131 ISS1:10F1 ISS1:10F1 p28313_1 14/10/2010 p28313_1.cpl NO 038 Q02017013-01 039 Q02114752 ISS1:10F1 p29718 1 14/10/2010 p29718 1.cpl NO 040 Q02110973 ISS1:10F1 p29690 1 14/10/2010 p29690 1.cpl NO 041 Q02107402 ISS1:1of1 p29512 1 14/10/2010 p29512 1.cpl NO 042 Q02100914 ISS1:10F1 p28597 1 14/10/2010 p28597 1.cpl NO

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043 Q02036885-02	ISS1:10F1	p28857_1 14/10/2010 p28857_1.cpl NO
044 Q02096711	ISS1:10F1	p29714_1 14/10/2010 p29714_1.cpl NO
045 Q02079849	ISS1:10F1	p29238 1 14/10/2010 p29238 1.cpl NO
046 Q02024135-04	ISS1:10F1	p28381 1 14/10/2010 p28381 1.cpl NO
047 Q01782930-01	ISS1:10F1	p24964 1 14/10/2010 p24964 1.cpl NO
048 Q02031323-01	ISS1:1of1	p28546_1 14/10/2010 p28546_1.cpl NO
049 Q02100456-01	ISS1:1 OF 1	p29755_1 14/10/2010 p29755_1.cpl NO
050 Q02033139	ISS1:10F1	p28582 1 14/10/2010 p28582 1.cpl NO
051 Q02032955-02	ISS1:10F1	p28529 1 14/10/2010 p28529 1.cpl NO
052 Q02043226-02		
	ISS1:10F1	
053 Q02039427-02	ISS1:10F1	p28849_1 14/10/2010 p28849_1.cpl NO
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153 Q02144165	ISS1:10F1	p30036_1 14/10/2010 p30036_1.cpl NO
154 Q02112375-02	ISS1:10F1	p29671_1 14/10/2010 p29671_1.cpl NO
155 Q02019660-04	ISS2:10F1	p28252_2 14/10/2010 p28252_2.cpl NO
156 Q02108873-02	ISS1:10F1	p29590_1 14/10/2010 p29590_1.cpl NO

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