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Avaya Solution and Interoperability Test Lab

Application Notes for Uptivity Discover R5.2 with Avaya Aura® Contact Center Release 6.3 and Avaya Communication Server 1000 Release 7.6 via Meridian Link Services – Issue 1.0

Abstract

These Application Notes describe a solution comprised of Avaya Aura® Contact Center Release 6.3 and Uptivity Discover R5.2. During the compliant testing, the Uptivity Discover R5.2 was able to connect to Contact Center Manager Server using Meridian Link Services, acquire and monitor keys of IP Phone, and record Voice over IP calls made from/to IP Phone of Avaya Communication Server 1000.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

The objective of this interoperability compliance testing is to verify that the Uptivity Discover R5.2 (hereafter referred as Discover) can successfully connect to the Avaya Aura® Contact Center (hereafter referred as Contact Center) using Meridian Link Services (MLS) and record Voice over IP calls for the IP Phones of Avaya Communication Server 1000 release 7.6 (hereafter referred as Communication Server 1000).

2. General Test Approach and Test Results

The general test approach was to verify that Discover is able to acquire and monitor keys of IP Phones of Communication Server 1000 by communicating with the MLS server of Contact Center system, duplicate the media stream of monitored IP Phone and save recorded calls.

2.1. Interoperability Compliance Testing

The focus of this compliance testing was to prove and verify that Discover was able to interoperate with Contact Center and Communication Server 1000 system. The following areas were tested:

- Discover successfully utilizes the MLS to access the functionality of the Contact Center Manager Server (CCMS) and Communication Server 1000 to record all calls.
- Recording provides information of the Automated Call Distribution (ACD) Agent, Dialed Number Identification Service (DNIS), Calling Line Identification (CLID), Directory Number (DN), Day/Time, Days of week, and Call Duration.
- Agent Resiliency Information.
- Multiple DN Call Recording.

2.2. Test Results

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

- Discover does not get the agent's Name information from the Contact Center. However there is an option in the Discover application to add users with Name information and associate the user with their positionID.

2.3. Support

Technical support for Uptivity Discover can be obtained by contacting Uptivity via
Email at support@uptivity.com or
Phone at 1-888-922-5526, option 2 (or 614-340-3346 for international callers).

3. Reference Configuration

Figure 1 illustrates the network diagram configuration used during the compliant testing event between the Discover and Contact Center.
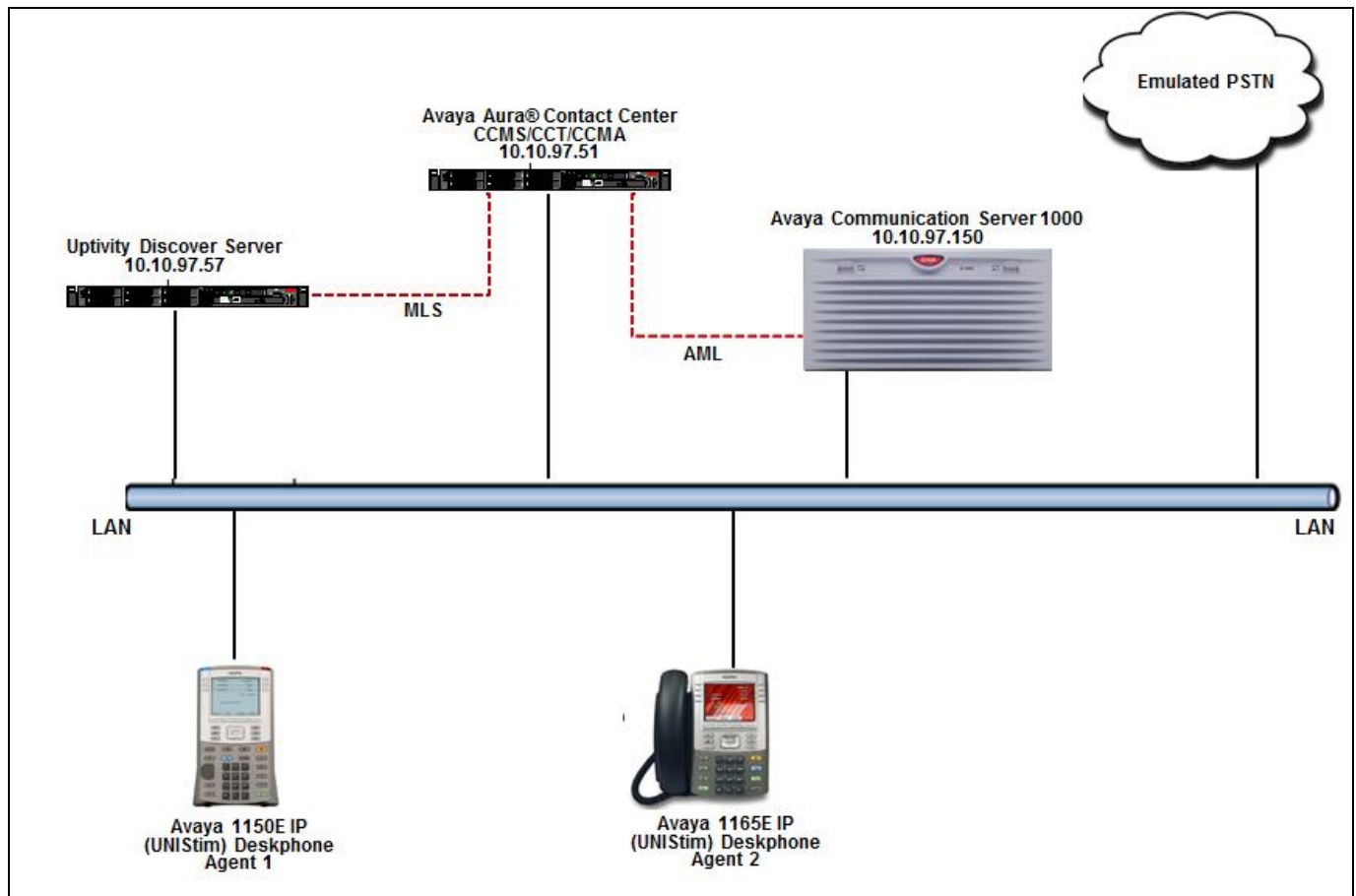
Figure 1: Network Diagram Configuration

4. Equipment and Software Validated

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

Equipment	Software/Firmware
Avaya Communication Server 1000	7.65P+ SP 3 DepList 1 created 2013-10-11
Avaya Aura® Contact Center	6.3 SP10
Avaya IP (UNIStim) Deskphones: 1150E 1165E	 0x27C8Q 0x25C8Q
Uptivity Discover Server OS	Windows Server 2008 R2 Standard SP1 64-bit
Uptivity Discover	5.2

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5. Configure Avaya Communication Server 1000

This document assumes that the Communication Server 1000 is properly installed and configured. These Application Notes provide the necessary configuration that has to be done on Communication Server 1000 to work with Contact Center and Discover. For more information about how to install and configure Avaya Communication Server 1000, refer to **Section 10.**

5.1. Create ELAN for Contact Center application on the Call Server

Log in to the command line interface of Call Server with the appropriate credentials and issue overlay **LD 17** to access the **ADAN** gate opener to create a new ELAN for the Contact Center application. During compliance testing **ELAN 19** was created as shown below.

```
ADAN     ELAN 19
  CTYP ELAN
  DES  AACC62
  N1   512
```

5.2. Create VAS for the ELAN of Contact Center on the Call Server

Log in to the command line interface of Call Server with the appropriate credentials and issue overlay **LD 17** to access the **VAS** gate opener to create a value added server (VAS) for the ELAN 19 created above for the Contact Center application. During compliance testing **VSID 19** was created as shown below.

```
VSID   019
   ELAN 019
      SECU YES
      INTL 0001
      MCNT 9999
```

5.3. Enable IPIE feature for IP call recording on the Call Server

Log in to the command line interface of Call Server with the appropriate credentials and issue overlay **LD 17** to access the **PARM** gate opener to enable the **Enhanced Unsolicited Status Message (USM) IE (IPIE)** as shown in the screen below.

```
PARM
  LPIB 3500
  HPIB 3500
   .
   .
   .
  MARP YES
  IPIE YES
  FRPT NEFR
   .
   .
```

5.4. Enable class of service RECA for IP Phone

Log in to the command line interface of Call server with the appropriate credentials and issue overlay **LD 20** to add or change the configuration of a Deskphone. Screen below shows that the **Recording Allowed (RECA)** has been added to the class of service for the deskphone.

```
DES  AGENT6
TN   096 0 02 05  VIRTUAL
TYPE 1150
.
.
.CAC_MFC 0
CLS  CTD FBA WTA LPR MTD FNA HTA TDD HFA CRPD
     MWA LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
     POD SLKD CCSD SWD LND CNDA
     CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
     ICDA CDMD LLCN MCTD CLBD AUTU
     GPUD DPUD DNDA CFXA ARHD CNTD CLTD ASCD
     CPFA CPTA ABDD CFHD FICD NAID BUZZ AGRD MOAD
     UDI RCC HBTD AHA IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
     DRDD EXR0
     USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3
MCBN
     FDSD NOVD VOLA VOUD CDMR PRED RECA MCDD T87D SBMD
     KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD VMSA
CPND_LANG ENG
.
.
.
```

5.5. Configure the Associated Set Assignment (AST) for IP phone

Log in to the command line interface of Call Server with the appropriate credentials and issue overlay **LD 20** to add or change the configuration of a Deskphone. To define which key/s of IP Phone needs to be recorded, assign them at the AST prompt. During compliance testing, calls coming to keys 00 and 03 were recorded as shown in the screen below.

```
DES  AGENT6
TN   096 0 02 05  VIRTUAL
TYPE 1150
.
.
.
SPID NONE
AST  00 03
IAPG 0
.
.
```

6. Configure Avaya Aura® Contact Center
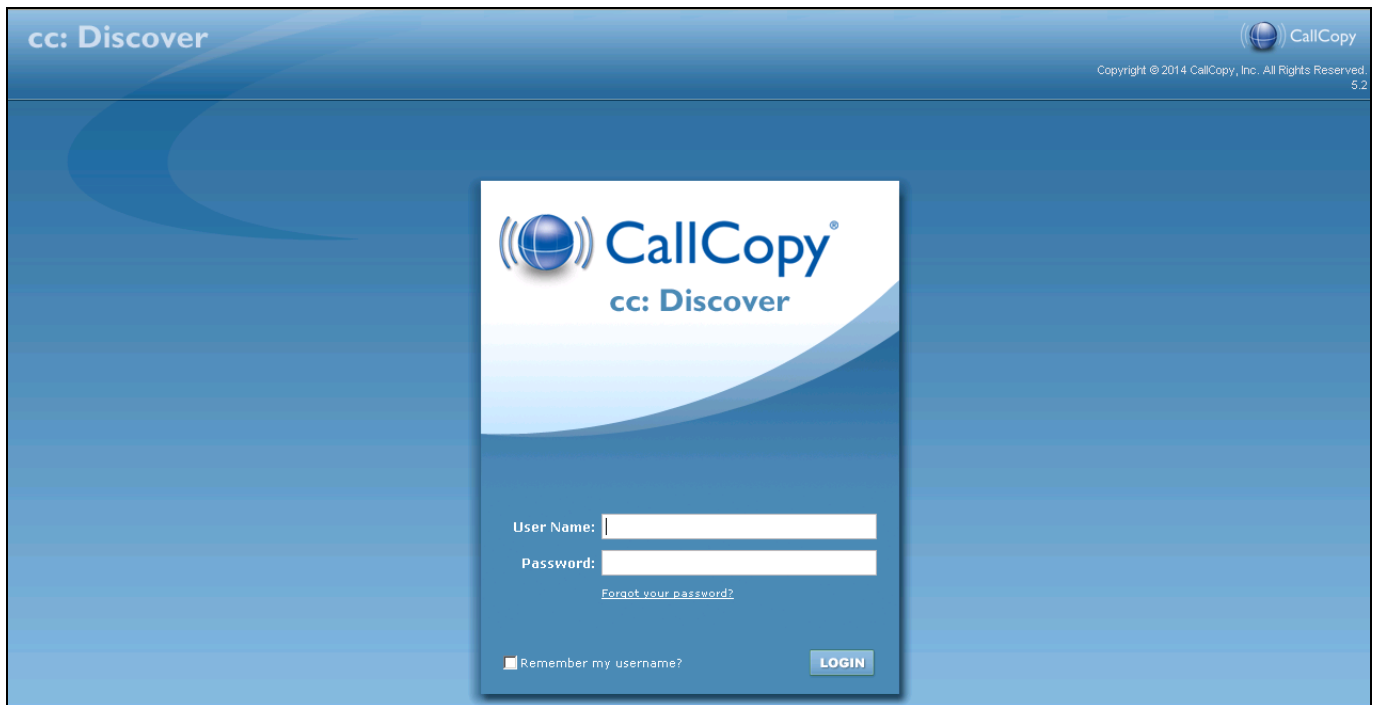
This document assumes that the Contact Center system with all its modules including CCMS and MLS are installed and configured correctly and it communicates to the Communication Server 1000. For more information how to install and configure the Contact Center please refer to **Section 10.**

7. Configure Discover Server

This section provides the detail configuration on the Discover server for recording VoIP calls of agent's deskphones residing on Communication Server 1000.

7.1. Login to Discover Application

Access the Login screen for Discover by entering the Discover Server IP address on a browser's URL. Screen below shows the main login screen. Enter the required credentials and click on the **LOGIN** button.

7.2. Configuring Voice Boards

To add a voice board, navigate to **Administration** → **Recorder Settings** → **Voice Boards** and click on the **Add Board** button. During compliance testing a voice board with the name **NORTELMLS** is added as shown in the screen below.

Screen below shows the values configured for the NortelMLS voice board.

Number of Channel: *5*

Recording IP (full IP of the recorder): *10.10.97.57*; which is the IP address of Discover server.

RTP Listening Interface (NIC): This is generated by running the cc_interfaceBrowser.exe utility found on the Discover server. Retain default values for other fields.

7.3. Configuring CTI Cores

To add a CTI Core, navigate to **Administration → Recorder Settings → CTI Cores** and click on the **Add Core** button. During compliance testing a CTI Core with the name **MLSDMS** is added as shown in the screen below
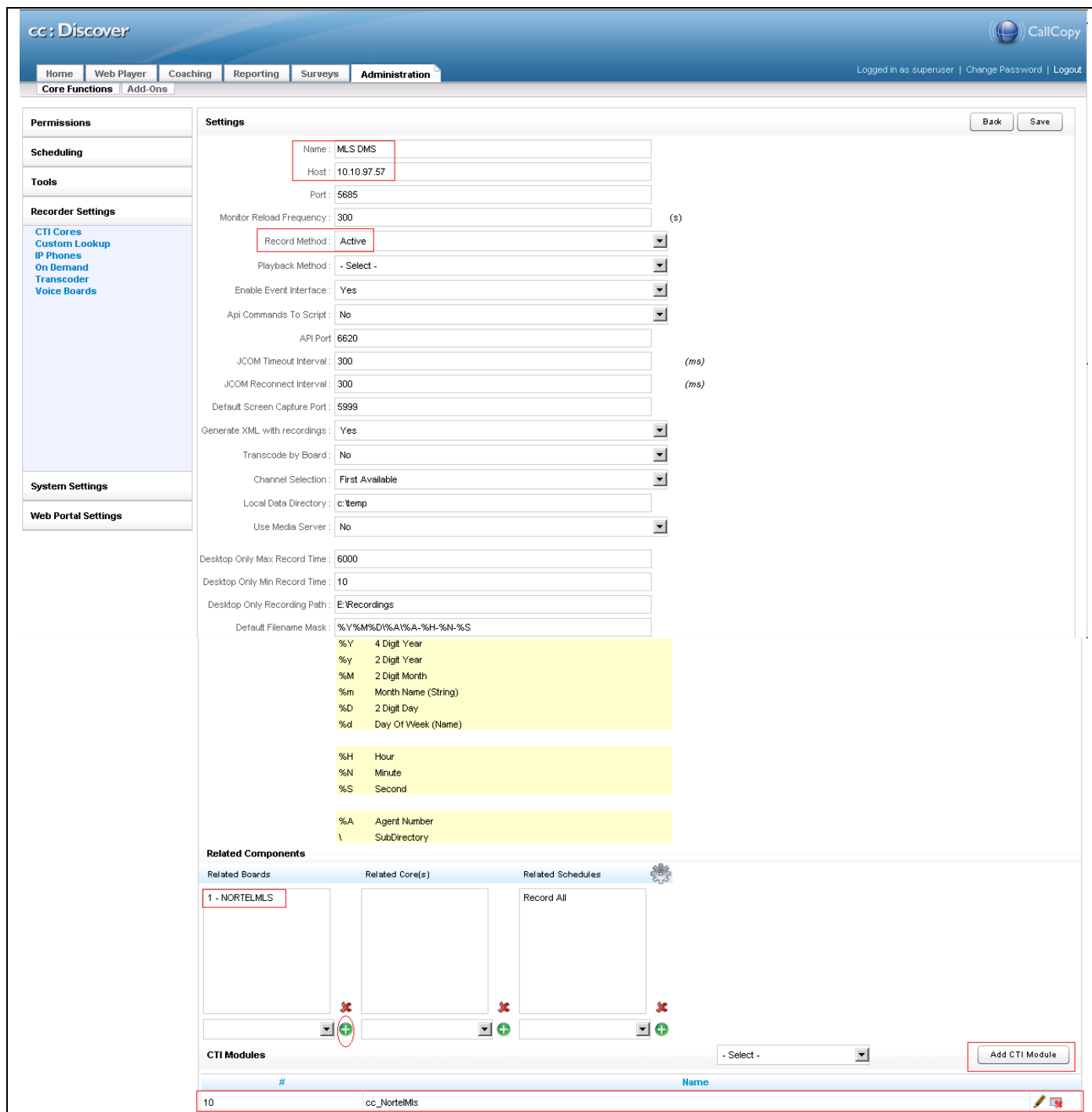
Screen below shows the values configured for the MLSDMS CTI Core.
Name: *MLSDMS*
Host: *10.10.97.57*; which is the IP address of Discover server.
Record Method: Select *Active* from the drop down menu.

Click on the green button to add the voice board *NortelMLS* under **Related Components**. Click on the **Add CTI Module** button to add *cc_NortelMls* under **CTI Modules**. Retain default values for other fields.

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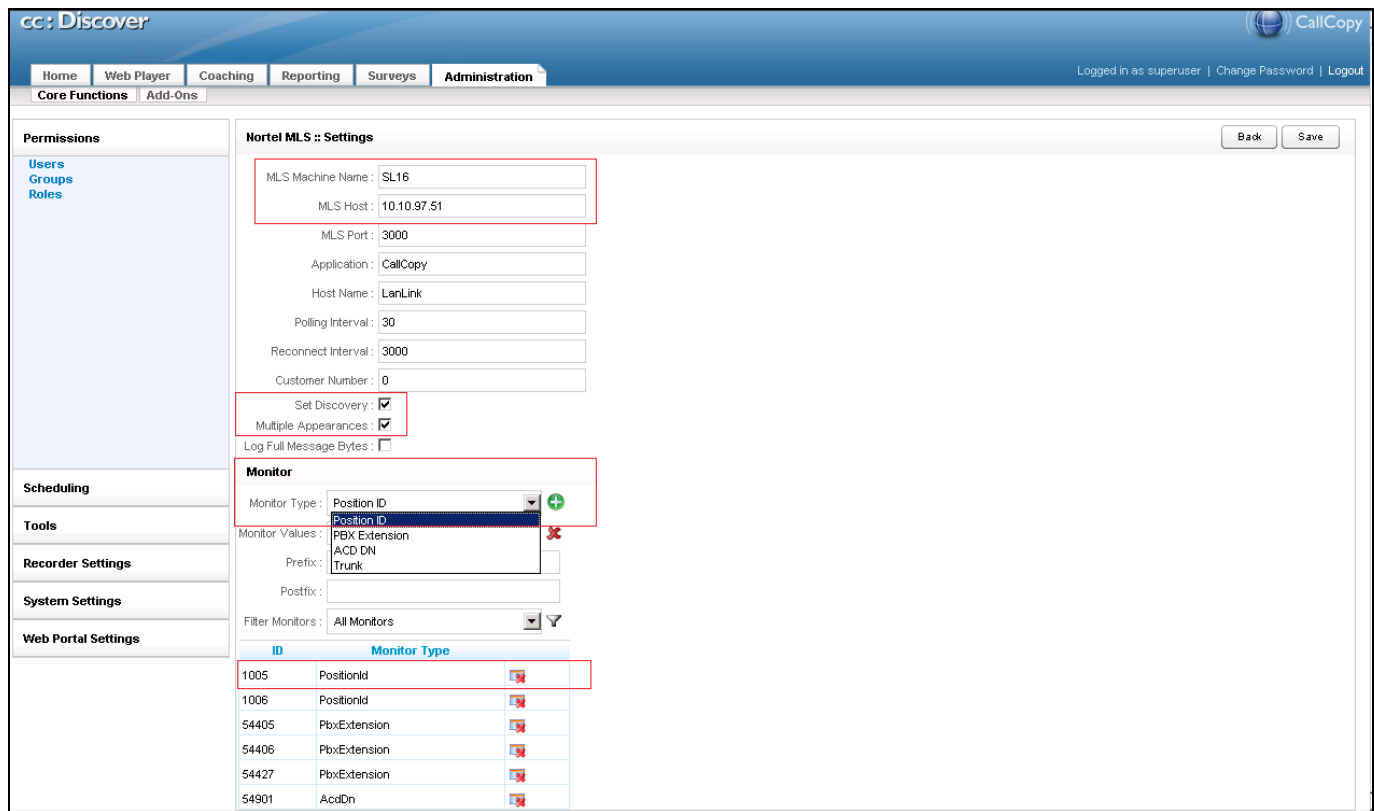©2014 Avaya Inc. All Rights Reserved

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Screen below shows the values configured for the cc_NortelMls CTI Module.
MLS Machine Name: *SL16*
MLS Host: *10.10.97.51*; which is the IP address of Contact Center.
Enable the check boxes for **Set Discovery** and **Multiple Appearances.**

Select a type to monitor from the **Monitor** drop down list. Click on the green ⊕ button to add the value to be monitored. For example during compliance testing *Position ID* was selected. Retain default values for other fields.
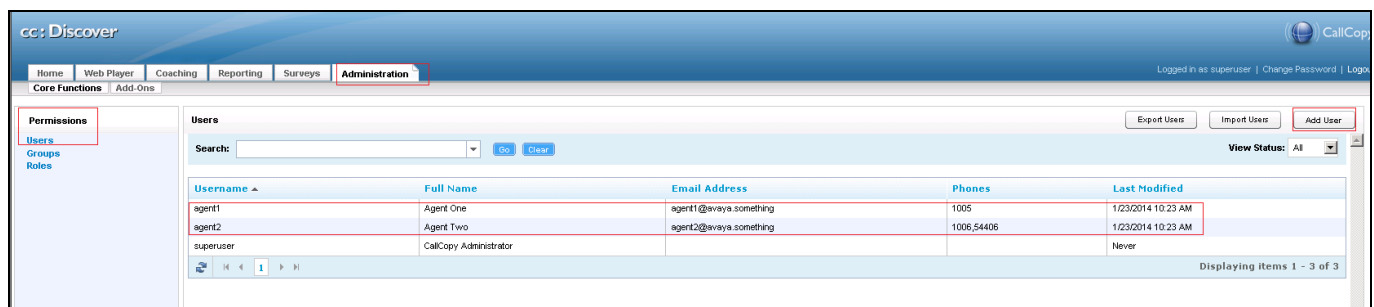
7.4. Configuring Users

To add a User, navigate to **Administration → Permissions → Users** and click on the **Add User** button. During compliance testing a couple of users like **agent1** and **agent2** were added as shown in the screen below

Screen below shows the values configured for the User agent1.

Username: A descriptive name.

First Name: A valid first name.

Last Name: A valid last name.

Email Address: A valid email address.

Server Nodes: Select *Master Node* from the drop down list.

Phones: Add the positionID associated with the agent. During compliance testing 1005 was added.

Retain default values for other fields.

8. Verification Steps

The following are typical steps to verify the interoperability between the Discover and Contact Center and Avaya Communication Server 1000.

- Ensure that the Discover can connect to the Contact Center and acquire the required information from CCMS via the MLS.
- Process a call and record the same. Screen below shows a few recorded calls that can be played back via the Web Player.

9. Conclusion

All of the executed test cases have passed and met the objectives outlined in **Section 2** with any observations or exceptions noted in **Section 2.2**. The Uptivity Discover R5.2 is considered compliant with Avaya Aura® Contact Center Release 6.3 and Avaya Communication Server 1000 Release 7.6.

10. Additional References

Product documentation for Avaya CS 1000 products may be found at:
https://support.avaya.com/css/Products/

Product documentation for Uptivity Discover may be found at:
http://www.uptivity.com/support

[1] Avaya Communication Server 1000 Documents:
Communication Server 1000E Installation and Commissioning, March 2013, Release 7.6, NN46041- 310
Co-resident Call Server and Signaling Server Fundamentals - Avaya Communication Sever 1000, March 2013, Release 7.6, NN43001-509
Element Manager System Reference – Administration - Avaya Communication Server 1000, March 2013, Release 7.6, NN43001-632

[2] Avaya Aura® Contact Center R6.3 Documents:
Avaya Aura® Contact Center Planning and Engineering (NN44400-210) May 2013
Avaya Aura® Contact Center Installation (NN44400-311) May 2013
Avaya Aura® Contact Center Server Administration (NN44400-610) May 2013
Avaya Aura® Contact Center Overview (NN44400-111) May 2013
Avaya Aura® Contact Center Fundamentals (NN44400-110) May 2013
Avaya Aura® Contact Center Manager Administration – Client Administration (NN44400-611) May 2013.

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