



Avaya Solution & Interoperability Test Lab

Application Notes for DATEL Call SWEET! Live Voice Recording with Avaya IP Office 8.0 Using Voicemail Pro – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live Voice Recording to interoperate with Avaya IP Office 8.0 using Voicemail Pro. DATEL Call SWEET! Live is a contact center management solution, and Voice Recording is an optional component that provides call recording wave files from Avaya IP Office Voicemail Pro via the Call SWEET! Live web interface.

In the compliance testing, DATEL Call SWEET! Live Voice Recording obtained and compressed call recording wave files from Avaya IP Office Voicemail Pro, and made available to users via the Call SWEET! Live web interface.

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

1. Introduction

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live Voice Recording to interoperate with Avaya IP Office 8.0 using Voicemail Pro. DATEL Call SWEET! Live is a contact center management solution, and Voice Recording is an optional component that provides call recording wave files from Avaya IP Office Voicemail Pro via the Call SWEET! Live web interface.

In the compliance testing, DATEL Call SWEET! Live Voice Recording obtained and compressed call recording wave files from Avaya IP Office Voicemail Pro, and made available to users via the Call SWEET! Live web interface.

The optional Voice Recording component can be running on DATEL Call SWEET! or DATEL Call SWEET! Live. In the compliance testing, the Voice Recording component was running on DATEL Call SWEET! Live.

A recording user was configured on Avaya IP Office, and the user's mailbox was configured to be the destination for all call recordings. The Voice Recording component obtained the call recording wave files from the recording user's mailbox on Avaya IP Office Voicemail Pro and compressed the recordings. Data obtained from the TFTP service and DevLink events as part of the basic DATEL Call SWEET! Live integration with Avaya IP Office was used by the Voice Recording component to link related recordings together to provide cradle-to-grave reporting.

2. General Test Approach and Test Results

The feature test cases were performed manually. Each call was handled manually at the agent user with generation of unique audio content for the recordings. Necessary user actions such as hold and reconnect were performed from the user telephone to test the various call scenarios.

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

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following from Call SWEET! Live Voice Recording:

- Handling, reporting, and playback of call recording wave files for various call scenarios including external, inbound, outbound, drop, hold/reconnect, blind/attended transfer, blind/attended conference, voicemail coverage, voicemail retrieval, hunt group, hunt group queuing, park/unpark, simultaneous users, simultaneous calls, mobile twinning, and telecommuter.

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

2.2. Test Results

All test cases were executed and verified. The following were observations on Call SWEET! Live Voice Recording from the compliance testing.

- For all conference scenarios, Voice Recording Call Leg Detail showed a linked entry with called number of “9501” without the blue play icon by design.
- For the park/unpark followed by transfer scenario, the conversation before the transfer was not captured in the recordings.

2.3. Support

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

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

3. Reference Configuration

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

These Application Notes assume the basic Call SWEET! Live integration with IP Office using TFTP and DevLink are already in place according to [3] and will not be described.

The detailed administration of general contact center devices such as hunt groups and agents are assumed to be in place, and are not covered in these Application Notes.

In the compliance testing, DATEL Call SWEET! Live Voice Recording captured call recordings for agent users shown in the table below.

Device Type	Extension
Hunt Group	21000
Agent Users	21251, 21253

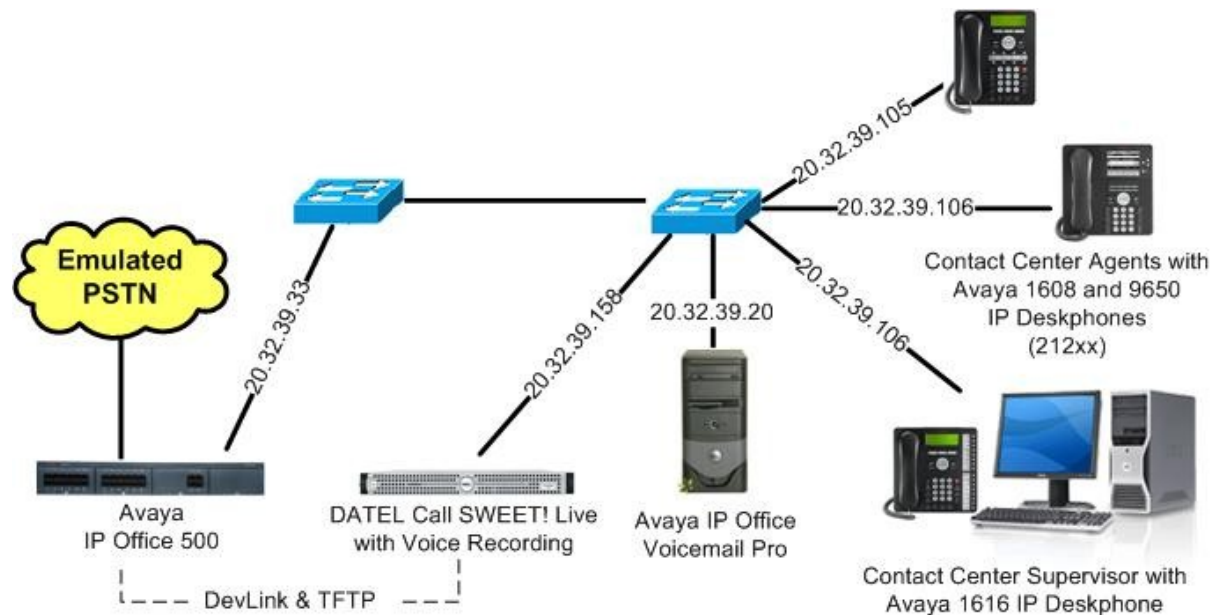


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500	8.0 (18)
Avaya IP Office Voicemail Pro	8.0 (80029)
Avaya 16xx Series IP Deskphones (H.323)	1.300B
Avaya 9650 Series IP Deskphone (H.323)	3.186a
DATEL Call SWEET! Live Voice Recording on Windows 2008 Server with Service Pack 2	7.10.14.208

5. Configure Avaya IP Office

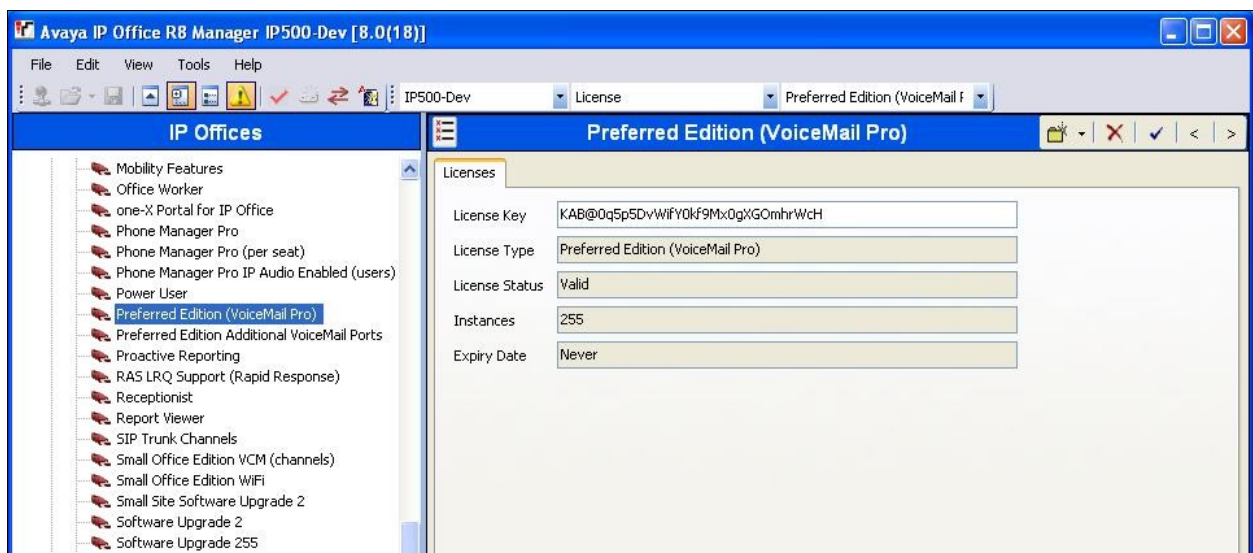
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify IP Office license
- Administer recording user
- Administer agent users

5.1. Verify IP Office License

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

The **Avaya IP Office R8 Manager** screen is displayed. From the configuration tree in the left pane, select **License > Preferred Edition (VoiceMail Pro)** to display the **Preferred Edition (VoiceMail Pro)** screen in the right pane. Verify that the **License Status** is “Valid”.



5.2. Administer Recording User

From the configuration tree in the left pane, right-click on **User**, and select **New** from the pop-up list. This user's mailbox will be used as the destination for all call recordings.

Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** "DTLREC"
- **Extension:** An available extension.

The screenshot displays the Avaya IP Office R8 Manager IP500-Dev [8.0(18)] interface. On the left, the 'IP Offices' tree shows a hierarchy including BOOTP (6), Operator (3), IP500-Dev, System (1), Line (25), Control Unit (6), Extension (25), User (21), HuntGroup (2), Short Code (80), Service (0), RAS (1), Incoming Call Route (2), WanPort (0), Directory (0), Time Profile (0), Firewall Profile (1), IP Route (1), Account Code (3), License (73), Tunnel (0), User Rights (10), ARS (1), RAS Location Request (0), and E911 System (1). The 'User' tab is selected in the main configuration area, titled '<User:0>: *'. The configuration fields are as follows:

Field	Value
Name	DTLREC
Password	
Confirm Password	
Full Name	
Extension	20000
Locale	
Priority	5
System Phone Rights	None
Profile	Basic User

Below the fields, there are several checkboxes for additional features:

- ☐ Receptionist
- ☐ Enable Softphone
- ☐ Enable one-X Portal Services
- ☐ Enable one-X TeleCommuter
- ☐ Enable Remote Worker
- ☐ Ex Directory

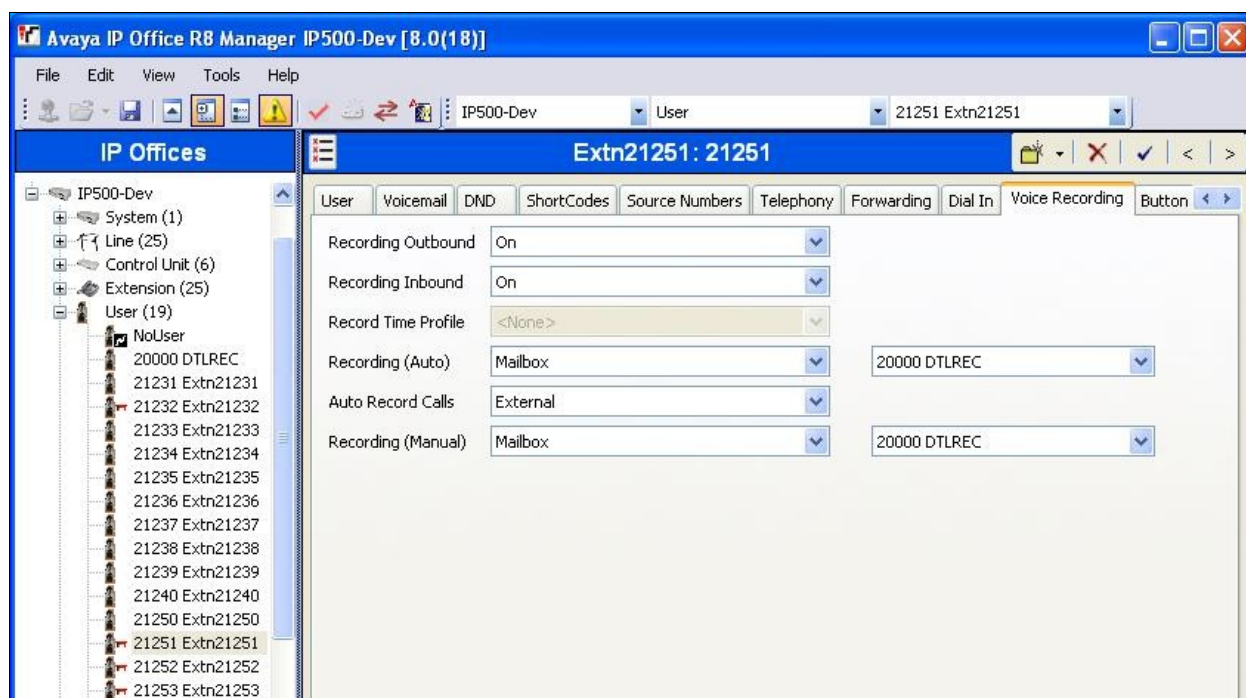
At the bottom right, there are buttons for 'OK', 'Cancel', and 'Help'.

5.3. Administer Agent Users

From the configuration tree in the left pane, select the first agent user from **Section 3**, in this case “21251”. Select the **Voice Recording** tab, and select the following values for the specified fields.

- **Recording Outbound:** “On”
- **Recording Inbound:** “On”
- **Recording (Auto):** “Mailbox” followed by the recording user from **Section 5.2**.
- **Auto Record Calls:** “External”
- **Recording (Manual):** “Mailbox” followed by the recording user from **Section 5.2**.

Repeat this section for all desired users. In the compliance testing, users 21251 and 21253 were configured with recording capability.

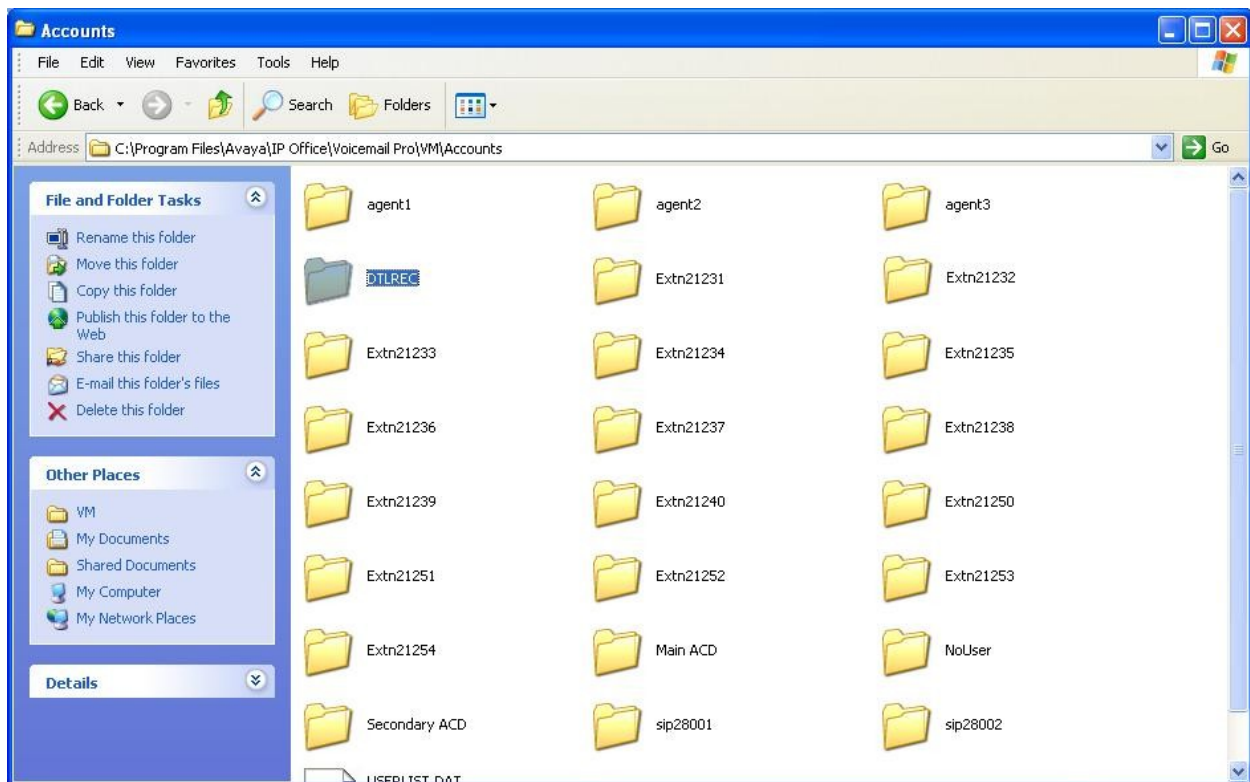


6. Configure Avaya Voicemail Pro

This section provides the procedures for configuring Voicemail Pro.

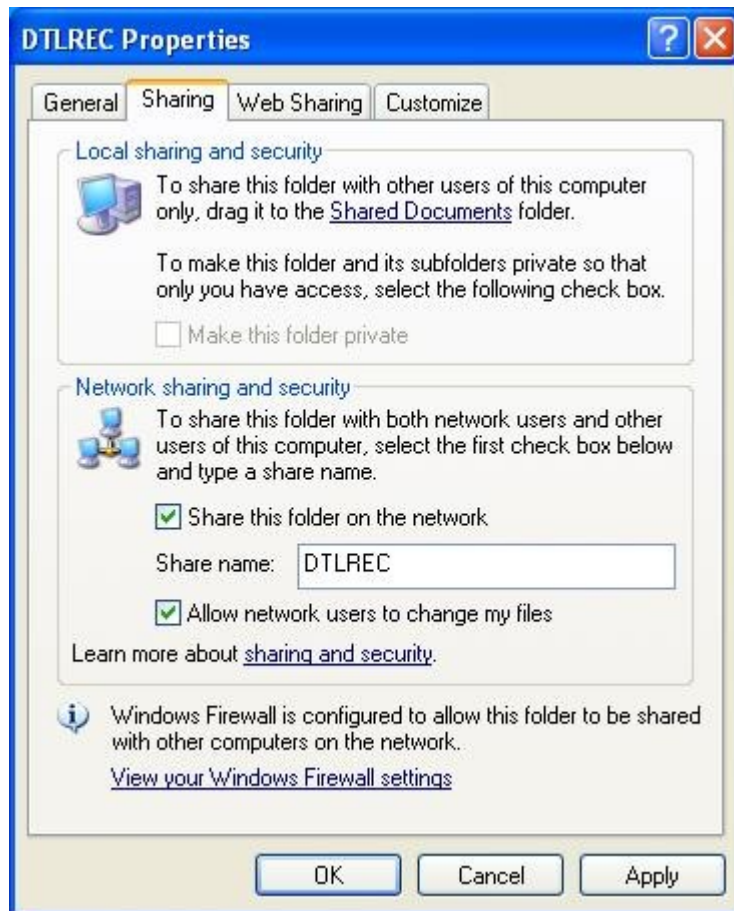
From the server running Voicemail Pro, navigate to the **C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Accounts** directory to locate the **DTLREC** folder shown below, where **DTLREC** is the name of the recording user from **Section 5.2**.

Right click on the **DTLREC** folder and select **Properties** from the drop-down list (not shown).



The **DTLREC Properties** screen is displayed. Select the **Sharing** tab.

In the **Network sharing and security** section, check **Share this folder on the network** and **Allow network users to change my files**, as shown below. This will allow Call SWEET! Live Voice Recording to access the call recording wave files.



7. Configure DATEL Call SWEET! Live Voice Recording

This section provides the procedures for configuring Call SWEET! Live Voice Recording. The procedures include the following areas:

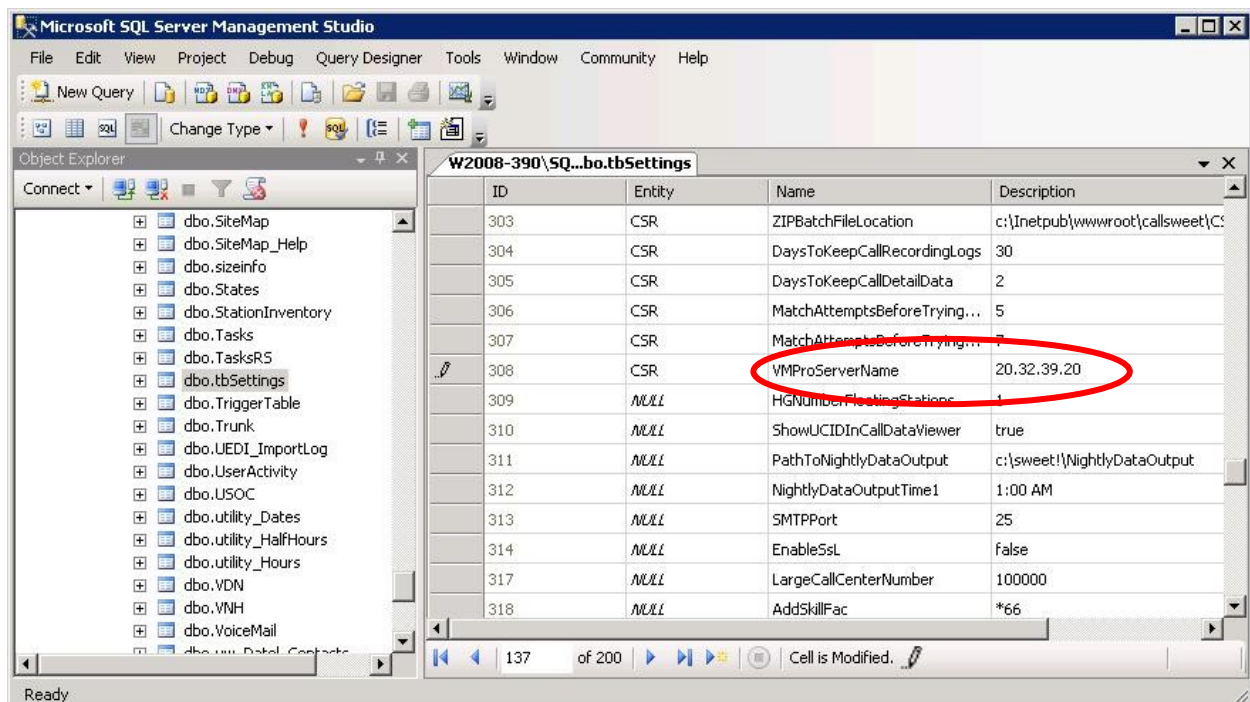
- Administer database table settings
- Administer voice recording service

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

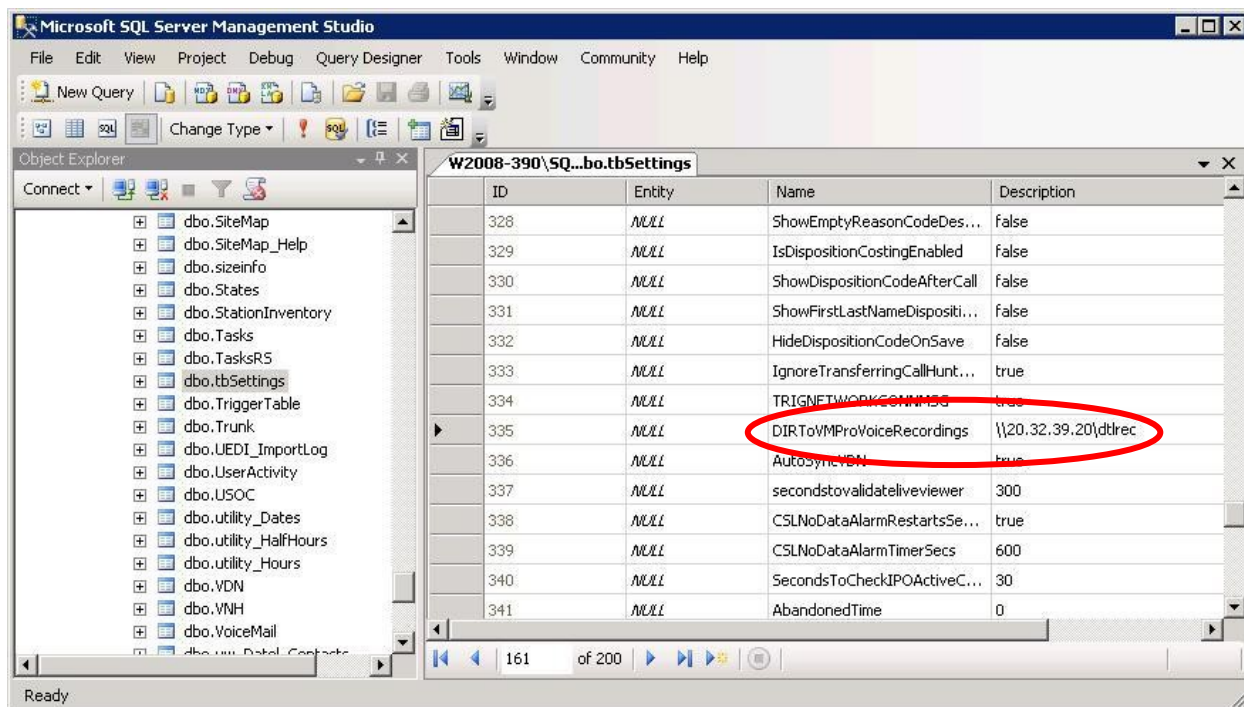
7.1. Administer Database Table Settings

From the Call SWEET! Live server, select **Start > All Programs > Microsoft SQL Server 2008 > Microsoft SQL Server Management Studio**, and log in using the appropriate credentials.

The **Microsoft SQL Server Management Studio** screen is displayed. Select **Databases > SWEET > Tables > dbo.tbSettings** from the left pane. Scroll the right pane as necessary to locate the **VMProServerName** parameter, and set the value to the IP address of the Voicemail Pro server, as shown below.

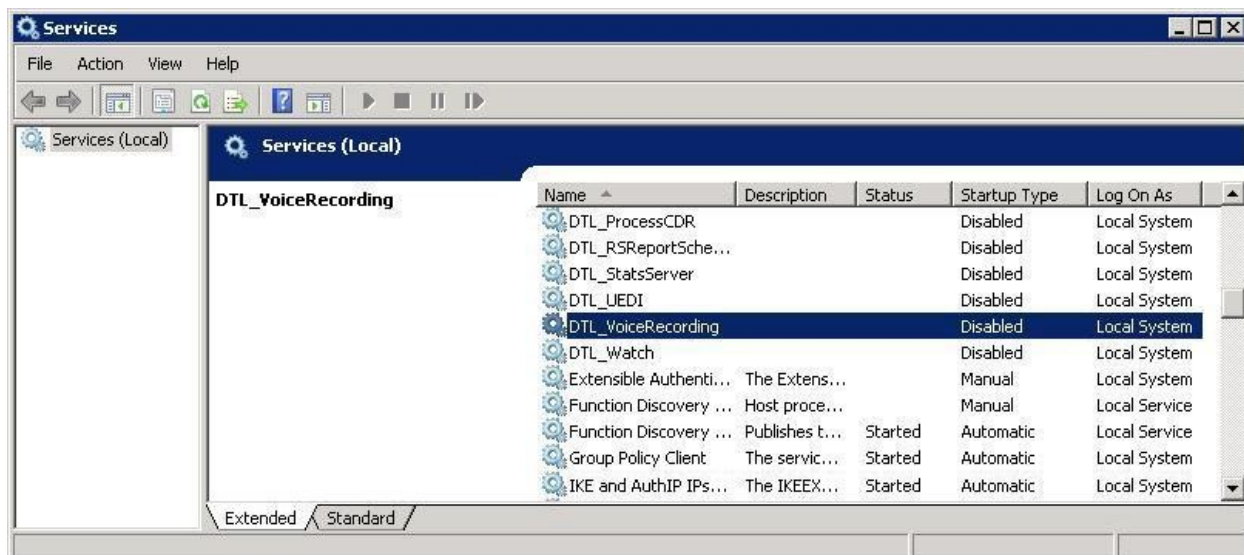


Locate the **DIRToVMProVoiceRecordings** parameter, and set the value to “\\ip-address\dtlrec”, where “ip-address” is the IP address of the Voicemail Pro server, and “dtlrec” is the recording user name from **Section 5.2**.



7.2. Administer Voice Recording Service

Select **Start > Control Panel > Administrative Tools > Services** to display the **Services** screen. Scroll the right pane as necessary to locate the **DTL_VoiceRecording** service. Right click on the service to select **Properties** from the pop-up box (not shown).



The **DTL_VoiceRecording Properties** screen is displayed. Select the **Log On** tab. Select the radio button for **This account**, and enter the appropriate credentials to access the Voicemail Pro server's call recordings directory in **Section 6**.

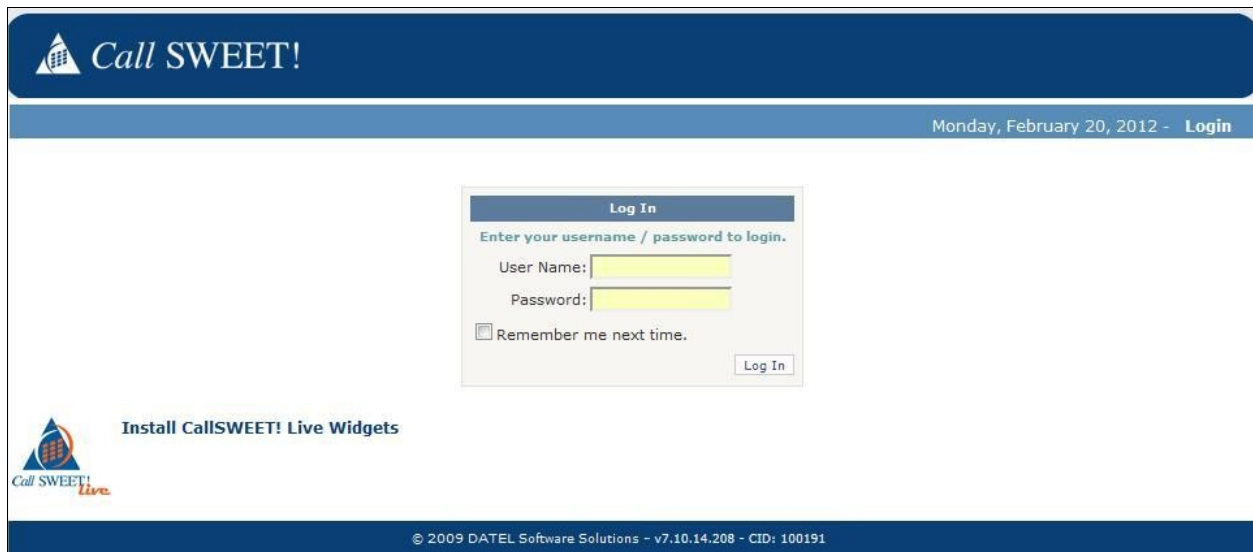
The screenshot shows the 'DTL_VoiceRecording Properties (Local Computer)' dialog box with the 'Log On' tab selected. The 'Log on as:' section has two radio buttons: 'Local System account' (unselected) and 'This account:' (selected). Below 'This account:' is a text box containing 'Administrator' and a 'Browse...' button. There are also text boxes for 'Password:' and 'Confirm password:', both containing eight dots. A checkbox labeled 'Allow service to interact with desktop' is unchecked. Below these fields is a link: 'Help me configure user account log on options.' A text label reads 'You can enable or disable this service for the hardware profiles listed below:'. Below this is a table with two columns: 'Hardware Profile' and 'Service'. The table contains one row: 'Undocked Profile' and 'Enabled'. Below the table are two buttons: 'Enable' and 'Disable'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

Hardware Profile	Service
Undocked Profile	Enabled

8. Verification Steps

This section provides the tests that can be performed to verify proper integration between IP Office and Call SWEET! Live Voice Recording. Prior to verification, place an incoming trunk call to a hunt group with an available agent user. Answer the call at the user, and generate unique audio content for the call prior to hanging up.

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



The screenshot displays the Call SWEET! Live web interface. At the top, a dark blue header bar contains the Call SWEET! logo on the left and the text "Monday, February 20, 2012 - Login" on the right. Below the header, the main content area is white. In the center, there is a "Log In" form with a title bar, instructions to enter username and password, input fields for "User Name:" and "Password:", a checkbox for "Remember me next time.", and a "Log In" button. In the bottom left corner of the main area, there is a logo for "Call SWEET! Live" and a link to "Install CallsWEET! Live Widgets". The footer is a dark blue bar with the text "© 2009 DATEL Software Solutions - v7.10.14.208 - CID: 100191".

The screen below is displayed. Select **Home > Voice Recording** from the left pane.

Call SWEET! Tuesday, February 21, 2012 - Administrator Logout

Your Digital Dashboard. You decide, You create.

Call Dist. By Hour - Total Calls

DB Statistics

SiteCode: 1
Description: Demo Corporation - 1
Last Update: 2/17/2012 4:52:50 PM
Total Calls: 55
Date First Call: 2/16/2012 7:12:45 AM
Date Last Call: 2/17/2012 1:54:46 PM

Total Calls: 55

In the subsequent screen, select the **Voice Recordings** tab, retain the default values and click **Filter**. The screen is updated with a list of recordings, as shown below. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.

Call SWEET!

Voice Recordings VR Category Setup .ZIP Files

Filter Voice Recordings:

Starting Date: 2/21/2012 12:00 AM VR Category: *

Ending Date: 2/21/2012 11:59 PM Direction: *

Agent/Ext: * Hunt Group: *

Calling Number: * Account Code: *

Called Number: *

Length: ANY seconds


Filter Show 50 records per page

AgentId:	Ext:	Date/Time:	Length:	Calling:	Called:	Hunt Group:	Direction:
EXTN21251	21251	2/21/2012 11:56:16 AM	00:00:53	9088465002	21251	21000 - MAIN_ACD	I

Scroll the screen to the right as necessary, and click on the linkage icon shown below.

VR Category:	*	
Direction:	*	
Hunt Group:	*	
Account Code:	*	


Build a .ZIP of Selected Files

Calling:	Called:	Hunt Group:	Direction:	VR Category:	Account Code:	
9088465002	21251	21000 - MAIN_ACD	I			

Build a .ZIP of Selected Files


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The **Voice Recording Call Leg Detail** screen is displayed. Click on the blue play icon associated with the call leg detail entry.



Call SWEET!

Tuesday, February 21, 2012 - Administrator
Logout

1 of 1
100%
Find | Next


Voice Recording Call Leg Detail
Page 1 of 1
2/21/2012 11:59:23 AM

Shows all legs of the call selected. The leg selected to generate this report has been highlighted.

Leg	Date	Calling Number	Called Number	Answer Time	Hold Time	Talk Time	Hunt Group
	2/21/2012 11:55:08 AM	908-846-5002	21251	0:00:00	0:00:09	0:00:55	21000 - Main_ACD

Verify that the screen below pops up, and that the recording can be played back.

EXTN21251 - 2/21/2012 11:56:16 AM - Windows Internet Explorer

http://20.32.39.158/callsweet/csr/callRecordingListener.aspx

00:10 / 00:53

AgentId: EXTN21251 **CallingNumber:** 9088465002
Date/Time: 2/21/2012 11:56:16 AM **Called Number:** 21251
Apply VR Category: No Tag

Done Internet 100%

9. Conclusion

These Application Notes describe the configuration steps required for DATEL Call SWEET! Live Voice Recording to successfully interoperate with Avaya IP Office 8.0 using Voicemail Pro. 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. *IP Office 8.0 Knowledge Base Documentation CD*, December 2011, available at <http://support.avaya.com>.
2. *Voice Recording User's Guide*, available upon request to DATEL Support.
3. *Application Notes for DATEL Call SWEET! Live with Avaya IP Office 8.0 – Issue 1.0*, available at <http://support.avaya.com>.

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