

Avaya Solution & Interoperability Test Lab

Application Notes to Integrate Avaya Contact Recorder 12.0 with Avaya Proactive Outreach Manager 3.0 using Avaya Aura® Application Enablement Services 6.3 – Issue 1.1

Abstract

These Application Notes describe the configuration steps required for Avaya Contact Recorder 12.0 to successfully integrate with Avaya Proactive Outreach Manager 3.0 using Computer Telephony Integration and Avaya Aura® Application Enablement Services 6.3. Avaya Contact Recorder is a call recording solution capable of capturing audio from Avaya Aura® Communication Manager. Avaya Proactive Outreach Manager integrates with Avaya Contact Recorder using a switch side recording approach and records calls to meet compliance needs and for bulk recordings.

Information in these Application Notes has been obtained through interoperability test conducted at the Avaya Solution and Interoperability Test Lab.

Table of Contents

1	Int	roduction	. 3
2	Int	eroperability Testing	. 4
	2.1	Test Description and Coverage	. 4
	2.2	Test Results and Observations	. 5
3	Re	ference Configuration	. 6
4	Eq	uipment and Software Validated	. 7
5	Co	nfigure Avaya Aura® Communication Manager	. 8
	5.1	Verify Avaya Aura® Communication Manager License	. 8
	5.2	Administer CTI Link for TSAPI	. 9
	5.3	Administer System Parameters Features	10
	5.4	Administer Class of Restriction	11
	5.5	Administer Agent Stations	11
	5.6	Administer Codec Set	12
	5.7	Administer Network Region	12
	5.8	Administer Virtual IP Softphones	13
	5.9	Assign Virtual IP Softphones to Network Region	15
6	Co	nfigure Avaya Aura® Application Enablement Services	16
	6.1	Launch Avaya Aura® Application Enablement Services Console	16
	6.2	Verify DMCC and TSAPI Licenses	17
	6.3	Administer TSAPI Link	17
	6.4	Obtain Tlink Name	18
	6.5	Obtain H.323 Gatekeeper IP Address	19
	6.6	Disable Security Database	20
	6.7	Restart TSAPI Service	20
	6.8	Administer Avaya Contact Recorder User for DMCC	21
_	6.9	Administer Avaya Contact Recorder User for TSAPI	21
7	Co	nfigure Avaya Proactive Outreach Manager	22
	7.1	Enable WFO Integration	22
	7.2	Configure Avaya Proactive Outreach Manager Applications	23
8	Co	onfigure Avaya Contact Recorder	24
	8.1	Launch Avaya Aura® Contact Recorder	24
	8.2	Administer Recorder Information	25
	8.3	Administer Contact Center Information	26
	8.4	Administer Bulk Recording	27
0	8.5	Administer Avaya Proactive Outreach Manager Interface	27
9	Ve	prification Steps	29
	9.1	Verify Avaya Aura® Communication Manager	29
	9.2	Verify Avaya Proactive Outreach Manager	29
	9.3	Verify Avaya Aura® Contact Recorder	30
	9.4	Verity Avaya Aura® Application Enablement Services	31
4.4	9.5	Verity Avaya Contact Recorder Recording Playback	<i>32</i>
](1) ('	Conclusion	33
1.	1 /	Additional Keterences	33

1 Introduction

These Application Notes describe the configuration steps required for Avaya Contact Recorder 12.0 to successfully integrate with Avaya Proactive Outreach Manager 3.0 using Computer Telephony Integration and Avaya Aura® Application Enablement Services. Avaya Contact Recorder is a component of the Avaya Aura® Workforce Optimization solution. It provides call recording functions and is capable of capturing audio from Avaya Aura® Communication Manager.

Call recording is an integral feature of any outbound offering and is a critical feature to have as Avaya Proactive Outreach Manager 3.0 supports agent based campaigns. To meet this requirement Avaya Proactive Outreach Manager integrates with Avaya Contact Recorder for call recording capabilities. Avaya Proactive Outreach Manager integrates with Avaya Contact Recorder using a switch side recording approach and records calls to meet compliance needs and for bulk recordings. While integrating and extending the recording capabilities, Avaya Contact Recorder controls the way the calls are recorded. The recordings are driven by Avaya Contact Recorder, and Avaya Proactive Outreach Manager does not drive the recordings. Avaya Proactive Outreach Manager integrates with Avaya Contact Recorder with the help of socketbased messages sent from Avaya Proactive Outreach Manager to Avaya Contact Recorder.

In the test configuration agents are configured to support both outbound calls and inbound calls in a Preview Agent Blending environment. Based upon the load of inbound calls Avaya Proactive Outreach Manager acquires agents to handle outbound calls and releases agents for handling inbound calls on a continuous basis. Both outbound calls and inbound calls directed to the agent stations are recorded by Avaya Contact Recorder.

To implement the call recording solution, a number of Device, Media and Call Control (DMCC) virtual IP softphones are configured within Avaya Contact Recorder. At the time when Avaya Contact Recorder is launched, Avaya Contact Recorder registers the virtual IP softphones with Avaya Aura® Communication Manager. When outbound calls are received by those target stations, Avaya Contact Recorder will receive Avaya Proactive Outreach Manager events and TSAPI events to trigger recording of the calls. It will send a Single Step Conference request via TSAPI to conference in one of its virtual IP softphones for capturing the media. When inbound calls are received by the target stations, Avaya Contact Recorder will use TSAPI events to trigger the Single Step Conference request for capturing the media.

2 Interoperability Testing

The interoperability test included feature and serviceability testing.

2.1 Test Description and Coverage

The feature testing focused on verifying the following on Avaya Contact Recorder:

- Handling of real-time agent states and call events from Avaya Proactive Outreach Manager
- Use of Application Enablement Services DMCC registration services to register and un-register the virtual IP softphones
- Use of Single Step Conference to connect virtual IP softphones to calls participated by target stations
- Use of Application Enablement Services DMCC monitoring services and media control events to obtain the media from the virtual IP softphones
- Proper recording, logging, and playback of calls for scenarios involving inbound, outbound, agent drop, customer drop, hold, reconnect, transfer, conference, simultaneous calls, agent blending, and managed jobs

The serviceability testing focused on verifying the ability of Avaya Contact Recorder to recover from adverse conditions, such as network outage and server reboot.

Feature and serviceability test cases were executed manually. During the test, outbound calls were placed by Avaya Proactive Outreach Manager and routed to an available agent. The agent accepted the call and the conversation between the customer and the agent was recorded. The recordings were reviewed using Avaya Contact Recorder Replay function. Inbound calls were placed manually to an Automatic Call Distribution (ACD) queue during the test. The agent was released by Avaya Proactive Outreach Manager to handle the inbound call which was also recorded by Avaya Contact Recorder.

An important focus of the test was to make sure that calls were recorded from the beginning to the end. In addition, for calls that have multiple segments (e.g. transfer and conference calls) attention was paid on whether all the segments were recorded. Because the Avaya Proactive Outreach Manager SynTelate Agent Desktop provides in-built hold, transfer, conference and consult capabilities.

2.2 Test Results and Observations

All the following scenarios were tested successfully with Avaya Proactive Outreach Manager 3.0 and Avaya Contact Recorder 12.0

- Audio and Screen Recordings for Outbound jobs
- Audio and Screen Recordings for hold, transfer, consult and conferences with other outbound and inbound agents
- Data associated with outbound jobs for recording to be aligned with Avaya Proactive Outreach Manager reports
- Audio and Screen Recording for blended agents handling inbound and outbound jobs

Failover and Negative scenarios were carried out in order to verify the functionality under rainy day conditions as mentioned below. Few issues observed related to Avaya Contact Recorder 12.0

- Impact of Avaya Contact Recorder/Avaya Proactive Outreach Manager restart on call recording of the ongoing and subsequent outbound jobs
- Impact of AES restart on call recording of the ongoing and subsequent outbound jobs
- Impact of Avaya Proactive Outreach Manager failover to Aux Avaya Proactive Outreach Manager on the call recordings of outbound jobs

Limitations:

- Outbound Agent's ID and parties (the caller and called station details along with DMCC stations) are not associated with the call recordings in case of hold, transfer and conference call scenarios
- If multiple Avaya Proactive Outreach Manager Servers are integrated with Avaya Contact Recorder then in case of failovers, Avaya Proactive Outreach Manager needs to be restarted manually in order to have job information associated with outbound call recordings
- For Avaya Proactive Outreach Manager SynTelate agent desktops installed on Windows XP, registry entry for screen capture module (CaptureLayeredWindows to be set to 1) needs to be modified to have all the portions of screen to be captured properly

3 Reference Configuration

Avaya Contact Recorder is a software only solution and runs on an industry standard server. It uses a web browser for administration and recording review and playback.

The administration of basic connectivity among Communication Manager, Avaya Proactive Outreach Manager, and Application Enablement Services is not the focus of these Application Notes, and will not be described. In addition, it is assumed that the administration of contact center entities (e.g. agents, skills, vectors, and VDN's) is already in place.



Figure 1: Avaya Proactive Outreach Manager with Avaya Contact Recorder and Avaya Aura® Application Enablement Services

4 Equipment and Software Validated

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

Equipment/Software	Release/Version
VMWare ESXi 5.0.1 with vCenter 5.1 OVA	Avaya Aura® System Manager 6.3 (Build No 6.3.3.5.1829)
	Avaya Aura® Session Manager 6.3.2.0.632023
	Avaya Aura® Communication Manager (Evolution Server) R016x.03.0.124.0
	Avaya Aura® Application Enablement Services R6.3.0.0.212-0
Avaya Contact Recorder	12.0
Avaya Aura® Experience Portal	7.0
Avaya Proactive Outreach Manager	3.0
Avaya Proactive Outreach Manager SynTelate Agent Desktop	4.4.0
Avaya 96x1 Series H.323 IP Deskphones	6.3
Avaya 96x1 Series SIP IP Deskphones	6.3

5 Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager as follows:

- Verify Avaya Aura® Communication Manager License
- Administer CTI link for TSAPI
- Administer System Parameters Features
- Administer Class of Restriction
- Administer Agent Stations
- Administer Codec Set
- Administer Network Region
- Administer Virtual IP Softphones
- Assign Virtual IP Softphones to Network Region

5.1 Verify Avaya Aura® Communication Manager License

Log in to the System Access Terminal (SAT) to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the **display system-parameters customer-options** command to verify that the **Computer Telephony Adjunct Links** customer option is set to **y** on **Page 3**.

display system-parameters customer-options	Page 3 of 11
OPTIONAL FEATURES	
Abbreviated Dialing Enhanced List? y	Audible Message Waiting? y
Access Security Gateway (ASG)? y	Authorization Codes? y
Analog Trunk Incoming Call ID? y	CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y	CAS Main? n
Answer Supervision by Call Classifier? y	Change COR by FAC? n
ARS? y Computer	Telephony Adjunct Links? y
ARS/AAR Partitioning? y Cvg Of	Calls Redirected Off-net? y
ARS/AAR Dialing without FAC? y	DCS (Basic)? y
ASAI Link Core Capabilities? y	DCS Call Coverage? y
ASAI Link Plus Capabilities? y	DCS with Rerouting? y
Async. Transfer Mode (ATM) PNC? n	
Async. Transfer Mode (ATM) Trunking? n Digita	l Loss Plan Modification? y
ATM WAN Spare Processor? n	DS1 MSP? y
ATMS? y	DS1 Echo Cancellation? y
Attendant Vectoring? y	

Navigate to **Page 4.** Verify that the **Enhanced Conferencing** customer option is set to **y** on **Page 4**.

```
display system-parameters customer-options
                                                                      4 of 11
                                                               Page
                               OPTIONAL FEATURES
  Emergency Access to Attendant? y
                                                                IP Stations? y
          Enable 'dadmin' Login? y
         Enhanced Conferencing? y
                                                         ISDN Feature Plus? n
                Enhanced EC500? y
                                        ISDN/SIP Network Call Redirection? y
   Enterprise Survivable Server? n
                                                           ISDN-BRI Trunks? y
      Enterprise Wide Licensing? n
                                                                  ISDN-PRI? y
             ESS Administration? y
                                                Local Survivable Processor? n
         Extended Cvg/Fwd Admin? y
                                                      Malicious Call Trace? y
    External Device Alarm Admin? y
                                                  Media Encryption Over IP? y
 Five Port Networks Max Per MCC? n
                                     Mode Code for Centralized Voice Mail? n
               Flexible Billing? n
  Forced Entry of Account Codes? y
                                                   Multifrequency Signaling? y
     Global Call Classification? y
                                         Multimedia Call Handling (Basic)? y
            Hospitality (Basic)? y
                                       Multimedia Call Handling (Enhanced)? y
Hospitality (G3V3 Enhancements)? y
                                                Multimedia IP SIP Trunking? y
                      IP Trunks? y
          IP Attendant Consoles? y
```

If any option specified in this section does not have a proper value, contact the Avaya sales team or business partner for a proper license file.

5.2 Administer CTI Link for TSAPI

Add a CTI link using the **add cti-link n** command, where **n** is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
        add cti-link 1
        Page 1 of 3

        CTI Link: 26
        CTI LINK

        Extension: 301-1000
        COR: 1

        Type: ADJ-IP
        COR: 1
```

5.3 Administer System Parameters Features

Use the **change system-parameters features** command to enable **Create Universal Call ID** (UCID) and enter an available node ID in the UCID Network ID field on Page 5. This node ID will be prepended to all the UCID's generated by Communication Manager.

```
change system-parameters features
                                                                       5 of 20
                                                               Page
                       FEATURE-RELATED SYSTEM PARAMETERS
SYSTEM PRINTER PARAMETERS
 Endpoint:
                        Lines Per Page: 60
SYSTEM-WIDE PARAMETERS
                                    Switch Name:
           Emergency Extension Forwarding (min): 10
         Enable Inter-Gateway Alternate Routing? y IGAR Over IP Trunks: skip
Enable Dial Plan Transparency in Survivable Mode? y
                             COR to Use for DPT: station
               EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
              Apply MCT Warning Tone? n MCT Voice Recorder Trunk Group:
     Delay Sending Release (seconds): 0
SEND ALL CALLS OPTIONS
    Send All Calls Applies to: station
                                          Auto Inspect on Send All Calls? n
             Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
    Create Universal Call ID (UCID)? y
                                          UCID Network Node ID: 1
```

Navigate to **Page 13**, and enable **Send UCID to ASAI**. This parameter allows for the universal call ID to be sent to Avaya Contact Recorder.

```
change system-parameters features
                                                                Page 13 of 20
                        FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER MISCELLANEOUS
          Callr-info Display Timer (sec): 10
                        Clear Callr-info: next-call
       Allow Ringer-off with Auto-Answer? n
   Reporting for PC Non-Predictive Calls? n
           Agent/Caller Disconnect Tones? n
         Interruptible Aux Notification Timer (sec): 3
            Zip Tone Burst for Callmaster Endpoints: double
 ASAI
           Copy ASAI UUI During Conference/Transfer? y
       Call Classification After Answer Supervision? y
                                  Send UCID to ASAI? y
         For ASAI Send DTMF Tone to Call Originator? y
 Send Connect Event to ASAI For Announcement Answer? y
```

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5.4 Administer Class of Restriction

Use the **change cor n** command, where **n** is the class of restriction (COR) number to be assigned to the target stations and virtual IP softphones. Set the **Calling Party Restriction** field to **none**, as shown below.

```
change cor 1
                                                                                                                                  1 of 23
                                                                                                                      Page
                                                       CLASS OF RESTRICTION
                           COR Number: 1
                  COR Description:
                                        FRL: 0
FRL: 0 APLT? y
Can Be Service Observed? y
Can Be A Service Observer? y
Time of Day Chart: 1
Priority Queuing? n
Restriction Override: none
Restricted Call List? n
APLT? y
Calling Party Restriction: none
Forced Entry of Account Codes? n
Direct Agent Calling? y
Facility Access Trunk Test? n
Can Change Coverage? n
                                                                                                              APLT? y
         Restricted Call List? n
                                                                                Can Change Coverage? n
Access to MCT? yFully Restricted Service? nGroup II Category For MFC: 7Hear VDN of Origin Annc.? nSend ANI for MFE? nAdd/Remove Agent Skills? nMF ANI Prefix:Automatic Charge Display? n
MF ANI Prefix: Automatic Charge Display? n
Hear System Music on Hold? y PASTE (Display PBX Data on Phone)? n
                                           Can Be Picked Up By Directed Call Pickup? n
                                                                  Can Use Directed Call Pickup? n
                                                                  Group Controlled Restriction: inactive
```

5.5 Administer Agent Stations

Modify each physical station used by the Avaya Proactive Outreach Manager agents to allow the station to be involved in an outbound call by using the COR defined in **Section 5.4**. Use the **change station n** command, where **n** is the station extension, to change the **COR** field to **1**. Make sure that the **Name** field is populated with the name of the station; otherwise Avaya Contact Recorder will report an error and no recording will be done.

change station 3011441		1	Page	1 of	5
		STATION			
Extension: 301-1441		Lock Messages? n		BCC:	0
Type: 9641		Security Code: 123456		TN:	1
Port: S00001		Coverage Path 1:		COR:	1
Name: Station 301144	1	Coverage Path 2:		COS:	1
		Hunt-to Station:		Tests?	У
STATION OPTIONS					
Location:		Time of Day Lock Table	e:		
Loss Group:	19	Personalized Ringing Pattern	n: 1		
		Message Lamp Ext	t: 30	01-1441	
Speakerphone:	2-way	Mute Button Enabled	d? y		
Display Language:	english	Button Modules	s: 0		
Survivable GK Node Name:					
Survivable COR:	internal	Media Complex Ext	t:		
Survivable Trunk Dest?	У	IP SoftPhone	e? y		
		IP Video Softphone	e? n		
	Short	Prefixed Registration Allowed	d: de	efault	
	Cu	stomizable Labels? y			

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5.6 Administer Codec Set

Enter the **change ip-codec-set n** command where **n** is the codec set for the virtual IP softphones. Enter **G.711MU** and **G.729A** to the **Audio Codec** field and **6** to the **Frames Per Pkt** field. The entry of G.729A is needed because Avaya Contact Recorder uses G.729A recording format in the test configuration (see **Section 8.3**). Retain the values of other fields.

```
change ip-codec-set 1
                      IP Codec Set
   Codec Set: 1
   Audio
            Silence Frames Packet
   Codec
             Suppression Per Pkt Size(ms)
1: G.729A
             n 6 20
2: G.711MU
3: G.711A
                          6
                  n
                                   20
                         6
                                   20
                  n
4:
5:
6:
7:
    Media Encryption
1: none
2:
3:
```

5.7 Administer Network Region

Enter the **change ip-network-region n** command where **n** is the network region the virtual IP softphones will belong to. Set the **Codec Set** field to the codec set value administered in **Section 5.6**.

```
1 of 20
change ip-network-region 1
                                                             Page
                             IP NETWORK REGION
 Region: 1
Location: 1 Authoritative Domain: sol002.fst.silpunelab.com
  Name: CM1A
                Stub Network Region: n
MEDIA PARAMETERS
                              Intra-region IP-IP Direct Audio: yes
     Codec Set: 1
                             Inter-region IP-IP Direct Audio: yes
  UDP Port Min: 2048
                                         IP Audio Hairpinning? n
  UDP Port Max: 3329
DIFFSERV/TOS PARAMETERS
Call Control PHB Value: 46
       Audio PHB Value: 46
       Video PHB Value: 26
802.1P/Q PARAMETERS
Call Control 802.1p Priority: 6
      Audio 802.1p Priority: 6
       Video 802.1p Priority: 5
                                    AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS
                                                      RSVP Enabled? n
 H.323 Link Bounce Recovery? y
Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
           Keep-Alive Count: 5
```

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Page

2

5.8 Administer Virtual IP Softphones

Virtual IP Softphones are used by Avaya Contact Recorder to conference into calls involving target stations and to capture media. Add a virtual IP softphone using the **add station n** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Type:** Set as **4624**
- Name: Enter a descriptive name
- Security Code: Enter a desired value
- COR Set as 1 which is defined in Section 5.4
- IP SoftPhone: y

add station 3011450 Page 1 of 6 STATION Lock Messages? n Security Code: 123456 Coverage Path 1: Extension: 301-1450 BCC: 0 Type: 4624 TN: 1 Port: S00009 COR: 1 Name: Avaya Contact Recorder Test 1 Coverage Path 2: COS: 1 Hunt-to Station: Tests? y STATION OPTIONS NS Location: Time of Day LOCK Fabro Loss Group: 19 Personalized Ringing Pattern: 1 Message Lamp Ext: 301-1450 Mute Button Enabled? y Speakerphone: 2-way Display Language: english Survivable GK Node Name: Survivable COR: internal Media Complex Ext: Survivable Trunk Dest? y IP SoftPhone? y IP Video Softphone? n Short/Prefixed Registration Allowed: default

Navigate to **Page 4**. Enter button type **conf-dsp** to the Button 4 field. Empty the value in the Button 3 field.

change station 3011450		Page	4 of	6
	STATION			
SITE DATA				
Boom.		Headset? n		
Tack:		Spoakor2 n		
		Speaker: II		
Cable:		Mounting: a		
Floor:		Cord Length: 0		
Building:		Set Color:		
ABBREVIATED DIALING				
List1:	List2:	List3:		
DIITTON ACCIONMENTS				
1. coll eren	7.			
1: Call-appr	/:			
2: call-appr	8:			
3:	9:			
4: conf-dsp	10:			
5:	11:			
6:	12:			
•	12.			

Repeat this section to administer the desired number of virtual IP softphones, using sequential extension numbers and the same security code for all virtual IP softphones.

list station	list station 3011450 count 5							
		STATIONS						
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ COF Cv2 CC	/ Cable/ S TN Jack		
301-1450 1	S00009	Avaya Contact Recorde	er Test	1				
301-1451 1	4624 S00012	Avaya Contact Record	no er Test	2	1	1		
	4624		no		1	1		
301-1452 1	S00015	Avaya Contact Recorde	er Test	3				
	4624		no		1	1		
301-1453 1	S00018	Avaya Contact Recorde	er Test	4				
	4624		no		1	1		
301-1454 1	S00021	Avaya Contact Recorde	er Test	5				
	4624		no		1	1		

5.9 Assign Virtual IP Softphones to Network Region

Use the **change ip-network-map** command to add the IP address of the Application Enablement Services server to network region **1** administered in **Section 5.7**. As all the virtual IP softphones register through the Application Enablement Services server, they will automatically be assigned to that network region.

change ip-network-map	IP ADDRESS	MAPP	ING	Pi	age	1 of	63
IP Address			Subnet Bits	Network Region VLAN	Emer Loca	gency tion	Ext
FROM: x.x.x.x TO: x.x.x.x		/	1	1			

Configuration of Communication Manager is complete. Use the **save translation** command to save these changes.

6 Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services as follows:

- Launch Avaya Aura® Application Enablement Services Console
- Verify DMCC and TSAPI Licenses
- Administer TSAPI Link
- Obtain Tlink Name
- Obtain H.323 Gatekeeper IP Address
- Disable Security Database
- Restart TSAPI service
- Administer Avaya Contact Recorder User for DMCC
- Administer Avaya Contact Recorder User for TSAPI

6.1 Launch Avaya Aura® Application Enablement Services Console

Access Application Enablement Services web-based interface by using the URL http://<ipaddress> in an Internet browser window, where **ip-address** is the IP address of the Application Enablement Services server.

The Welcome to Avaya Application Enablement Services screen is displayed (not shown). Click Continue to Login. Log in using the appropriate credentials in Please login here: screen.

Αναγά	Application Enablement Services Management Console				
	Viscon login have: Discovered Viscovered Login				
	© Cupyright © 2009-2012 Anaya (no. 42 Wyber Kasarrad,				

The Welcome to OAM screen is displayed.

Application Enablement Services Management Console	Raceber of prior third logics strengths 17 Healthread/Pre-extransion threads the strength of t					
	Heres I Help I C					
fcome to GAB						
a Mil Services Operations, Administration, and Management (CAM) their provides you will tools for managing the Ad Ser	ever, GAM space the following all constrative domains:					
• KE Bankcer - Las Ad Services to manage all AE Services that you are idented to use on the AE Service.						
 Communication Manager Interface - Use Zemmunication Manager Interface to manage socials convertion and dialsh - Logislam - Use Diseased to manager the Social entry: 	ian.					
Maintenance - Lee Martenance to manage the routine manylenance table. Maintenance - Lee Martenance to manage the routine biterface and ends.						
· Security - Use Security in manage Linux over accounts, cartificate, host authentication and authoritation, configure	r Umor-OMII (Phoppakla Rathenitiation Medicler for Unor) and as an					
 User Hanagement - Use User Hanagement to manage AE Dervices users and AE Services coerrelated resources. 						
 Unlines - Use Unlines to carry out basic connectivity tests. Male - Use Help to sistem a few tips for using the OAM Help system. 						
panding on your booliness requirements, these administrative domains can be served by one administrator for all domai	Ins. or a separate altrainistrator for each domain.					
Copyright © 2008-2012 Averya Inc. All Register Associated.						
	Hanagement Console Access of paratises, Administration, and Management (DMM) this provide you will book for management the Administration of the Administ					

6.2 Verify DMCC and TSAPI Licenses

As an Avaya product Avaya Contact Recorder is always granted unrestricted access to the DMCC and TSAPI interfaces. No additional **Device Media and Call Control** and **TSAPI Simultaneous Users** licenses are required for DMCC and TSAPI access.

6.3 Administer TSAPI Link

To administer a TSAPI link, select **AE Services** \rightarrow **TSAPI** \rightarrow **TSAPI Links** from the left pane. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**. Note that the TSAPI link used for this test is CM1A which is already configured. The screen below is for illustration purpose only.

AVAYA		Application Enableme Management Cons	Websamp, User and Last Japan, Web Moo Non-Territor of Anthe Table HeatTapon (Phr. Anthe Januar Offer Type) 3W Version 6, 13.0. Service Table and Tir	Websamp: Japan could Last Report, Weak May & 10(18):423 2013 Nove 122,58 Last Report, Weak Make Lagde Petrocypts (4) Hostitics VIS Petrocols Constraints Barvar Offer Types VISTURE, APPLANCE, OK, Weak SW Vietnams SW Vistants SW Vistants SW Vistants Service Data and Times: Weak Nove 8 17:481:11.107 20		
AC Services TSAPI TSAPI Lief	6				Harres Halp 1	
*AE Services	TEADLINE					
- CYLER	TSLOT LINKS					
- Paster	t unit	faulth Coreaction	Switch CTT Link #	AUAI Link Version	Becally	
	* 1	RECH	2	1	E-19	
TRAFE	0.2	COCMER	1 .	5	Both	
TSAPI Links TSAPI Constant	84	DHIA	±1	1	Kath.	
a result to describe	10.2	CRUA	2	UNUNOWN:	Augh.	

The Add TSAPI Links screen is displayed next.

The Link field is only local to the Application Enablement Services server, and may be set to any available number. For Switch Connection, select the relevant switch connection from the drop-down list. In this case, the existing switch connection CM1A is selected. For Switch CTI Link Number, select the CTI link number configured in Section 5.2. Retain the default values in the remaining fields, and click Apply Changes. Note that the TSAPI link used for this test is Link 1 and is already configured. The screen below is for illustration purpose only.

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- 7WS				

6.4 Obtain Tlink Name

Select Security \rightarrow Security Database \rightarrow Tlinks from the left pane. The Tlinks screen shows a listing of the Tlink names. A new Tlink name is automatically generated for the TSAPI service. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring Avaya Contact Recorder.

In this case, the associated Tlink name is **AVAYA#CM1A#CSTA-S#EMCAES** where the switch connection **CM1A** from **Section 6.3** is used as part of the Tlink name.

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6.5 Obtain H.323 Gatekeeper IP Address

Select Communication Manager Interface \rightarrow Switch Connections from the left pane. The Switch Connections screen shows a listing of the existing switch connections.

Locate the Connection Name associated with the relevant Communication Manager, in this case **CC1A**, and select the corresponding radio button. Click **Edit PE/CLAN IPs**.

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The **Edit PE/CLAN IPs** screen is displayed. Note the IP address as this value will be used later to configure Avaya Contact Recorder.

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6.6 Disable Security Database

In the test configuration, the Security Database is disabled as follows:

Select Security \rightarrow Security Database \rightarrow Control from the left pane, to display the SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services screen in the right pane. Uncheck Enable SDB for DMCC Service field and Enable SDB TSAPI Service, JTAPI and Telephony Service field. Click Apply Changes.

In a customer environment, the customer will typically only allow selected users to access the AES services. The procedure for doing so is not described here.

Αναγα	Application Enablement Services Management Console	Waitumme: über snaft Last Inder, Thu Nov 14 (2010):133, 2013 trons 172,16,38, Norden ein greise Halled Ister attantoffs: 05 Hereine Dier Herein Vittigen, John Jahren, of Jahren Servers Dier (J. 2010) 2012;-0 Server Date and Time: Size New 17 15-41:16 UST 2013
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+ At Services		
Communication Manager	SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services	
a Licensing	Enable SDB for DMCC Service	
Maintenonce	Enable SDB for TSAPI Service, JTAPI and Talephony Web Services.	
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+ Ausžit		
· Certificate Management		
Enterprise Directory		
- Host AA		
i BAM		
* Security Instatution		
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6.7 Restart TSAPI Service

Select Maintenance \rightarrow Service Controller from the left pane, to display the Service Controller screen in the right pane. Check the TSAPI Service, and click Restart Service.

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6.8 Administer Avaya Contact Recorder User for DMCC

Select User Management \rightarrow User Admin \rightarrow Add User from the left pane, to display the Add User screen in the right pane.

Enter desired values for User Id, Common Name, Surname, User Password, and Confirm Password. For CT User, select Yes from the drop-down list. Retain the default value in the remaining fields. Click Apply at the bottom of the screen.



6.9 Administer Avaya Contact Recorder User for TSAPI

Use the same procedure specified in Section 6.8 to configure a user for TSAPI service access.

Although different users can be used by Avaya Contact Recorder to log in to the DMCC and TSAPI services, the same user also can be used to achieve the same result as done on this test effort.

7 Configure Avaya Proactive Outreach Manager

This section provides the procedure for configuring Avaya Proactive Outreach Manager so as to integrate with Avaya Contact Recorder.

7.1 Enable WFO Integration

Enable the Avaya Contact Recorder port on Avaya Proactive Outreach Manager server. From the Avaya Proactive Outreach Manager Home page, go to **Global Configurations** on the **Configurations** drop-down button.

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Scroll down to **WFO** Field and then click on **Enable WFO** check box as shown in screenshot below.

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7.2 Configure Avaya Proactive Outreach Manager Applications

Go to System Configuration \rightarrow Applications. Edit Avaya Proactive Outreach ManagerDriverApp and Nailer applications so as to enable Generate UCID under Advanced Parameters.

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	Generate UCID	🕸 Yes 🗇 No		
	Operation Mode:	Shared UUI •		4

Once these changes are done, restart Avaya Proactive Outreach Manager service by logging into Avaya Proactive Outreach Manager server with root credentials and issuing the command: /sbin/service Avaya Proactive Outreach Manager restart.

8 Configure Avaya Contact Recorder

This section provides the procedures for configuring Avaya Contact Recorder as follows:

- Launch Avaya Contact Recorder
- Administer Recorder Information
- Administer Contact Center Information
- Administer Conferenced Mode
- Administer Avaya Proactive Outreach Manager Interface

8.1 Launch Avaya Aura® Contact Recorder

Launch a web browser, enter http://<IP address of Avaya Contact Recorder>:8080 in the URL field. Log in using proper credentials.



The following screen is displayed.

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8.2 Administer Recorder Information

Navigate to **General Setup** \rightarrow **Recorder** tab and set the following field:

IP Address on this server to use for recordings (**RTP**, screen content etc.): Enter IP address of Avaya Contact Recorder.

Specify the **Call Storage Path** by giving a location in Avaya Contact Recorder server for call storage, if Avaya Contact Recorder is configured on Windows OS.

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SNW Version	3/9		
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Alter full defanses vacuum on startas (hospiend)	Yes		
	Test defined		
Key Management Server			

8.3 Administer Contact Center Information

Navigate to **General Setup** → **Contact Center Interface** tab and set the following fields:

•	Switch Type:	Select Communication Manager from the dropdown list
•	Audio format:	Use default value G.729A (8kbps)
٠	Avaya Communication Manager Name:	Enter H.323 Gatekeeper IP address
		obtained in Section 6.4
•	AE Server Address(es):	Enter IP address of the Avaya AES server
٠	DMCC Username:	Enter User Id configured in Section 6.8
٠	DMCC Password:	Enter User Password configured in
		Section 6.8
٠	IP Station Security Code:	Enter Security Code configured in
		Section 5.8
•	AES TSAPI Server(s):	Enter IP address of the Avaya AES server
٠	AES TSAPI Service Identifier(s):	Enter Tlink Name configured in Section 6.3
٠	AES TSAPI Service Login ID:	Enter User Id configured in Section 6.9
٠	AES TSAPI Service password:	Enter User Password configured in
		Section 6.9
٠	Extensions assigned to recorder:	Use Add Port (s) to add the virtual IP
		softphone extensions configured in Section
		5.8

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8.4 Administer Bulk Recording

Navigate to **Operations** \rightarrow **Bulk Recording** tab and set the following fields:

• Record calls to or from:

Use **Add address(s)** to add the target stations

Retain the default values for other fields.

AVAYA C	ontact Reco	rder						REFRESH	Help Charge Paseword	t Logast
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8.5 Administer Avaya Proactive Outreach Manager Interface

Access Avaya Contact Recorder system and login in using user having administrative rights. Edit the Avaya Contact Recorder.properties file to include all the following lines:

```
acr.dialerlist=POM1
POM1.class=com.swhh.cti.pomdialer.POMDialer
POM1.dialer=x.x.x.x
POM1.port=7999
POM1.username=wfo
POM1.password=Avaya135
POM1.tracing=true
POM1.blockagentids=true
```

Please note that the **dialer** field must be set to the IP address of the Avaya Proactive Outreach Manager as obtained in **Section 7**. The **username** and **password** fields must be set to the user name and password that have the access permission to the Avaya Proactive Outreach Manager admin page.

In case there are multiple dialers that needs to be associated, provide the dialer list separated by "," delimiter and provide the required information for other dialers as below:

```
acr.dialerlist=POM1, POM2
POM1.class=com.swhh.cti.pomdialer.POMDialer
POM1.dialer=x.x.x.x
POM1.port=7999
POM1.username=wfo
POM1.password=Avaya135
POM1.tracing=true
POM1.blockagentids=true
POM2.class=com.swhh.cti.pomdialer.POMDialer
POM2.dialer=y.y.y.y
POM2.port=7999
POM2.username=wfo
POM2.password=Avaya135
POM2.tracing=true
POM2.blockagentids=true
```

Save and close the file.

Restart Avaya Contact Recorder service (For Windows go to Services and select the Avaya Contact Recorder service and restart it, for Linux issue the command /sbin/service cscm restart).

9 Verification Steps

This section provides the steps that can be performed to verify proper configuration of Communication Manager, Avaya Proactive Outreach Manager, Avaya Contact Recorder, and Application Enablement Services.

9.1 Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the **status aesvcs cti-link** command. Verify that the **Service State** is **established** for the CTI link number administered in **Section 5.2**, as shown below.

status aesvcs cti-link											
			AE SERVICES	CTI LINK STAT	US						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd					
1	5	no	emcaes	established	11873	5989					

Verify the registration status of the virtual IP softphones by using the **list registered-ip-stations** command. Verify that extensions used by this test from **Section 5.8** are displayed, as shown below.

list register	Page	2				
		REGIST	ERED	IP STATIONS		
Station Ext or Orig Port	Set Type/ Net Rgn	Prod ID/ Release	TCP Skt	Station IP Address/ Gatekeeper IP Address		
301-1451	4624 1	IP_API_A 3.2040	У	x.x.x.x y.y.y.y		-
301-1452	4624 1	IP_API_A 3.2040	У	x.x.x.x y.y.y.y		

9.2 Verify Avaya Proactive Outreach Manager

Log in to the Linux shell of the Avaya Proactive Outreach Manager server, and issue the **netstat** | **grep 7999** command. Verify that there is an entry showing an **ESTABLISHED** connection between the Avaya Proactive Outreach Manager (using port 7999) and Avaya Contact Recorder, as shown below.

[root@ep-p	rimary	logs]# netstat -na grep	7999	
tcp	0	0 :::7999	:::*	LISTEN
tcp	0	0 ::ffff:x.x.x.x:7999	::ffff:y.y.y.y:57849	ESTABLISHED

9.3 Verify Avaya Aura® Contact Recorder

From Avaya Contact Recorder screen, navigate to **Recorder Status** \rightarrow **Server**. The following screen is displayed. Verify that the **Link to DMCC at x.x.x.** field shows **ACTIVE**, the **Link to TSAPI at x.x.x.** field shows **UP**, and the **Link to Avaya Proactive Outreach Manager at x.x.x.** field shows **UP**.

AVAYA Contact Recorder		O RETRESH	Help Charge Pasaword Logost
Beconder Status W 31 115 Inecorder Status Austral Description Description Description Sector Sector CTI Northur Patter	-412 Niglar		
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Total media films recorder to date Total calls observed via CTI today (or since restart # today) Total media films recorded total (or since restart # today)	4,104 44,572 0		
Dette uf mittest zall held on ditak	47726/13 48 54 37 PM		

Navigate to **Recorder Status** \rightarrow **Ports**. The following screen is displayed. Verify that the DMCC ports that are allocated under recorder ports column with reference to virtual soft phone configured in **Section 5.8**. Also verify that those ports are in either **Idle** or **Active** State. **Idle** means that the port has been assigned call is currently active on the target station. **Active** means that the port has been assigned and a call on the target station is being recorded.

AVAYA Conte	act Recorder				BEFRESH Help Change Password Logo
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030673/3011/453 (DMCC 3011	403)			Na	ida .
\$380723011454 004ECC 3011	4541			No	1.Am
#300720011465 (DMCC 3011	400)			144	1dw
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9.4 Verify Avaya Aura® Application Enablement Services

Verify the status of the DMCC link by selecting Status \rightarrow Status and Control \rightarrow DMCC Service Summary from the left pane. The DMCC Service Summary – Session Summary screen is displayed. In the lower portion of the screen, verify that an active session with the user name configured in Section 6.8 exists, and that the # of Associated Devices column reflects the number of virtual IP softphones being used by Avaya Contact Recorder.

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Verify the status of the TSAPI link by selecting Status \rightarrow Status and Control \rightarrow TSAPI Service Summary from the left pane. The TSAPI Link Details screen is displayed. Verify the Status is Talking for the TSAPI link administered in Section 6.3, as shown below.

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9.5 Verify Avaya Contact Recorder Recording Playback

Select **Replay** from Avaya Contact Recorder menu bar (not shown). The following screen is displayed.

AVAYA	Contact Re	1961oc						• AEFRE SH	System Admin Help	Change Password Logos
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Specify the search criteria in the left pane. Click **SEARCH** to update the screen with call recordings. Verify that the recording entries reflect the calls supposed to be recorded and displayed. Click the radio button to select an entry and click the play button (green triangle) to listen to the playback. Verify that the content of the recording matches the content of the call.

AVAYA	Cor	ntact Recor	der				REFRESH System Admin	Help Change	Password Logout	About
				14:25:40	-	28:50	↓ ↓			
Search Filters			Resi	ults 1,2 3 Next, Sh	IIA woi				Contraction of the second	and state
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10 Conclusion

These Application Notes describe the configuration steps required for Avaya Contact Recorder 12.0 to successfully interoperate with Avaya Proactive Outreach Manager 3.0 and Avaya Aura® Application Enablement Services 6.3. All feature and serviceability test cases were executed. All observations were noted in **Section 2.2**.

11 Additional References

This section references the product documentation relevant to these Application Notes. They are available at <u>http://support.avaya.com</u>.

- 1. Using Avaya Proactive Outreach Manager
- 2. Avaya Contact Recorder Release 12.0 Planning, Installation and Administration Guide

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