



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

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# **Application Notes for Xima Chronicall 4.0 with Avaya IP Office 11.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Xima Chronicall 4.0 to interoperate with Avaya IP Office 11.0. Xima Chronicall is a call reporting application.

In the compliance testing, Xima Chronicall used the DevLink3 interface from Avaya IP Office to monitor agent users and provided real-time agent status and cradle to grave reporting. In addition, recordings for call scenarios from Avaya IP Office Voicemail Pro were processed and presented in the cradle to grave report by Xima Chronicall for customer playback.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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 Xima Chronicall 4.0 to interoperate with Avaya IP Office 11.0. Chronicall is a call reporting application.

In the compliance testing, Chronicall used the DevLink3 interface from IP Office to monitor agent users and provided real-time agent status and cradle to grave reporting. In addition, recordings for call scenarios from Avaya IP Office Voicemail Pro were processed and presented in the cradle to grave report by Xima Chronicall for customer playback.

The DevLink3 interface was used by Chronicall to obtain configured system resources from IP Office such as configured hunt groups and agent users and to obtain real-time agent status and call events. The obtained information was used to produce real-time agent status and cradle to grave reporting, which were accessed using the Chronicall Desktop client application. The support of real-time agent status require the optional Realtime Module to be running on the Chronicall server.

The compliance testing also included the optional Chronicall Recording Library Module on the Chronicall server, and a corresponding Chronicall Recording Library service that was running on the IP Office Voicemail Pro server. Recordings generated by IP Office Voicemail Pro were processed and compressed by Chronicall and made available to customers for playback via the cradle to grave report.

## 2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of Chronicall, the application automatically sent DevLink3 requests to obtain configured account codes, hunt groups, users, hunt group membership, and user feature status information from IP Office.

For the manual part of the testing, calls were made from the PSTN and from local users to the hunt groups and agent users. Necessary user actions such as hold/resume were performed from the user telephones to generate events for various call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the Chronicall server.

The verification focused on the cradle to grave reporting and recording playback for the call scenarios, and on real-time agent status reflection.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between IP Office and Chronicall utilized the enabled capabilities of TLS.

## **2.1. Interoperability Compliance Testing**

The compliance testing included feature and serviceability areas.

The feature testing focused on verifying the following on Chronicall:

- Use of DevLink3 requests to obtain account codes, hunt groups, users, hunt group membership, and user feature status information.
- Use of DevLink3 extension events to provide real-time reporting of user status for do-not-disturb, hunt group membership, forward unconditional, follow-me-to, forward busy number, forward hunt group calls, forward number, forward on busy, forward on no answer, log in, log out, and follow-me-here features.
- Use of DevLink3 call events to provide cradle to grave reporting for various call scenarios including internal, external, inbound, outbound, drop, hold/reconnect, blind/attended transfer, blind/attended conference, voicemail coverage, voicemail retrieval, hunt group, hunt group queuing, hot desking, park/unpark, forwarding, multiple users, multiple calls, auto attendant, long duration, and mobile twinning.
- Use of Voicemail Pro wave files to provide customer playback of call scenario recordings in the cradle to grave report.

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

## 2.2. Test Results

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

- Change of user feature configuration on IP Office Manager cannot be reflected in real-time on Chronicall due to nature of the interface. A workaround is to restart the Chronicall service to force a re-synchronization with IP Office.
- Due to limitation of the DevLink3 interface, any activation of Follow Me Here prior to start of application was reflected as Follow Me To.
- Change of user feature status via short codes may not always be reflected by Chronicall and the recommendation is to use the programmed buttons on the user telephones for such change.
- The reported Idle and Ready states do not correspond to any one feature or state on IP Office, but rather determined by Chronicall and deduced from several features and therefore may not match to the current IP Office user state. As such, these two real-time reporting parameters were not verified.
- Immediately upon conclusion of a call, recording entries can show up as “Call Recorded” on the cradle to grave report. After Chronicall completes association of recordings with proper call segments, recording icons can then appear next to the applicable call sub-entries in place of “Call Recorded” entries. If for some reason Chronicall cannot find an appropriate match for a recording, then the recording will continue to appear as “Call Recorded”.

## 2.3. Support

Technical support on Chronicall can be obtained through the following:

- **Phone:** (888) 944-XIMA
- **Email:** [support@ximasoftware.com](mailto:support@ximasoftware.com)
- **Web:** <http://www.ximasoftware.com/support>

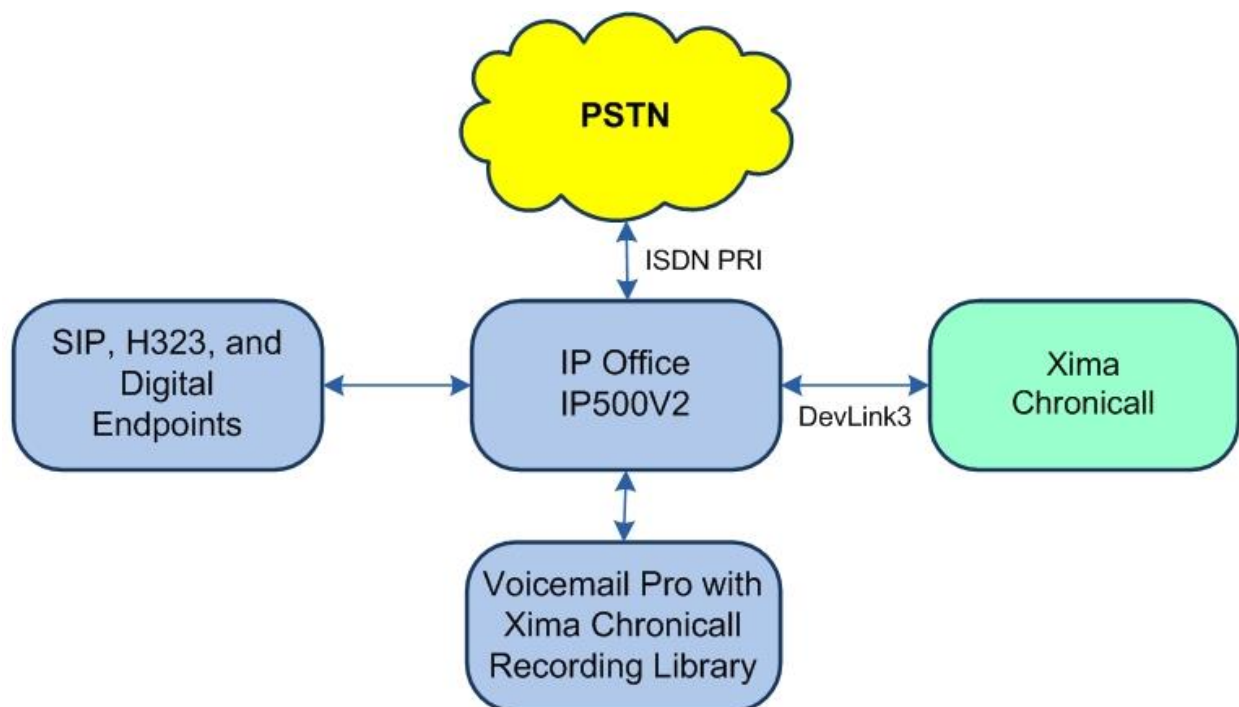
### 3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The Chronicall optional Recording Library Module includes a Recording Library service. The service can be installed on the Voicemail Pro server or on the Chronicall server. In the compliance testing, the Recording Library service was installed on the Voicemail Pro server.

The Recording Library service obtained call recording wave files from Voicemail Pro, compressed the recordings for more efficient storage on Voicemail Pro, and provided the metadata of processed recording files to the Recording Library Module for association with cradle to grave reporting.

The detailed administration of general devices such as Voicemail Pro, hunt groups and agent users are assumed to be in place and are not covered in these Application Notes. In the compliance testing, the IP Office resources shown in the table below were used. Note that agent user 20032 was a hot desking user that used extension 20021.

Device Type	Device Number/Extension
Extensions	20021, 20031, 20041
Users	20031, 20032, 20041



**Figure 1: Compliance Testing Configuration**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office on IP500 V2 <ul style="list-style-type: none"><li>DIG DCPx16 V2 Module</li></ul>	11.0.4.1.0
Avaya IP Office Voicemail Pro Xima Chronicall Recording Library	11.0.4100.2 4.0 (8uVmpro)
Avaya 1408 Digital Deskphone	48.02
Avaya 1608-I IP Deskphone (H.323)	1.3120
Avaya J129 IP Phone (SIP)	4.0.0.0.21
Xima Chronicall on Windows Server 2016 <ul style="list-style-type: none"><li>Realtime Module</li><li>Recording Library Module</li></ul>	4.0 (8uVmpro) Standard
Xima Chronicall Desktop on Windows 10 Pro	4.0 (8uVmpro)

*Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 only.*

## 5. Configure Avaya IP Office

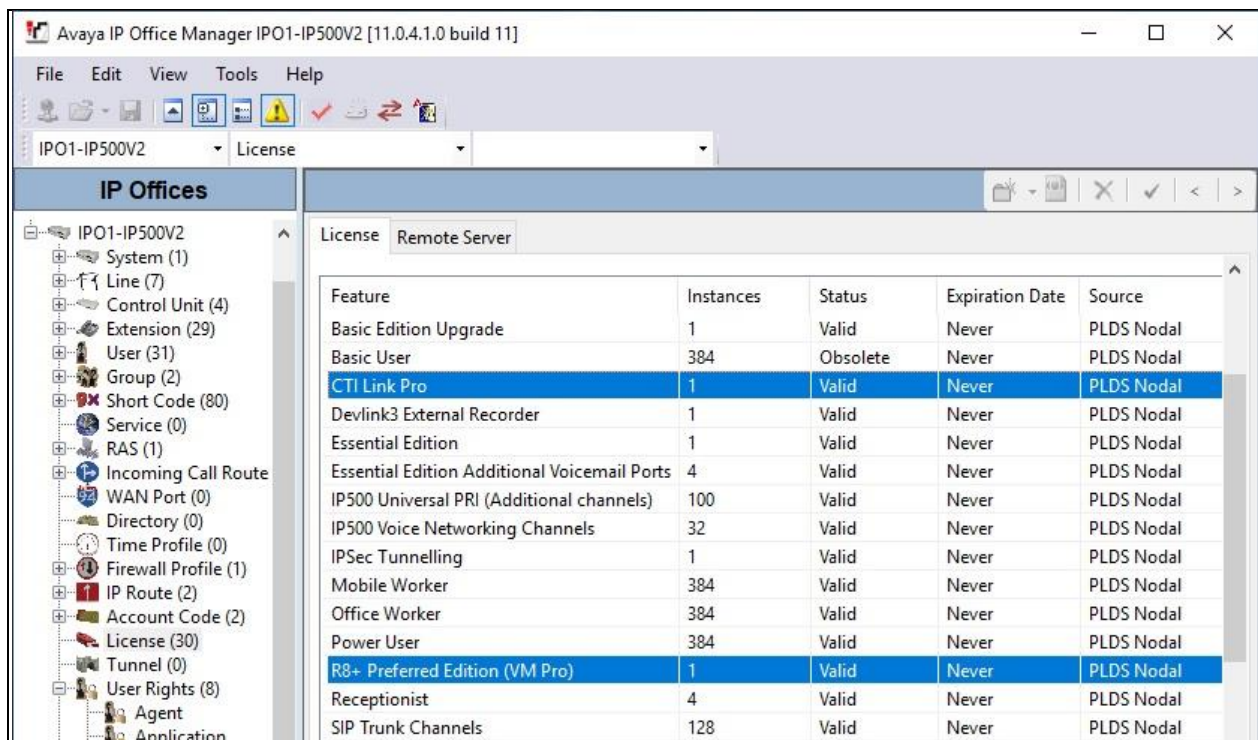
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Administer users
- Administer system interfaces
- Administer rights groups
- Administer service users

### 5.1. Verify License

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

The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display a list of licenses in the right pane. Verify that there are valid licenses for **CTI Link Pro** and for Voicemail Pro such as **R8+ Preferred Edition (VM Pro)**, as shown below.



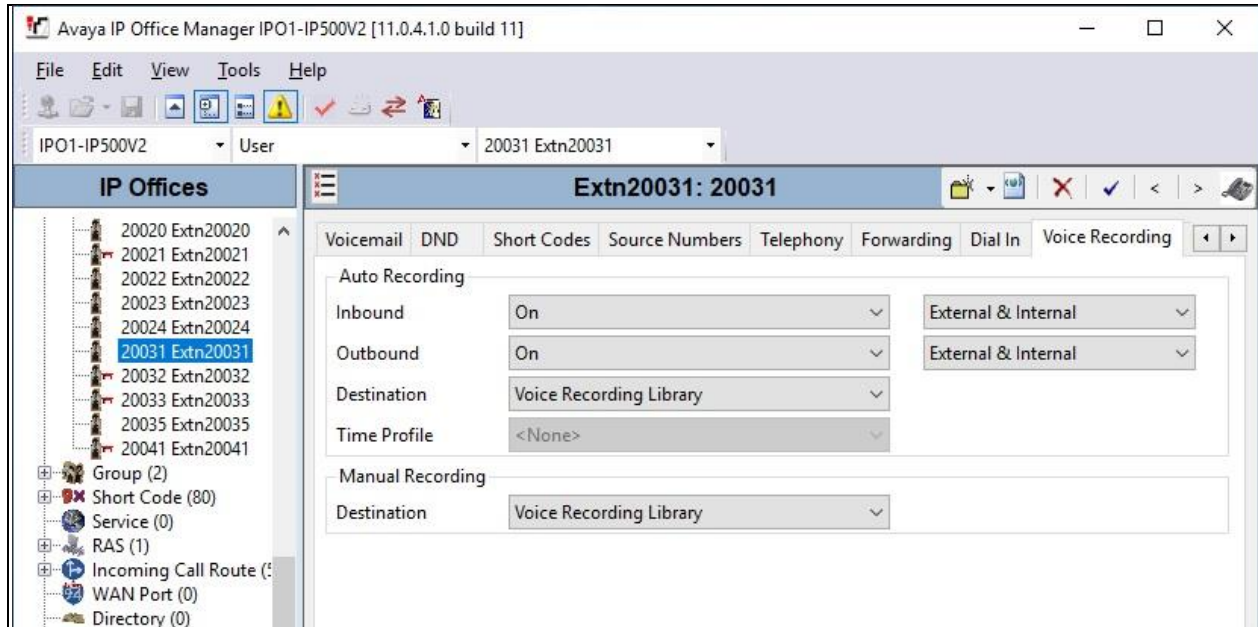
The screenshot shows the Avaya IP Office Manager application window. The title bar reads "Avaya IP Office Manager IPO1-IP500V2 [11.0.4.1.0 build 11]". The menu bar includes File, Edit, View, Tools, and Help. Below the menu bar is a toolbar with various icons. The main window is divided into two panes. The left pane, titled "IP Offices", shows a configuration tree for "IPO1-IP500V2" with various components like System, Line, Control Unit, Extension, User, Group, Short Code, Service, RAS, Incoming Call Route, WAN Port, Directory, Time Profile, Firewall Profile, IP Route, Account Code, License, Tunnel, User Rights, Agent, and Application. The right pane, titled "License", shows a table of licenses. The table has columns for Feature, Instances, Status, Expiration Date, and Source. The table lists various features and their corresponding instances, status, expiration date, and source.

Feature	Instances	Status	Expiration Date	Source
Basic Edition Upgrade	1	Valid	Never	PLDS Nodal
Basic User	384	Obsolete	Never	PLDS Nodal
CTI Link Pro	1	Valid	Never	PLDS Nodal
Devlink3 External Recorder	1	Valid	Never	PLDS Nodal
Essential Edition	1	Valid	Never	PLDS Nodal
Essential Edition Additional Voicemail Ports	4	Valid	Never	PLDS Nodal
IP500 Universal PRI (Additional channels)	100	Valid	Never	PLDS Nodal
IP500 Voice Networking Channels	32	Valid	Never	PLDS Nodal
IPSec Tunnelling	1	Valid	Never	PLDS Nodal
Mobile Worker	384	Valid	Never	PLDS Nodal
Office Worker	384	Valid	Never	PLDS Nodal
Power User	384	Valid	Never	PLDS Nodal
R8+ Preferred Edition (VM Pro)	1	Valid	Never	PLDS Nodal
Receptionist	4	Valid	Never	PLDS Nodal
SIP Trunk Channels	128	Valid	Never	PLDS Nodal

## 5.2. Administer Users

From the configuration tree in the left pane, expand **User** (not shown) and select the first agent user from **Section 3**, in this case **20031**. Scroll the right pane as necessary to select the **Voice Recording** tab, and configure the parameters as desired for automatic recording by Voicemail Pro. The screenshot below shows the settings used in the compliance testing.

Repeat this section for all users in **Section 3**.



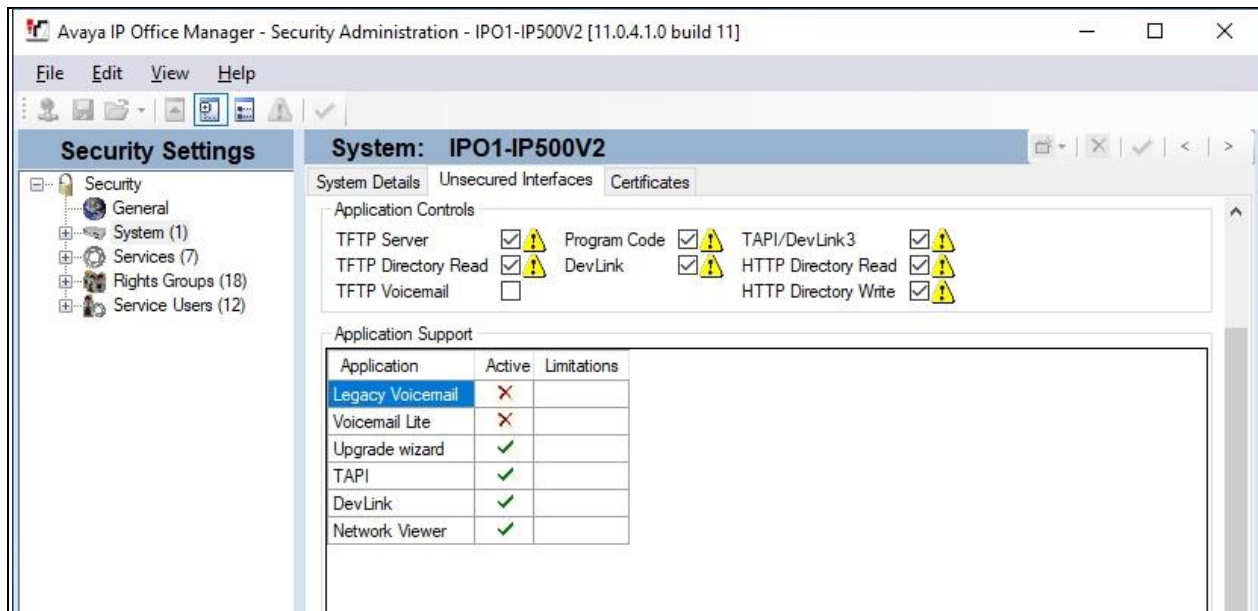


### 5.3. Administer System Interfaces

From the configuration tree in the left pane, select **File → Advanced → Security Settings** from the top menu.

The **Avaya IP Office Manager – Security Administration** screen is displayed. Select **Security → System** from the left pane, to display the **System** screen in the right pane.


Select the **Unsecured Interfaces** tab, and make certain **TAPI/DevLink3** is checked, as shown below.



## 5.4. Administer Rights Groups

From the **Avaya IP Office Manager – Security Administration** screen shown in **Section 5.3**, select and right-click on **Rights Groups** in the left pane, followed by **New** from the pop-up list to add a new rights group.

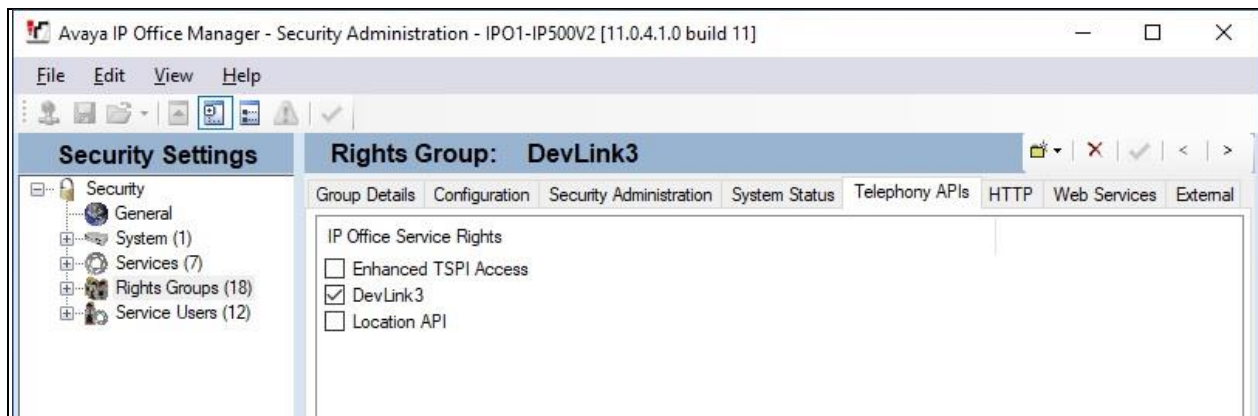
The **New Rights Group Details** dialog box is displayed. For **Group Name**, enter a descriptive name, as shown below.



A dialog box titled "New Rights Group Details" with a close button (X) in the top right corner. It contains a text field labeled "Group Name" with the value "DevLink3" entered. Below the text field are two buttons: "OK" and "Cancel".

The **Avaya IP Office Manager – Security Administration** screen is updated, with **Rights Group: DevLink3** shown in the right pane, where **DevLink3** is the name of the newly added rights group.

Select the **Telephony APIs** tab in the right pane, and check **DevLink3**, as shown below.



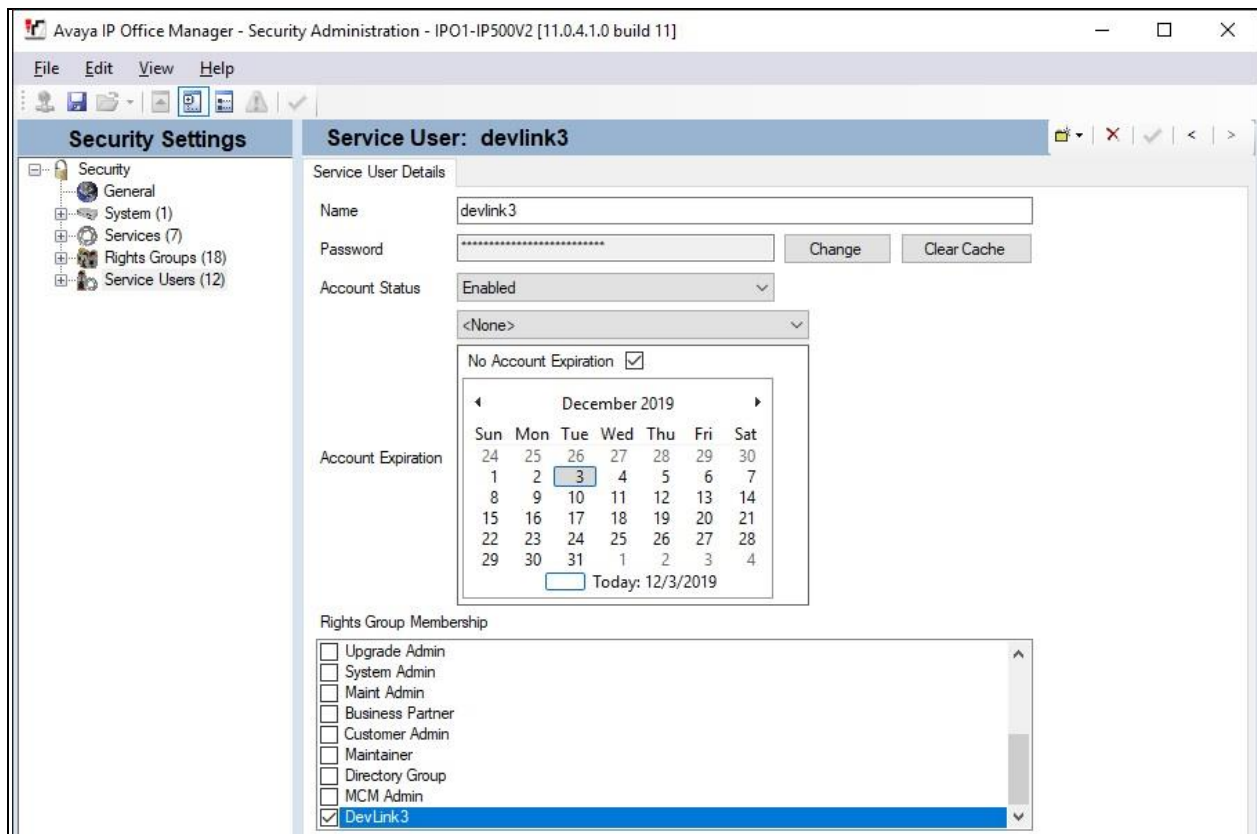
## 5.5. Administer Service Users

From the **Avaya IP Office Manager – Security Administration** screen shown in **Section 5.4**, select and right-click on **Service Users** in the left pane, followed by **New** from the pop-up list to add a new service user. The **New Service User Details** dialog box is displayed. Enter desired name and password, as shown below.



The dialog box titled "New Service User Details" contains three input fields: "New User Name" with the value "devlink3", "New User Password" with masked characters "••••••••", and "Re-enter New User Password" also with masked characters "••••••••". At the bottom are "OK" and "Cancel" buttons.

The **Avaya IP Office Manager – Security Administration** screen is updated, with **Service User: devlink3** shown in the right pane, where **devlink3** is the name of the newly added service user from above. Scroll the **Rights Group Membership** in the bottom right pane as necessary and check the newly added rights groups from **Section 5.4**, in this case **DevLink3**.



The screenshot shows the "Avaya IP Office Manager - Security Administration" window. The left pane shows a tree view with "Service Users (12)" selected. The main pane displays details for "Service User: devlink3".

**Service User Details:**

- Name: devlink3
- Password: [masked]
- Account Status: Enabled
- Account Expiration: <None>
- No Account Expiration: ☒

**Account Expiration Calendar:**

December 2019						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Today: 12/3/2019

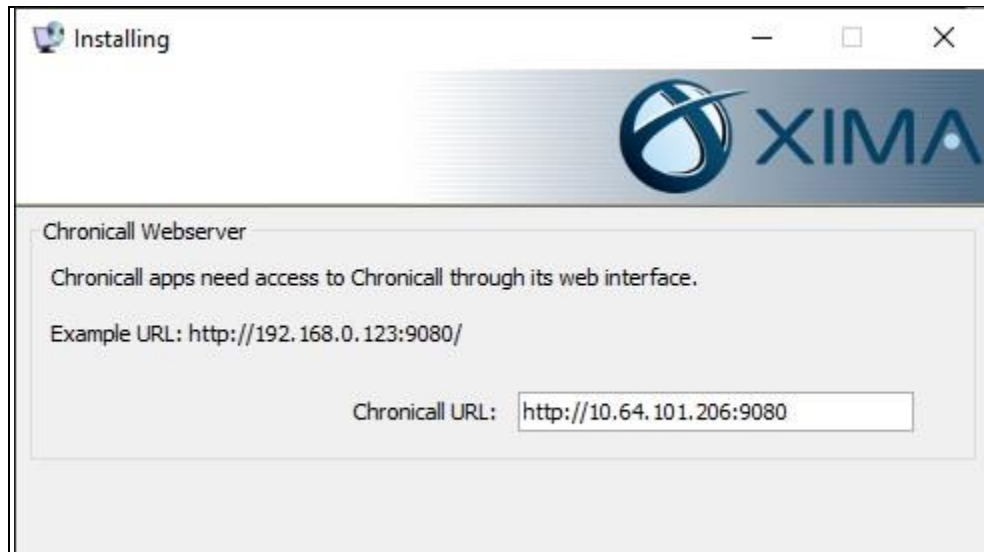
**Rights Group Membership:**

- ☐ Upgrade Admin
- ☐ System Admin
- ☐ Maint Admin
- ☐ Business Partner
- ☐ Customer Admin
- ☐ Maintainer
- ☐ Directory Group
- ☐ MCM Admin
- ☒ DevLink3

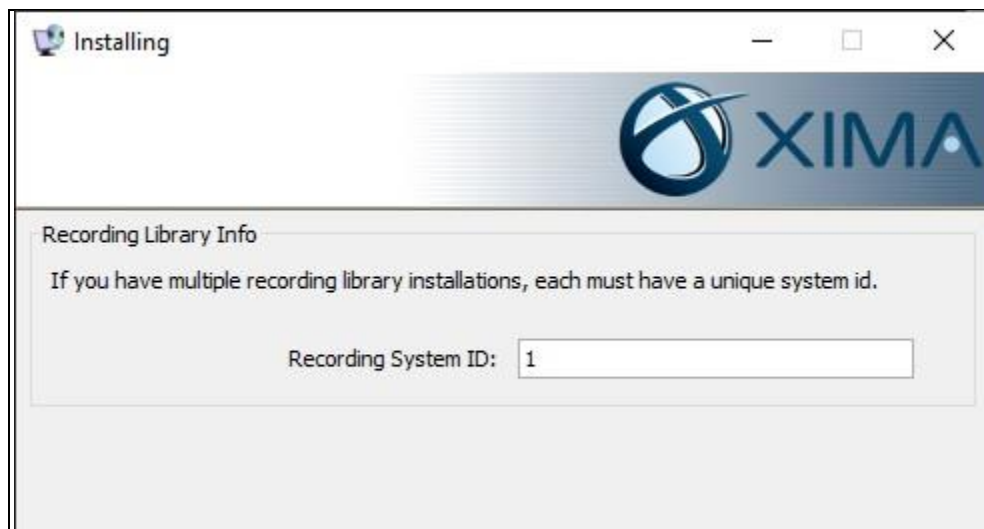
## 6. Configure Xima Chronicall Recording Library Service

This section provides the procedures for configuring the Chronicall Recording Library service. The service can be installed on the IP Office Voicemail Pro server or on the Chronicall server. In the compliance testing, the service was installed on the IP Office Voicemail Pro server.

As part of the Chronicall Recording Library service installation, the **Chronicall URL** below was entered, where **10.64.101.206** is the IP address of the Chronicall server.



In the subsequent screen, enter a unique value for **Recording System ID** as shown below. Retain the default values in all other screens and complete the installation.



## 7. Configure Xima Chronicall

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

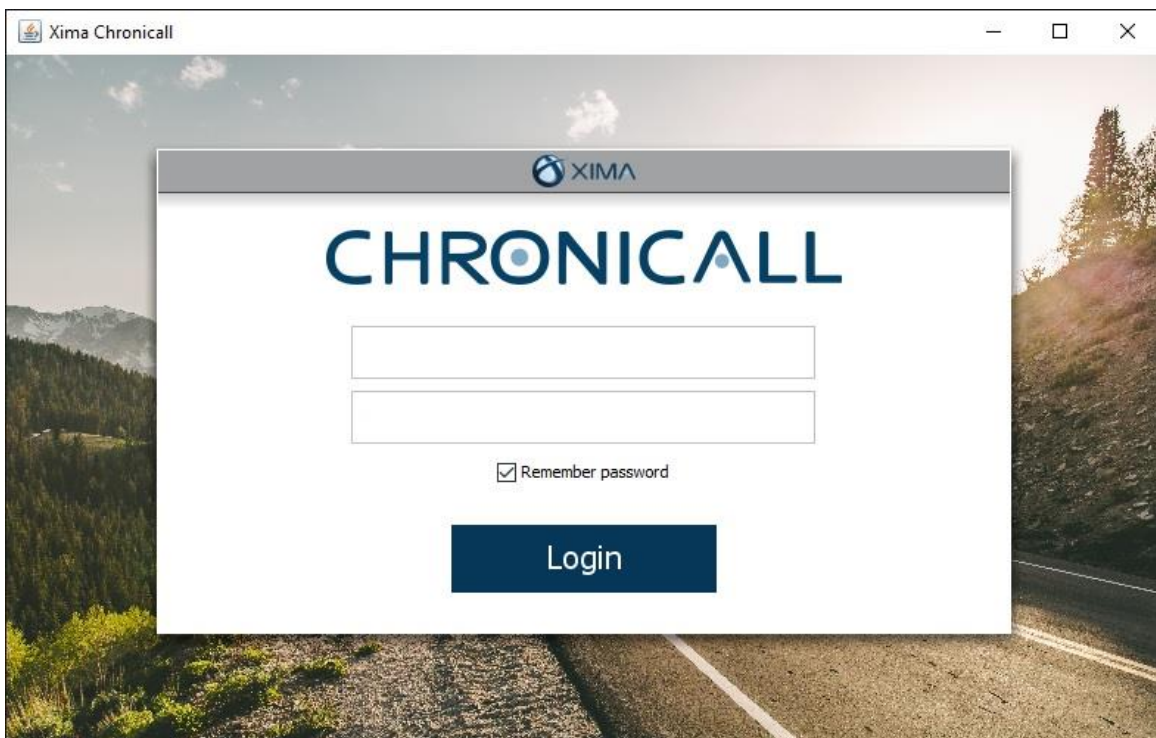
- Launch Chronicall Desktop
- Administer IP Office connection
- Administer agent seats
- Administer realtime stats
- Administer leaderboard
- Administer recording libraries

### 7.1. Launch Chronicall Desktop

From a PC running the Chronicall Desktop application, double-click on the Chronicall Desktop shortcut icon shown below, which was created as part of installation.

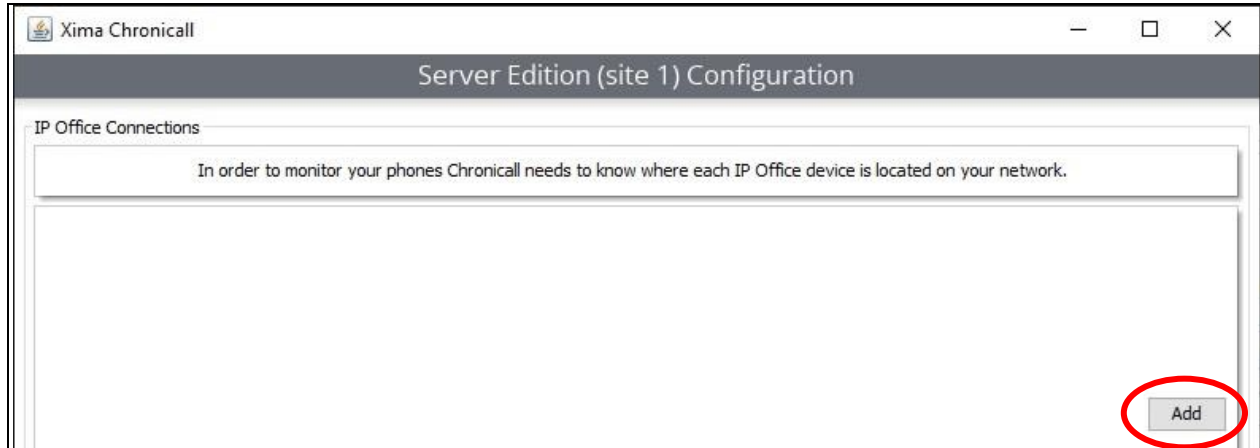


The screen below is displayed. Log in using the appropriate credentials.



## 7.2. Administer IP Office Connection

Upon initial access, the **Server Edition (site 1) Configuration** screen below is displayed. Click **Add** in the lower right corner.



The **IP Office Connection** pop-up screen is displayed next. Enter the following values for the specified fields and retain the default values for the remaining fields. After this configuration, Chronicall automatically connects with IP Office via DevLink3 and obtains information on configured resources.

- **API:** “DevLink3 (recommended)”
- **Site Name:** A descriptive site name.
- **IP Address of IP Office:** IP address of IP Office.
- **DevLink3 Use TLS:** “True”
- **DevLink3 Username:** The service user credential from **Section 5.5**.
- **DevLink3 Password:** The service user credential from **Section 5.5**.

IP Office Connection	
API	DevLink3 (recommended) ▼
Site Name	DevConnect
IP Address of IP Office	192.168.200.134
DevLink3 Use TLS	True ▼
DevLink3 Username	devlink3
DevLink3 Password	••••••••
LAN IP Address of IP Office (Optional)	
External Trunks	Auto Detected ...
<div>OK Cancel</div>	

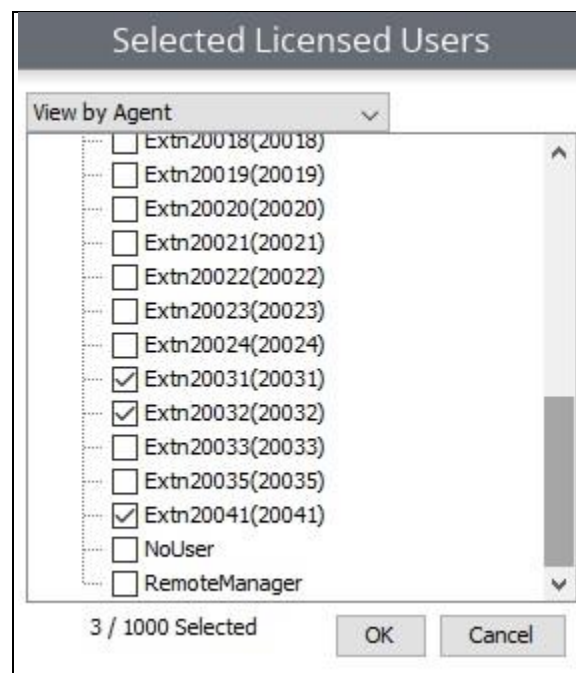


### 7.3. Administer Agent Seats

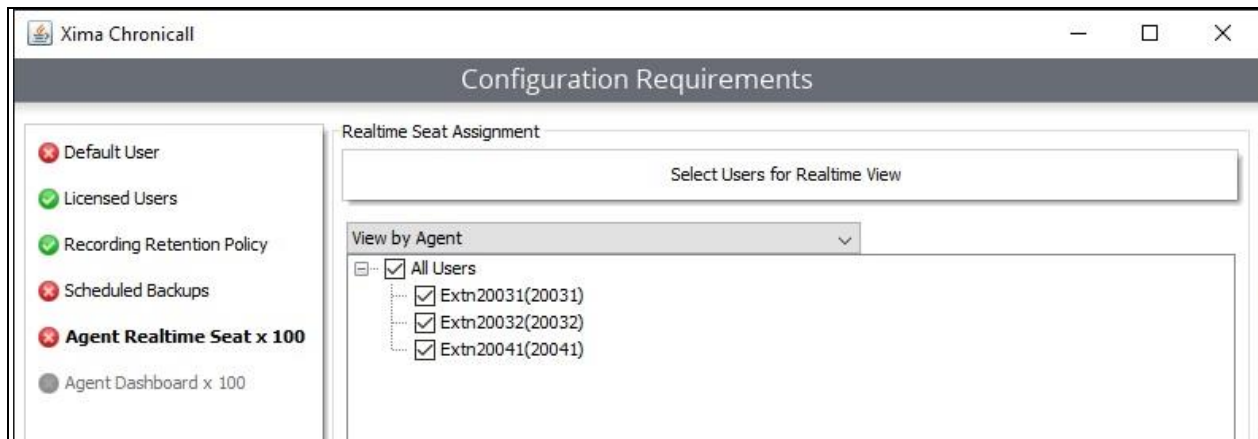
Continue with the initial configuration until the **Configuration Requirements** screen below is displayed. Select the icon next to **Auto Assigned**.



The **Selected Licensed Users** pop-up box is displayed, listing user extensions obtained from IP Office. Scroll the box as necessary and check all users desired to be monitored for licensing purpose. In the compliance testing, all agent users from **Section 3** were selected, as shown below.

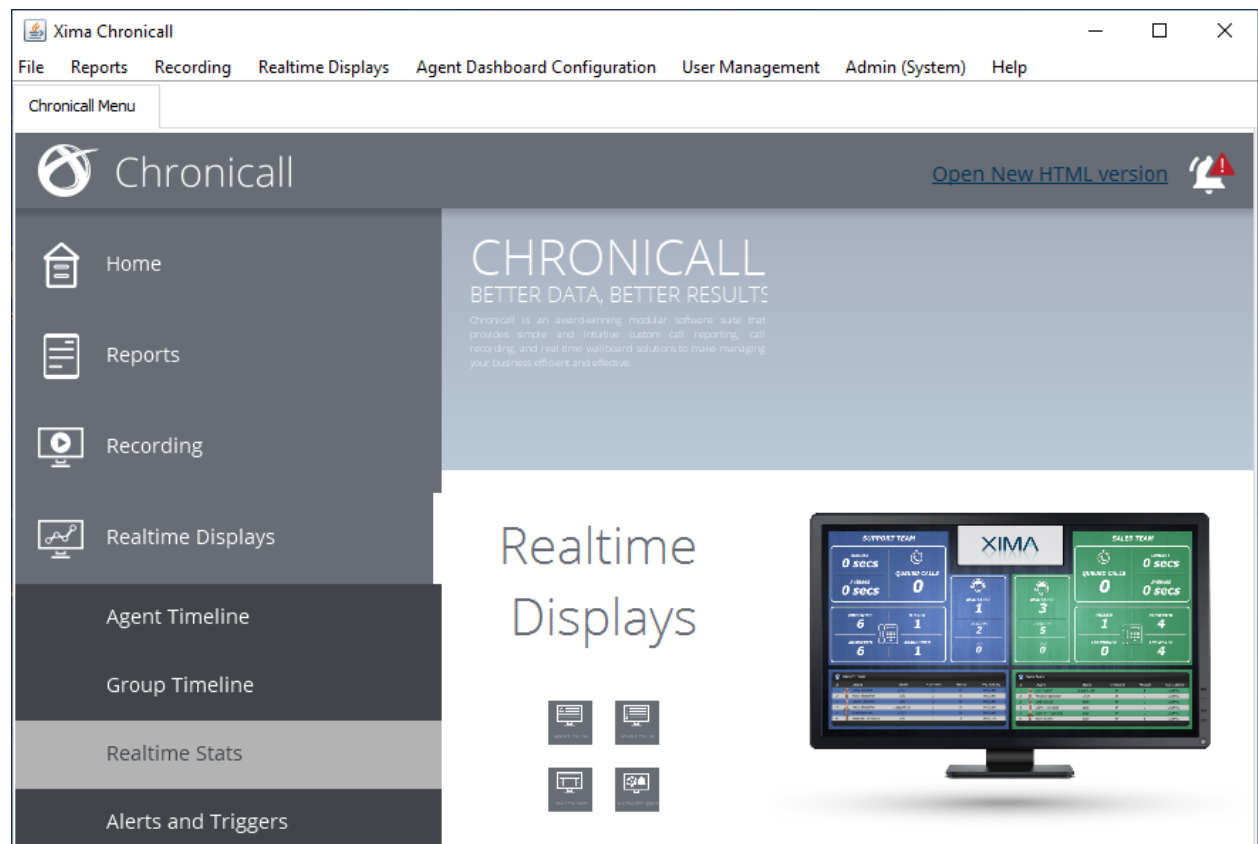


Continue with the initial configuration until the **Configuration Requirements** screen below is displayed. For **View by Agent**, check all agent users desired to be monitored for viewing purpose.



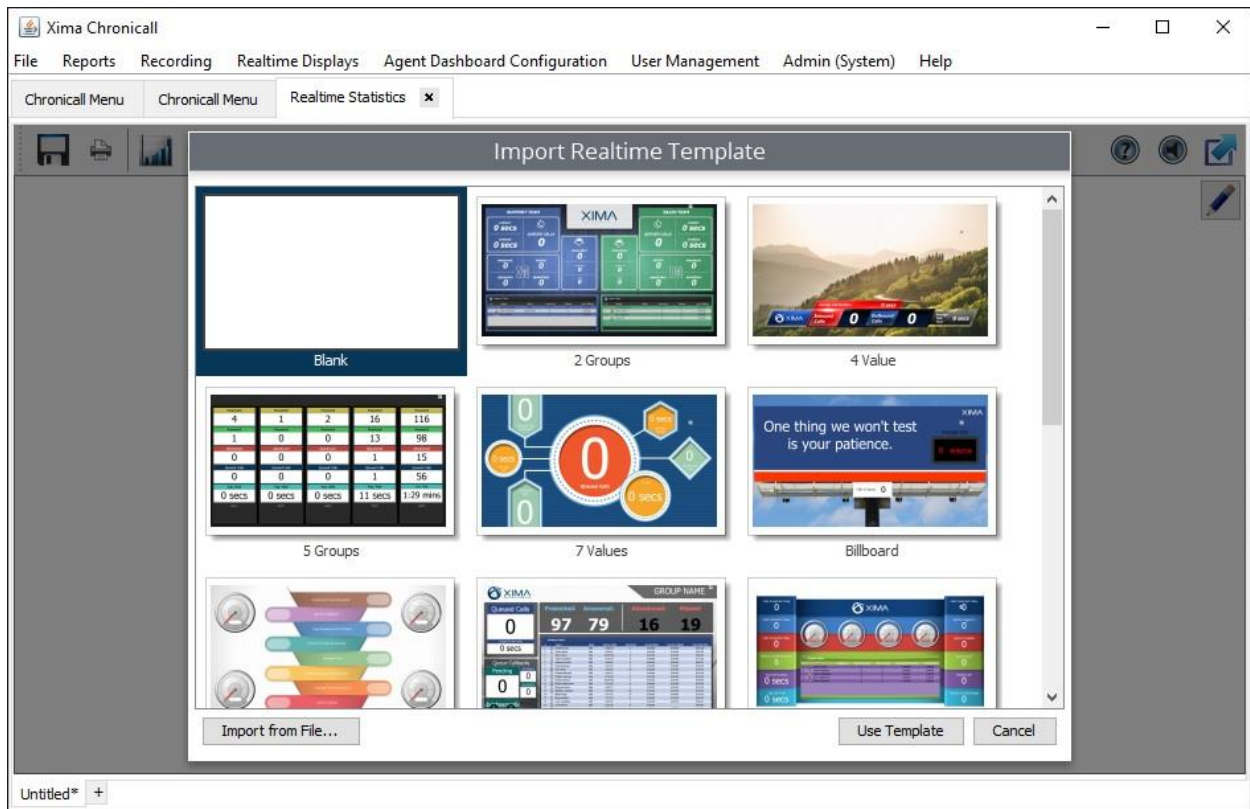
## 7.4. Administer Realtime Stats

Upon completion of initial configuration, the Chronicall screen below is displayed. Select **Realtime Displays** → **Realtime Stats** from the left pane.





The **Realtime Statistics** tab is created, and the **Import Realtime Template** pop-up screen is displayed, as shown below. Select the desired template, in this case **Blank**, and click **Use Template**.



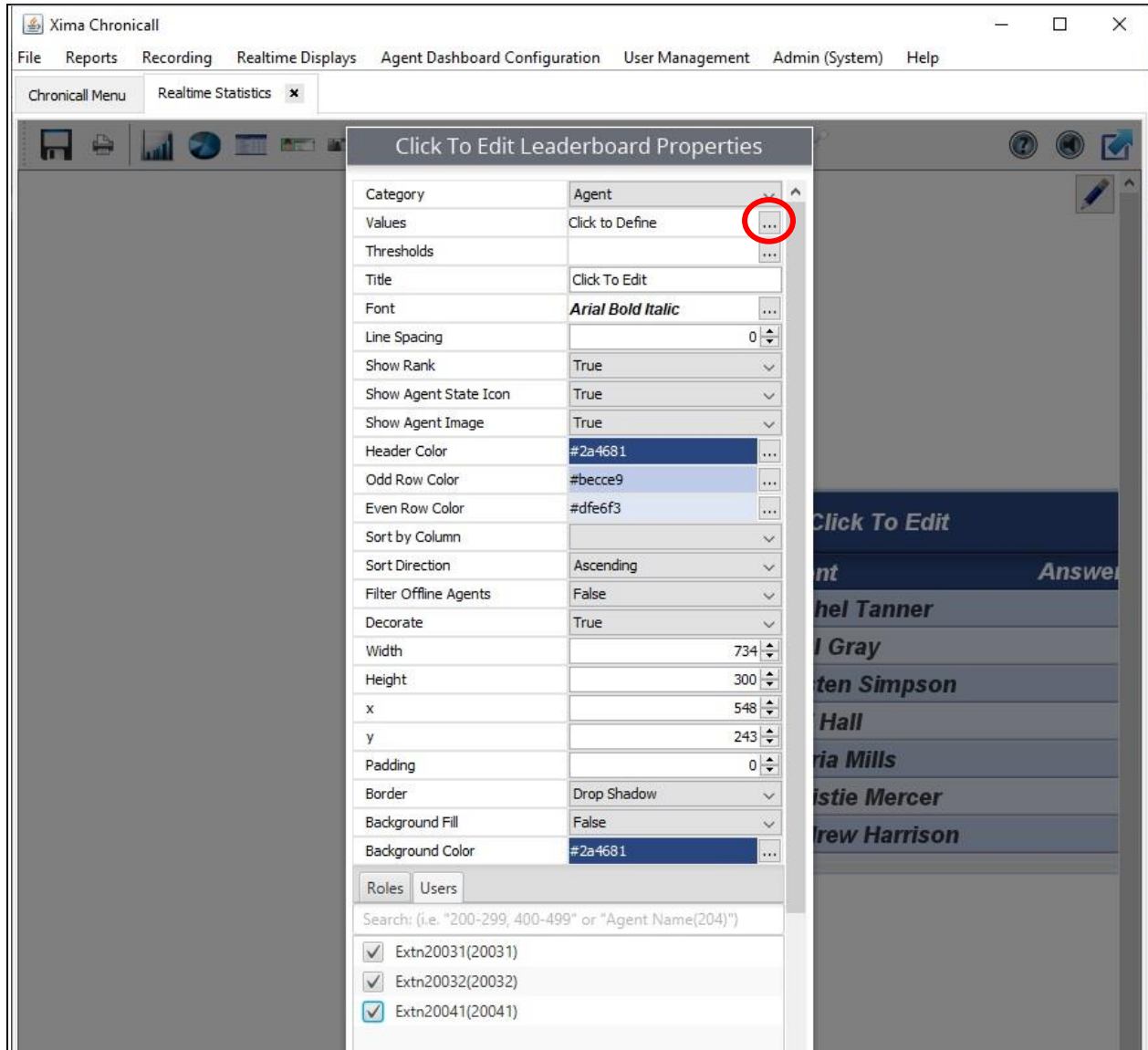
In the updated screen shown below, click on the **Leaderboard Widget** icon and drag-and-drop the mouse in the bottom pane to define the size of a leaderboard.



## 7.5. Administer Leaderboard

The screen is updated with a sample leaderboard along with the **Click To Edit Leaderboard Properties** screen in the foreground. Scroll down to the bottom, select the **Users** tab and check all users from **Section 7.3** in the bottom pane, as shown below.

Click on the icon associated with the **Values** field, followed by **Add** in the subsequent **Realtime Values** screen (not shown).



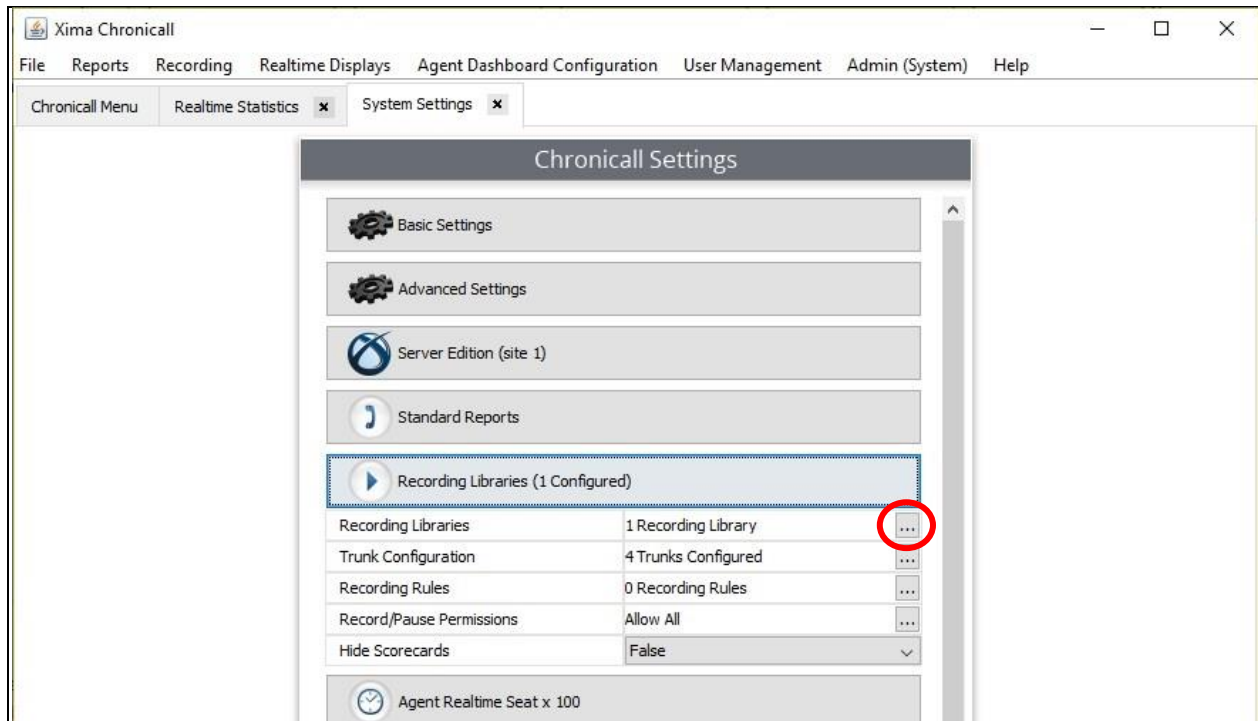
The **Realtime Value** screen is displayed. Select the **Miscellaneous** tab in the bottom left pane, followed by **Basic Feature** in the top left pane.

In the right pane, click on the icon next to the **Feature** field, and select a desired feature in the pop-up screen (not shown), in this case **Do Not Disturb**. Enter a desired **Title** and select the desired **Calculation**.

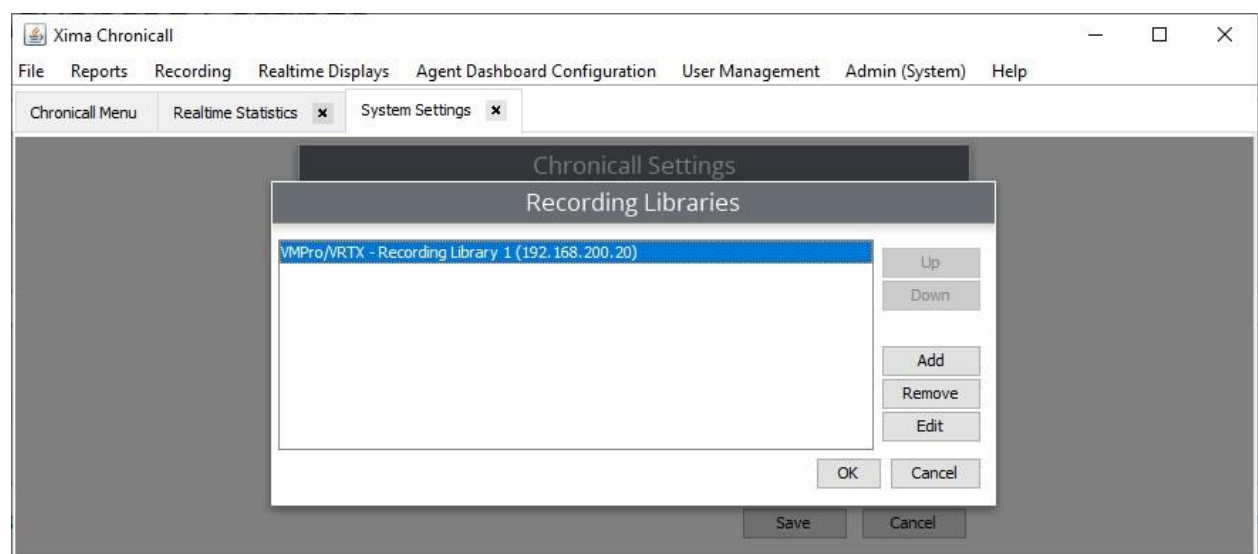
Repeat this section to add all desired features. The **Realtime Values** screen below shows all features that were configured in the compliance testing.

## 7.6. Administer Recording Libraries

Select **Admin (System)** → **System Settings** from the top menu to display the **Chronicall Settings** screen. Expand **Recording Libraries** and click on the icon associated with **Recording Libraries** shown below.



The **Recording Libraries** pop-up screen is displayed next. Select the existing entry that was created automatically after the Chronicall Recording Library service from **Section 6** reached out and connected to Chronicall, and click **Edit**.



The **New Recording Library Instance** pop-up screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Server Address:** IP address of Chronicall server.
- **Monitored Recording Directory:** Path to the Voicemail Pro VRL directory.
- **Clean Monitored Directory:** Select the desired setting.

In the compliance testing, the path to the Voicemail Pro VRL directory was **C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\VM\VRL**. In addition, the **Clean Monitored Directory** parameter was set to **False**, so that all original recordings generated by Voicemail Pro were retained for purpose of comparison with the compressed recordings presented by Chronicall.

The screenshot shows the 'Edit Recording Library Instance' dialog box within the Xima Chronicall application. The dialog contains a table of configuration settings. The 'Clean Monitored Directory' field is highlighted, showing it is set to 'False'. Other fields include 'Recording Library System ID' (1), 'Recording Library IP Address' (192.168.200.20), 'Recording Library Port' (9081), 'Server Address' (10.64.101.206), 'Server Port' (9080), 'Simultaneous Encoder Count' (2), 'Recording Encryption' (Store only new unencrypted), 'Monitored Recording Directory' (C:\Program Files (x86)\Avaya\IP Office\Voicen), 'UCAP Capture Directory' (C:\Program Files\Chronicall\recording library\U), 'Save VMPro Truncated Orginal Files' (True), 'Fallback Polling Interval' (0 : 00 : 05), 'Recording Storage Locations' (Configure Drive Pooling), 'Enable VRTX auto-detect' (True), 'Wait To Move To Limbo Delay' (0 : 00 : 00), 'Java 64-bit home', 'Port Mirror NIC Address', 'Keep Unassociated' (True), 'Association Time Limit' (4 : 00 : 00), 'MetaData Processing Delay' (0 : 00 : 15), and 'Service Logging Level' (INFO). The dialog has 'OK' and 'Cancel' buttons at the bottom right.

Recording Configuration	
Recording Library FTP Server Configuration	Disabled
Recording Library System ID	1
Recording Library IP Address	192.168.200.20
Recording Library Port	9081
Server Address	10.64.101.206
Server Port	9080
Simultaneous Encoder Count	2
Recording Encryption	Store only new unencrypted
Monitored Recording Directory	C:\Program Files (x86)\Avaya\IP Office\Voicen
UCAP Capture Directory	C:\Program Files\Chronicall\recording library\U
Clean Monitored Directory	False
Save VMPro Truncated Orginal Files	True
Fallback Polling Interval	0 : 00 : 05
Recording Storage Locations	Configure Drive Pooling
Enable VRTX auto-detect	True
Wait To Move To Limbo Delay	0 : 00 : 00
Java 64-bit home	
Port Mirror NIC Address	
Keep Unassociated	True
Association Time Limit	4 : 00 : 00
MetaData Processing Delay	0 : 00 : 15
Service Logging Level	INFO

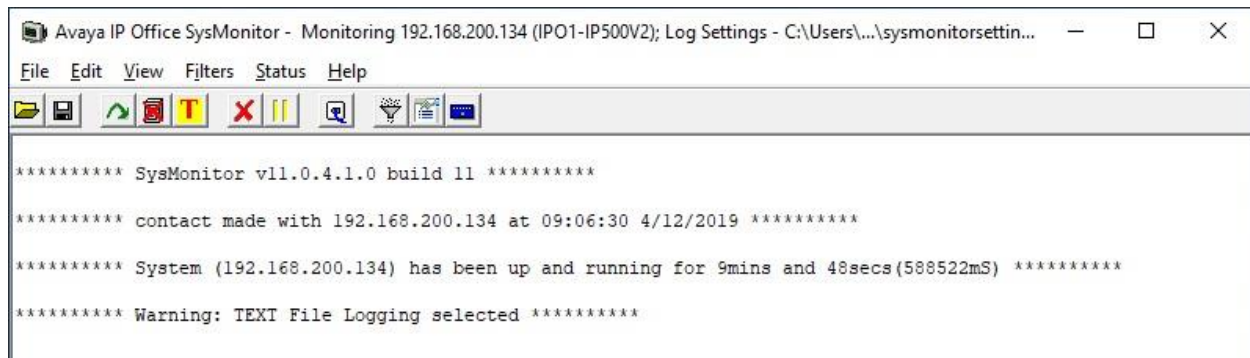
## 8. Verification Steps

This section provides tests that can be performed to verify proper configuration of IP Office and Chronicall.

### 8.1. Verify Avaya IP Office

From a PC running the IP Office Monitor application, select **Start → All Programs → IP Office → Monitor** to launch the application, and connect to the IP Office system.

The **Avaya IP Office SysMonitor** screen is displayed. Select **Status → TCP Stream Data** from the top menu.



The **TCP Streams** screen is displayed. Verify that there are two entries associated with the Chronicall server, with the IP address of the Chronicall server in the **Dst Addr** column. Also verify that the entries have **TLS** for **Protocol** and **Established** for **State** as shown below.

Protocol	Src Addr	Dst Addr	Src Port	Dst Port	State	SYN Rx	TxQ buffs	TxQ Bytes
TLS	192.168.200.134	10.64.101.206	50796	62365	Established	0	0	0
TLS	192.168.200.134	10.64.101.206	50796	62355	Established	0	0	0
TLS	192.168.200.134	192.168.200.20	443	49531	Established	0	1	1429
TLS	192.168.200.134	192.168.200.20	443	49290	Established	0	0	0
TLS	192.168.200.134	192.168.200.144	5061	53249	Established	0	0	0
TCP	192.168.200.134	192.168.200.142	1720	4415	Established	0	0	0



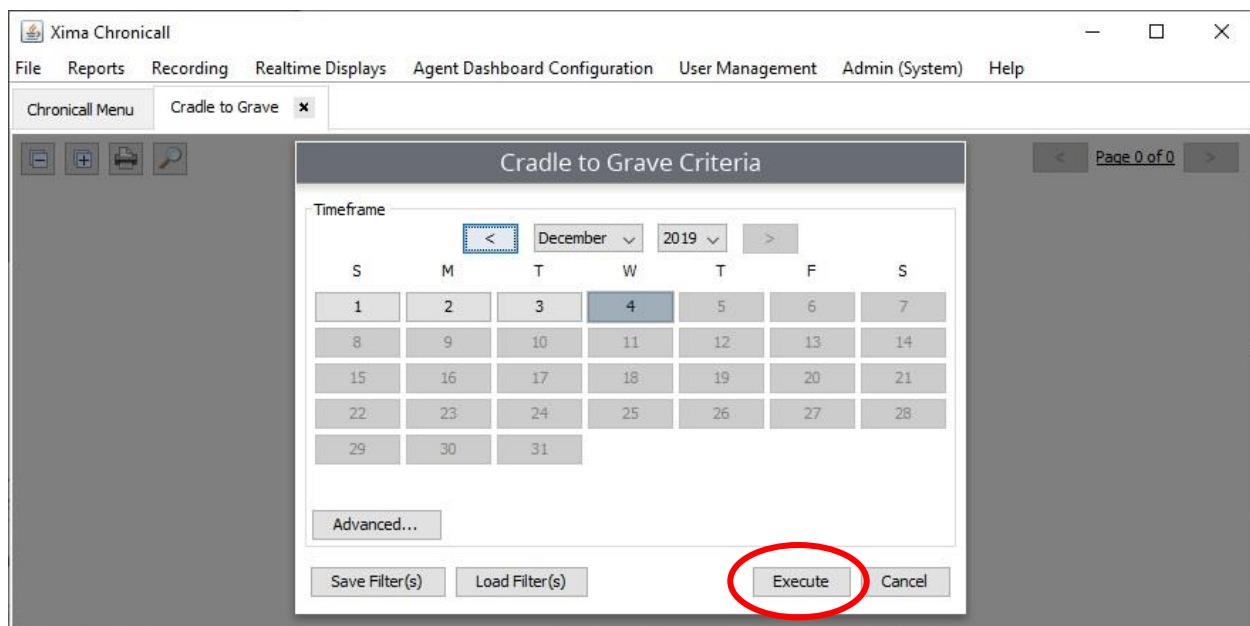
## 8.2. Verify Xima Chronicall

This section provides tests that can be performed to verify Chronicall cradle to grave, recording, and real-time reporting.

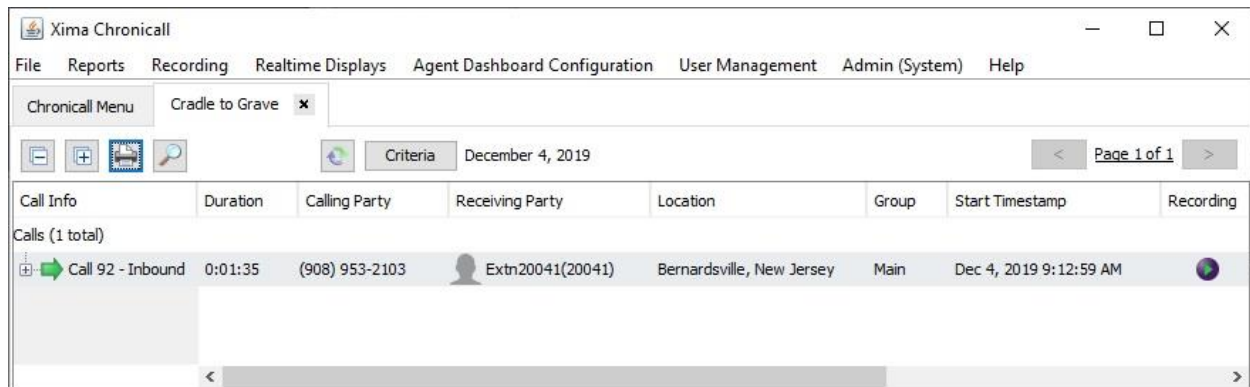
### 8.2.1. Verify Cradle to Grave

Place an incoming trunk call from PSTN to a hunt group with an available agent. Answer the call at the agent and perform a few actions such as hold/resume before ending the call.

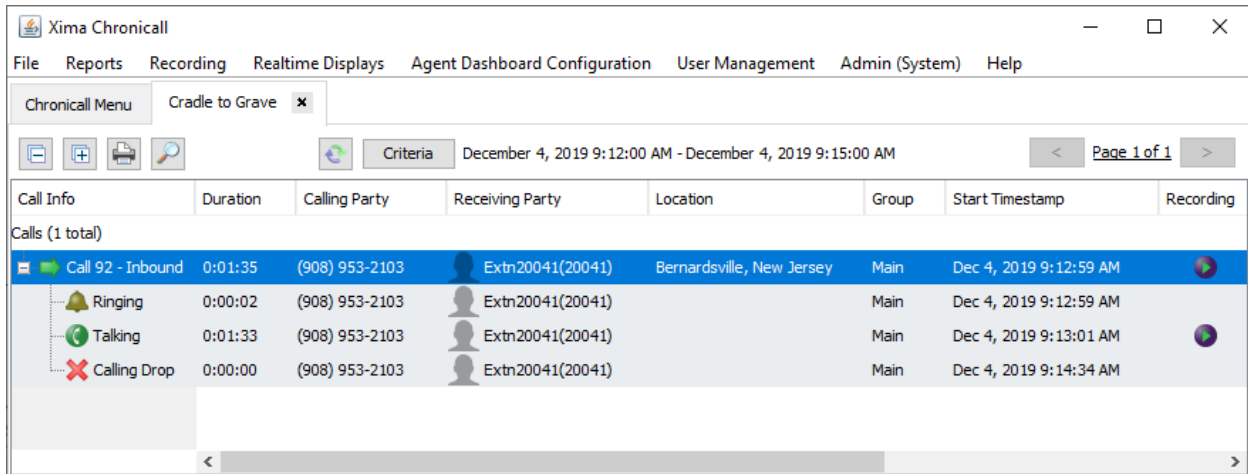
Follow the procedures in **Section 7.1** to launch Chronicall Desktop. Select **Reports → Cradle to Grave** from the top menu. The **Cradle to Grave** tab is created, and the **Cradle to Grave Criteria** screen is displayed. Select the pertinent date and click **Execute**.





The **Cradle to Grave** tab is updated as shown below. Verify that there is an entry reflecting the last call, in this case **Call 92 - Inbound**.



Expand the entry and verify that the reported details properly reflect the call with proper values in the respective columns.

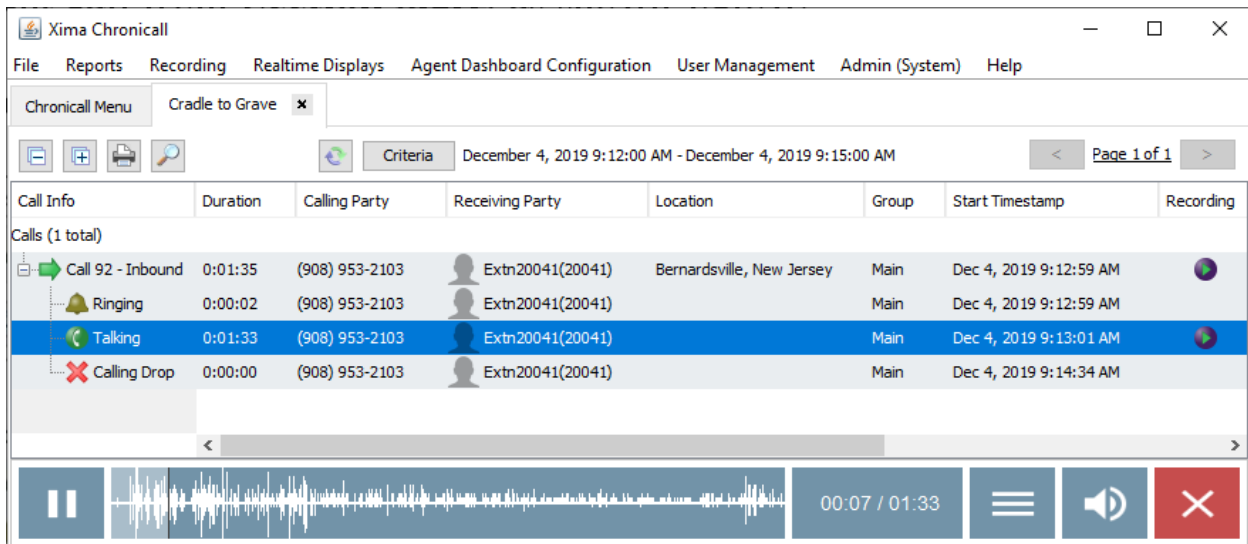




Call Info	Duration	Calling Party	Receiving Party	Location	Group	Start Timestamp	Recording
Calls (1 total)							
Call 92 - Inbound	0:01:35	(908) 953-2103	Extn20041(20041)	Bernardsville, New Jersey	Main	Dec 4, 2019 9:12:59 AM	
Ringing	0:00:02	(908) 953-2103	Extn20041(20041)		Main	Dec 4, 2019 9:12:59 AM	
Talking	0:01:33	(908) 953-2103	Extn20041(20041)		Main	Dec 4, 2019 9:13:01 AM	
Calling Drop	0:00:00	(908) 953-2103	Extn20041(20041)		Main	Dec 4, 2019 9:14:34 AM	


## 8.2.2. Verify Recording

On the Cradle to Grave report, verify that there is an icon in the **Recording** column for the pertinent call from **Section 8.2.1**, as shown below.

Click on the **Recording** icon and verify that the audio can be played back.



Call Info	Duration	Calling Party	Receiving Party	Location	Group	Start Timestamp	Recording
Calls (1 total)							
Call 92 - Inbound	0:01:35	(908) 953-2103	Extn20041(20041)	Bernardsville, New Jersey	Main	Dec 4, 2019 9:12:59 AM	
Ringing	0:00:02	(908) 953-2103	Extn20041(20041)		Main	Dec 4, 2019 9:12:59 AM	
Talking	0:01:33	(908) 953-2103	Extn20041(20041)		Main	Dec 4, 2019 9:13:01 AM	
Calling Drop	0:00:00	(908) 953-2103	Extn20041(20041)		Main	Dec 4, 2019 9:14:34 AM	

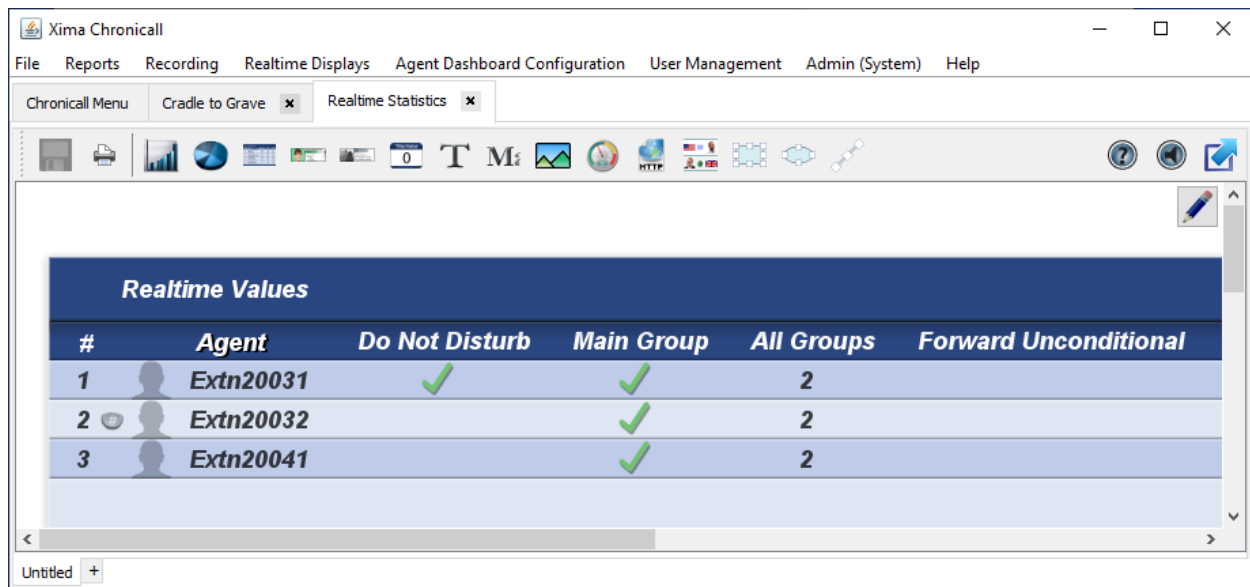




### 8.2.3. Verify Real-Time

From the Chronical Desktop, select **Realtime Displays** → **Realtime Stats** from the top menu to create the **Realtime Statistics** tab.

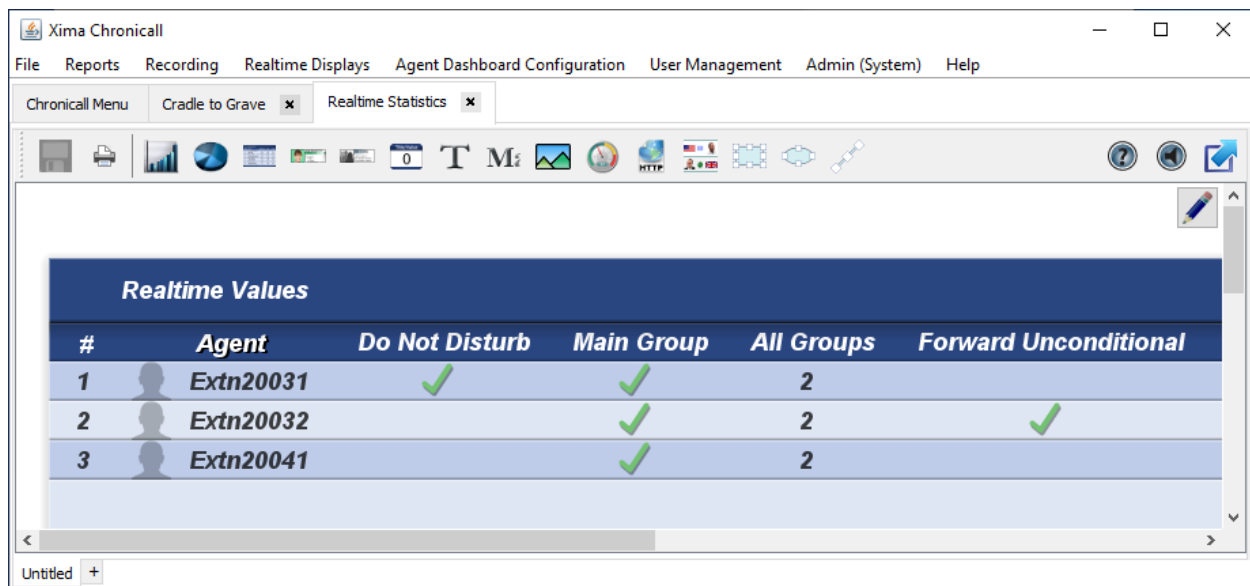
Verify that the **Realtime Values** screen is displayed, along with proper feature status for all configured agent users from **Section 7.5**.



The screenshot shows the Xima Chronicall application window with the 'Realtime Statistics' tab selected. The 'Realtime Values' table displays the following data:

#	Agent	Do Not Disturb	Main Group	All Groups	Forward Unconditional
1	Extn20031	✓	✓	2	
2	Extn20032		✓	2	
3	Extn20041		✓	2	

Change the status of an agent user, such as activation of forward unconditional. Verify that the corresponding agent user entry in the leaderboard is updated showing proper forward unconditional status, in this case under the **Forward Unconditional** column as shown below.



The screenshot shows the Xima Chronicall application window with the 'Realtime Statistics' tab selected. The 'Realtime Values' table displays the following data, with the 'Forward Unconditional' status updated for agent Extn20032:

#	Agent	Do Not Disturb	Main Group	All Groups	Forward Unconditional
1	Extn20031	✓	✓	2	
2	Extn20032		✓	2	✓
3	Extn20041		✓	2	

## 9. Conclusion

These Application Notes describe the configuration steps required for Xima Chronicall 4.0 to successfully interoperate with Avaya IP Office 11.0 using DevLink3. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

## 10. Additional References

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

1. *Administering Avaya IP Office™ Platform with Manager*, Release 11.0, February 2019, available at <http://support.avaya.com>.
2. *AVAYA IP OFFICE CONFIGURATION GUIDE*, June 2017, available at <https://guide.ximasoftware.com/docs>.

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