**Avaya Solution & Interoperability Test Lab**

# Application Notes for Configuring NICE Interaction Management R4.1 with Avaya Communication Server 1000E R7.5 and Avaya Aura® Contact Centre R6.2 using the Meridian Link Services Module for Call Recording – Issue 1.0

## Abstract

These Application Notes describe the configuration steps for provisioning NICE Interaction Management with Avaya Communication Server 1000E and Avaya Aura® Contact Centre R6.2 for call recording. NICE Interaction Management records the RTP stream coming from the Avaya Communication Server 1000E module using CTI events from the MLSM on Avaya Aura® Contact Centre.

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.


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# 1. Introduction

These Application Notes describe the compliance tested configuration required for interoperability between NICE Interaction Management R4.1 and Avaya Aura® Contact Centre R6.2 connected to an Avaya Communication Server 1000E R7.5 (CS1000E) via AML (Application Meridian Link). NICE Interaction Management R4.1 is a software-only solution that offers various recording, playback and archiving features and options. With NICE VoIP logger call recording can be achieved without the use of physical connections to the NICE server other than standard network connections. The NICE solution is fully integrated into a LAN (Local Area Network), and includes Web based applications (i.e. Nice Application) that works with .NET framework and used to retrieve telephone conversations from a comprehensive long-term calls database. These Application Notes focus on recording calls from agent phonesets both on skillset and personal directory number (DN) calls. The NICE VoIP Logger is recording all RTP streams and so NICE Interaction Management's internal scheduling algorithm makes the determination on which calls should be recorded based on the events received from the Meridian Link Service Module (MLSM) of Avaya Aura® Contact Centre.

# 2. General Test Approach and Test Results

The compliance testing focuses on the recording of Avaya IP phonesets connected to the CS1000E using events from the MLSM interface on Avaya Aura® Contact Centre (Contact Centre). NICE Interaction Management registers as an application on the Contact Centre through the MLSM interface. Interaction Management can then record the call based on the events it receives. When a call is to be recorded, the Interaction Management performs recording using a duplicate RTP stream from the Avaya IP Phone sets.

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.


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## 2.1. Interoperability Compliance Testing

The testing focuses on the following types of calls:

- **CS1000E Inbound/Outbound calls** – Test call recording for inbound/outbound calls to the CS1000E from PSTN callers.
- **CS1000E Hold/Transferred/Conference calls** – Test call recording for calls transferred to and in conference with PSTN callers.
- **Contact Centre Agents Inbound/Outbound Calls -** Test call recording for inbound/outbound calls to the AACC Agents from PSTN callers.
- **Contact Centre Agents Hold/Transferred/Conference calls** – Test call recording for calls transferred to and in conference with PSTN callers.
- **Contact Centre Agents Record on demand/Stop on demand (ROD/SOD) -** to break call recording for all call types.
- **Failover testing** - The behaviour of Nice Recording Solution under different simulated LAN failure conditions on the Avaya platform.

## 2.2. Test Results

All compliance test cases passed successfully. There were no errors observed on the Avaya solution as a result of the addition of Nice Integration Management to the LAN.

## 2.3. Support

Support from Avaya is available at http://support.avaya.com and support from NICE can be obtained as shown below.

Nice International Corporate Headquarters, Israel
Tel: +972 9 775 3800
Email: support@nice.com
www.nice.com


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# 3. Reference Configuration

The diagram below **Figure 1** shows the compliance tested configuration which includes a CS1000E connecting to a Contact Centre via an AML connection. The MLSM interface on the Contact Centre provides CTI events from the CS1000E in order for NICE Interaction Management to identify which calls to keep as NICE Interaction Management is in an "always Record" mode recording all RTP streams.

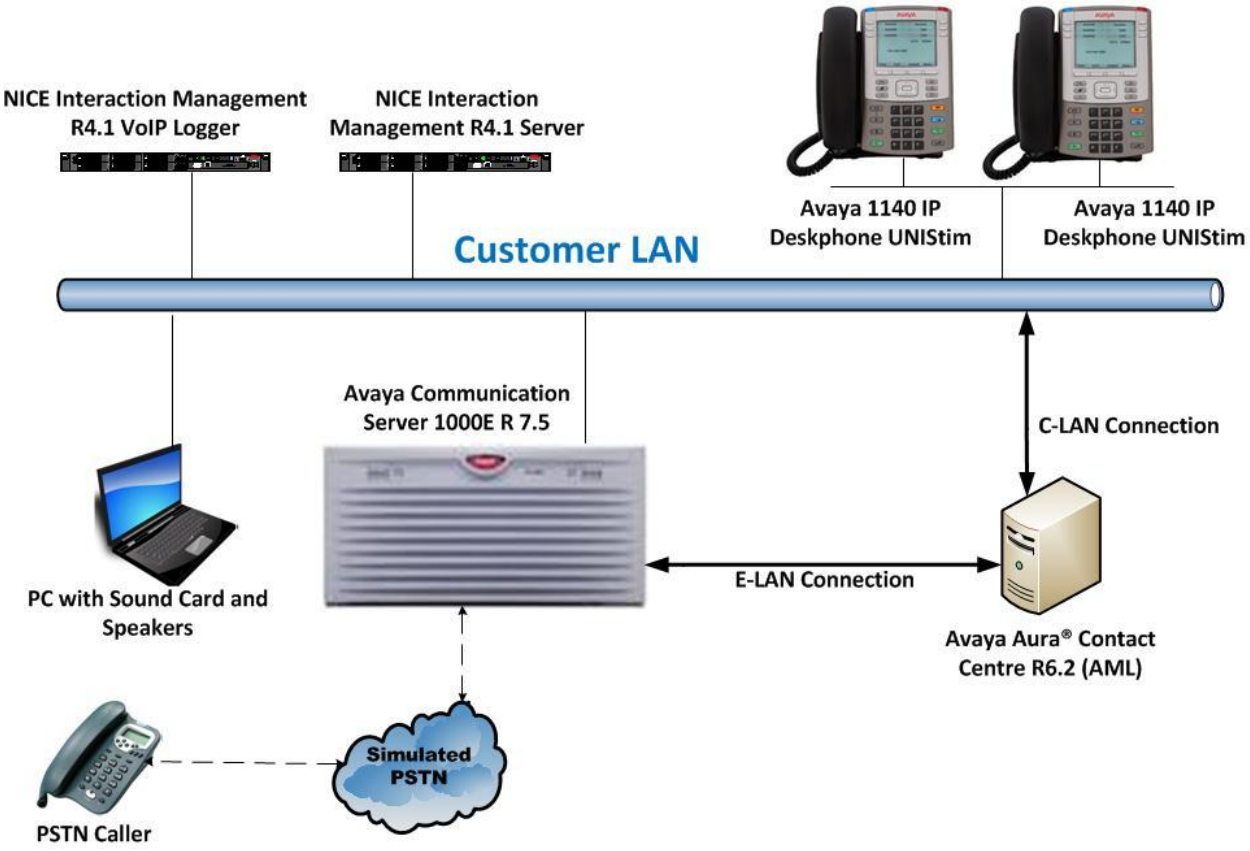


**Figure 1: NICE Interaction Management interoperability with Avaya Aura® Contact Centre R6.2 and Avaya Communication Server 1000E R7.5**


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# 4. Equipment and Software Validated

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

| Equipment/Software | Release/Version |
|---|---|
| Avaya Communication Server 1000E running on CPPM | Avaya CS1000E R7.5 (See Appendix A for list of Patches) |
| Avaya Aura® Contact Centre running on Windows 2008 Server | Avaya Aura® Contact Centre R6.2 SP5<br>(See Appendix C for Patch versions)<br>CCMS<br>CCMA |
| Avaya 1140E IP UNIStim Phoneset | 0625C8L |
| Avaya 1120E IP UNIStim Phoneset | 0624C8L |
| NICE Interaction Management 4.1 Server | NICE Interaction Management 4.1 Update Pack 23 |
| NICE Interaction Management VoIP Logger | NICE VoIP Logger 4.1 Update Pack 23 |


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# 5. Configure Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and an ELAN connection already established with Contact Centre. For further information on the configuration of the CS1000E and Contact Centre please see **Section 10** of these Application Notes.

It is assumed that the CS1000E is configured with an Automatic Call distribution Queue and agent phonesets; please see Appendix B for a complete printout of these. In order to successfully record the agent phonesets the Class of Service (cls) needs to be altered so allow call recording (RECA). The phoneset must also allow CTI messages be sent to the NICE recorder this is done by setting the AST and IAPG as shown below.

Enter overlay 20 to change the IP phonesets by typing **LD 20** at the > prompt. Type **CHG** to make a change to the agent's terminal number (**TN**) and change **AST** to the keys that need to be recorded i.e., the incoming calls key 00 and the outgoing personal directory number key 03 (see Appendix B for the key assignments used in compliance testing). Ensure that **IAPG** is set to **1** to allow all CTI messages get sent. Change the **CLS** to **RECA** to allow the set be recorded.

**LD 20**

| **Prompt** | **Response** | **Description** |
|---|---|---|
| > | **LD 20** | Enter Overlay 20 |
| REQ | **CHG** | New Data |
| CHG | TN | Terminal Number |
| **TN** | L S C U | Loop Shelf Card Unit |
| CUST | 0 | Customer Number |
| **CLS** | **RECA** | Recording Allowed |
| **AST** | 00 03 | Keys 00 and 03 to be recorded |
| **IAPG** | **1** | (1) Send all CTI messages |


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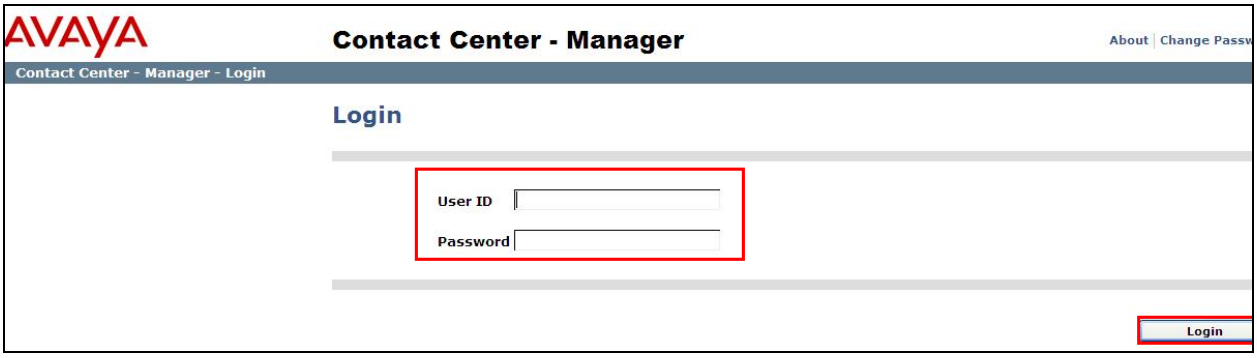
# 6. Configure Avaya Aura® Contact Centre

There is no specific configuration required on the Contact Centre for NICE Interaction Management to receive CTI events. The setup of agents and phonesets are only required to demonstrate the recording of skillset calls into the Contact Centre. Contact Centre must be installed in order to allow NICE Interaction Management connect to the MLSM interface, however the only configuration required to allow NICE Interaction Management receive CTI events is done on the CS1000E as outlined in **Section 5**.

Please note that the Contact Centre installation and its setup are outside the scope of these Application Notes, for more information on the installation and configuration of Contact Centre please refer to **Section 10**. Login using the appropriate credentials.




## 6.1. Configure Contact Centre Agents

The following sections outline the steps necessary to add a new agent and phoneset to Contact Centre. Select **Contact Centre Management** from the main page (not shown) called **Launchpad**.

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Once the **Contact Center Management** window opens, click on **Add** and **Agent** as highlighted below.

Fill in the agents credentials in the window as shown in the example below.

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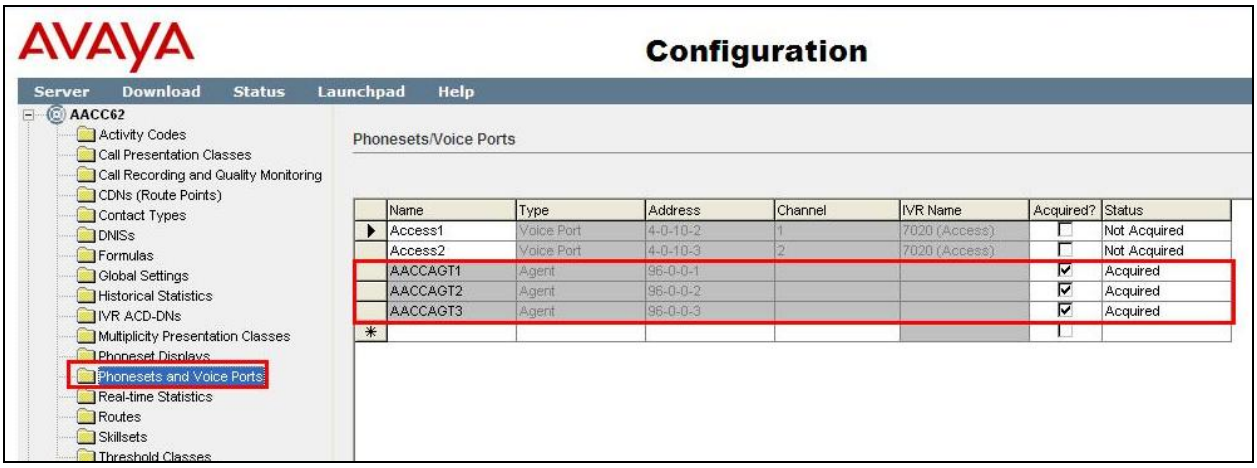
## 6.2. Configuring phone sets

Select **Configuration** from the **Launchpad** window.

Select **Phonesets and Voice Ports** and add each phoneset entering a suitable name under the **Name** column and the Terminal Number (TN) under the **Address** column. Ensure that **Type** is set to Agent and the **Acquired** box is ticked.





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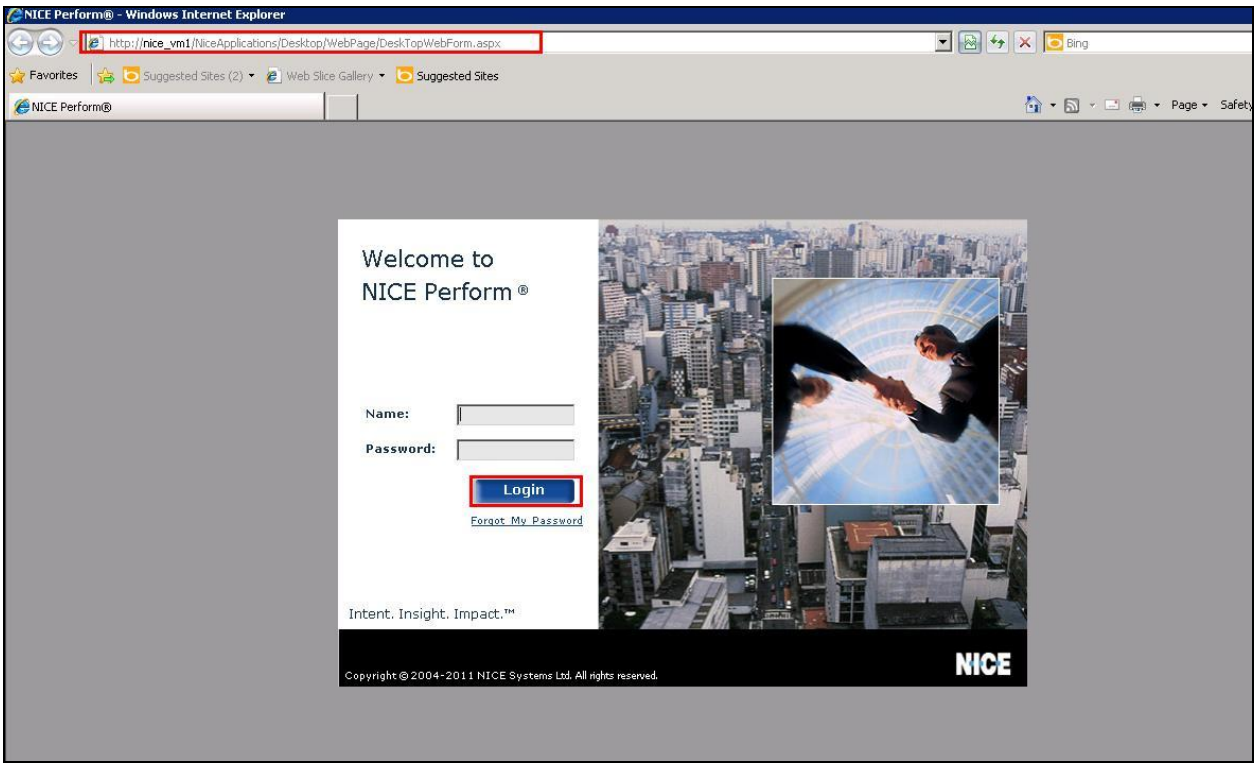
# 7. Configure NICE Integration Management

This section outlines the steps necessary to configure NICE Integration Management to connect successfully to the Avaya Solution outlined in **Section 3**. The NICE Solution connects to the MLSM of Contact Centre registering as an Application in order to receive CTI events from the CS1000E via the Contact Centre. All telephony events from the CS1000E pass through the MLSM module of Contact Centre and are picked up by NICE.

## 7.1. Configure NICE Interaction Management to connect to Avaya Aura® Contact Centre

Open a web browser, navigate to http://<**NICE Interaction machine name**>. Enter the appropriate credentials and click **Login**.





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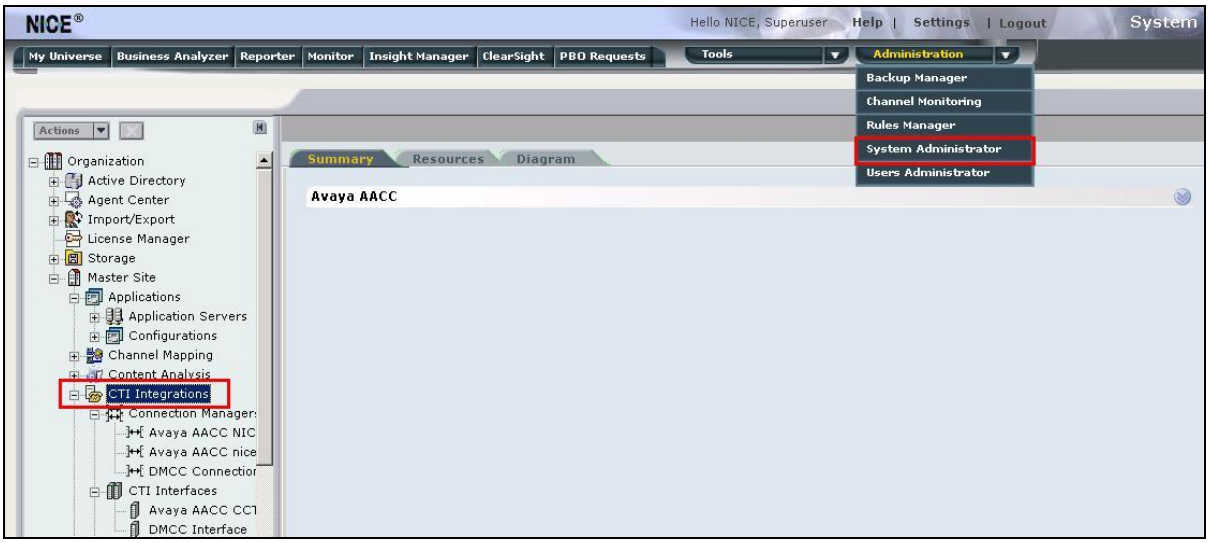
After logging in click on **Settings** highlighted below and choose **Technician Mode**.

Under **Administration** at the top right select **System Administrator**. Right click on CTI integrations and select **add New CTI Connection** (see below).



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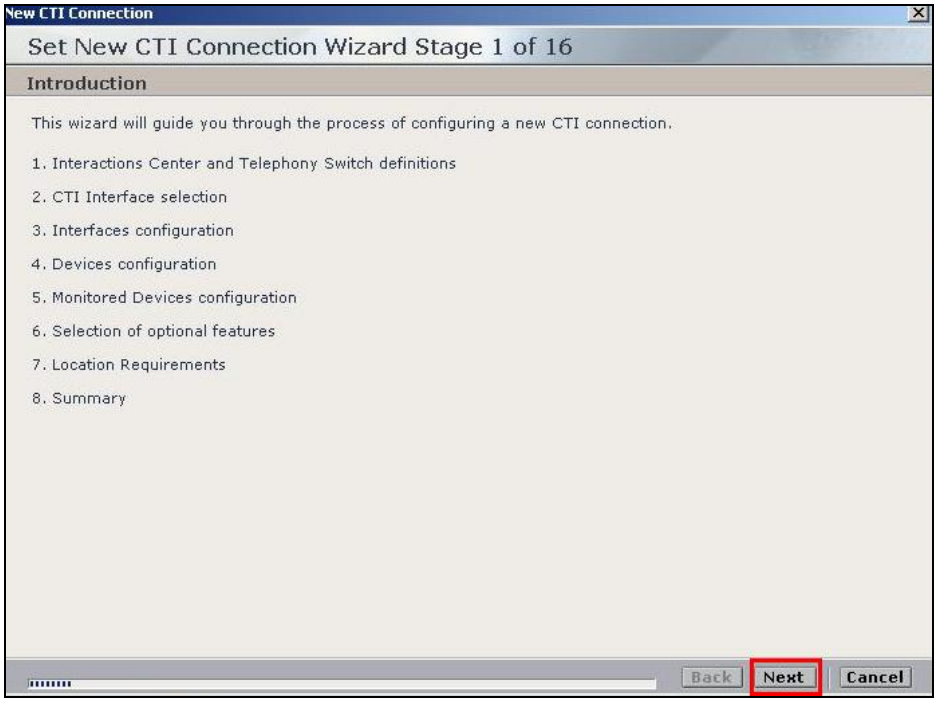
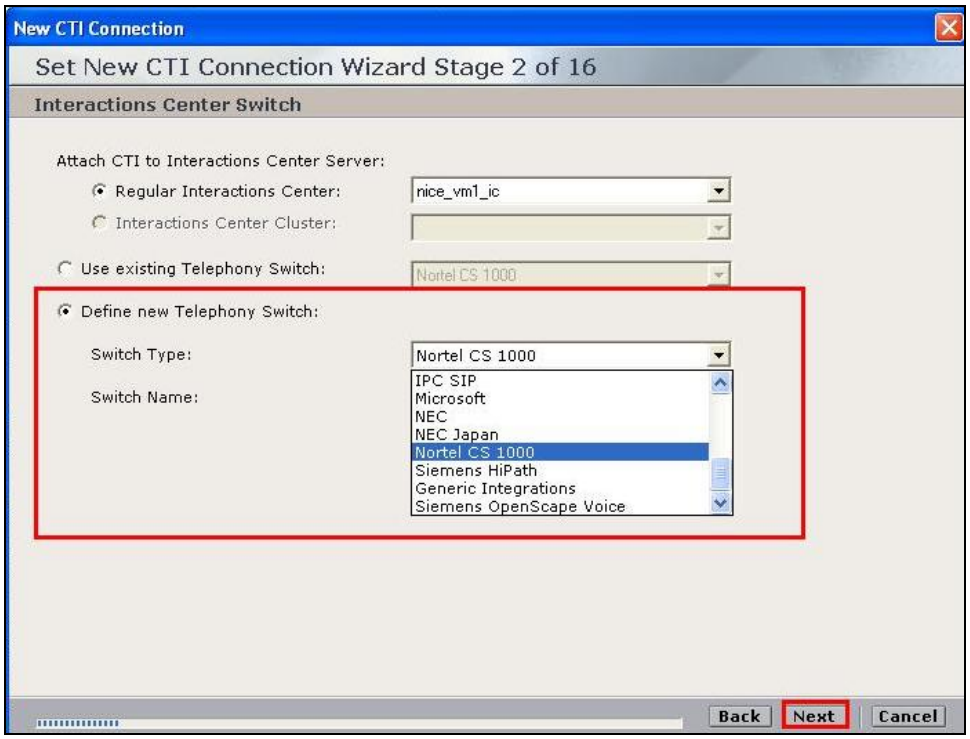
The **New CTI Connection** window opens as shown below click **Next** to continue.




Select **Define new Telephony Switch** and ensure **Nortel CS 1000** is picked from the dropdown menu. Click **Next** to continue.





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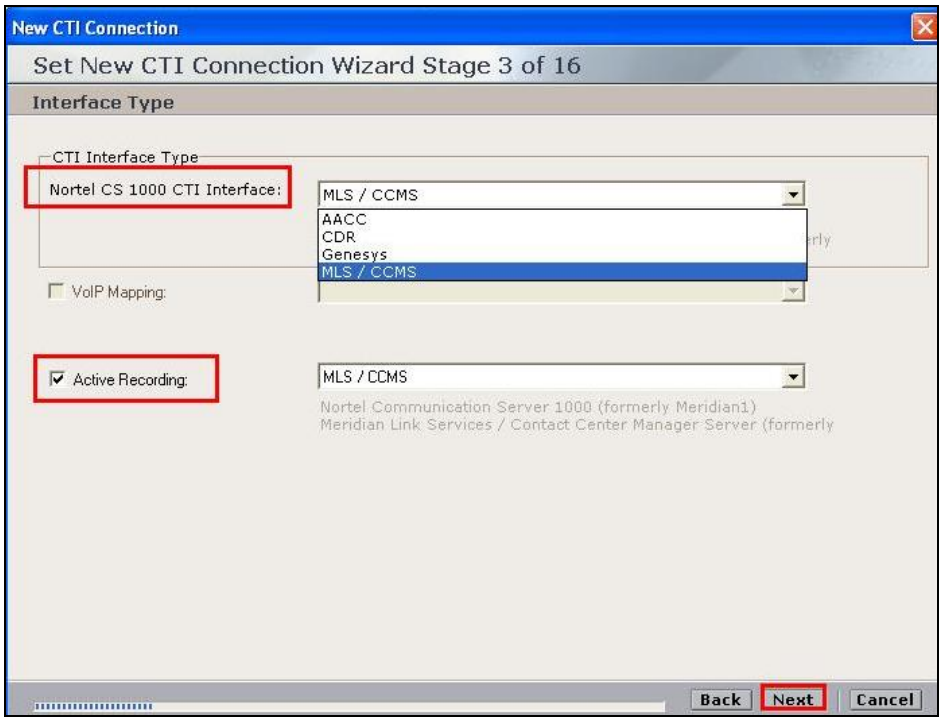
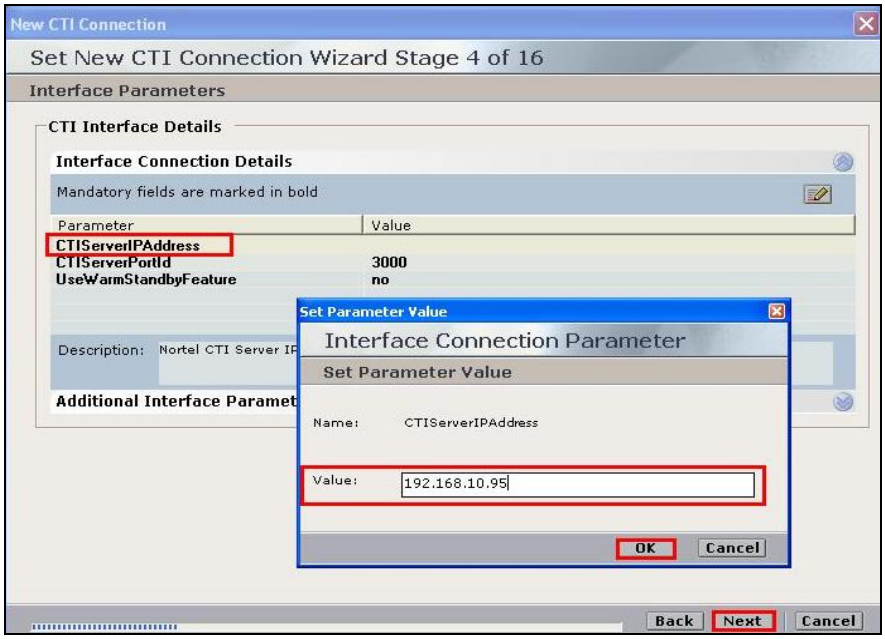
Ensure **MLS/CCMS** is chosen for both **Nortel CS 1000 CTI Interface** and **Active Recording** as shown below. Click **Next** to continue.




Enter the connection details by double clicking on **CTIServerIPAddress** highlighted, this opens the **Interface Connection Parameter** window and enter the IP Address of the Contact Centre. Click **OK** and **Next.**





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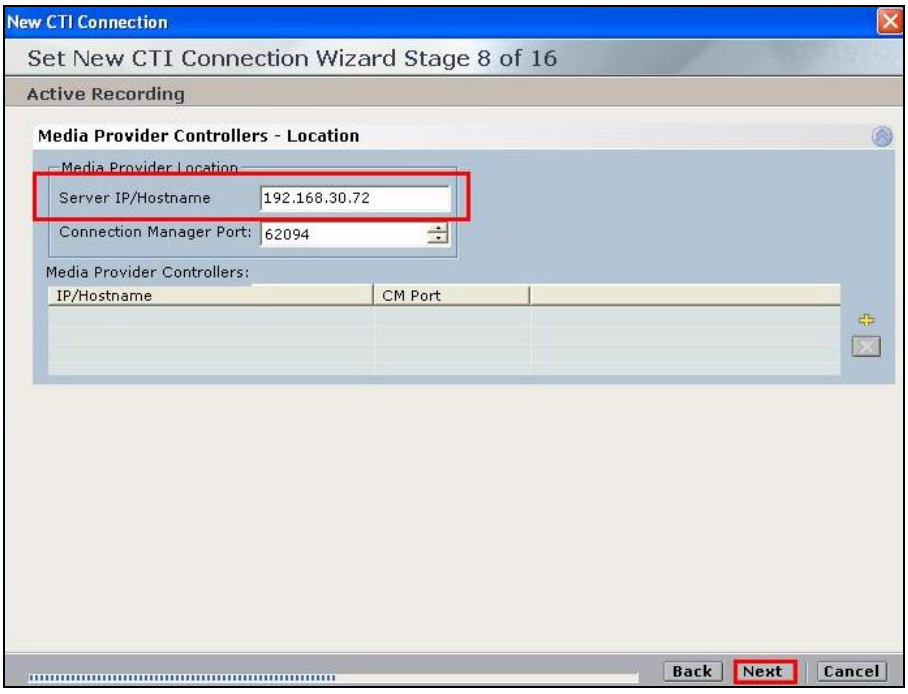
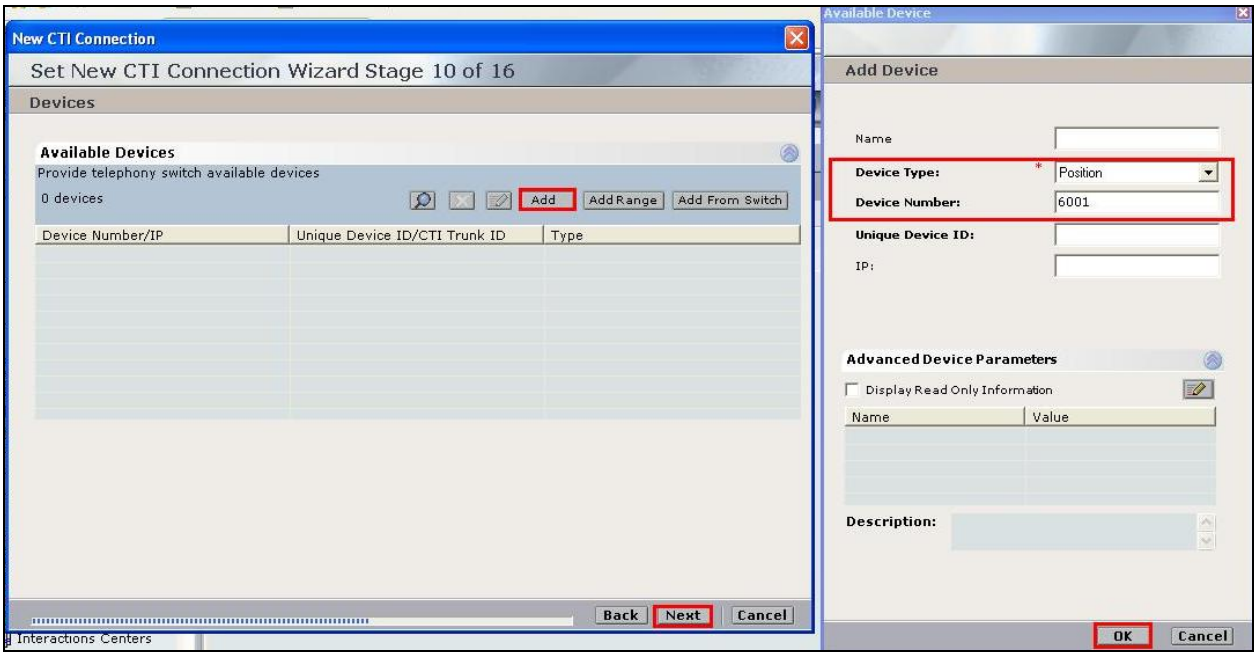
Enter the **Media Provider Controllers – Location**; this will be the IP address of the NICE VoIP logger server. Click **Next** to continue.




Add **Telephony Switch Devices** in order to record phonesets. Each **Device** or extension can be added singly or in a **Range** of extensions. Click on **Add** highlighted below. Choose **Position** as the **Device Type** and enter the Position ID for **Device Number**. Click **OK** and **Next**.





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See below an example of the **Device Numbers** and **Type** used in the compliance testing.

**Note:** If the new Connection Manager resides on the same physical machine as the Media Provider Controller, configured above, then a unique port must be used if they are installed on separate machines as was done for compliance testing then select **Create a new Connection Manager** use the default port. Click **Next** to pass to the summary window (shown below).

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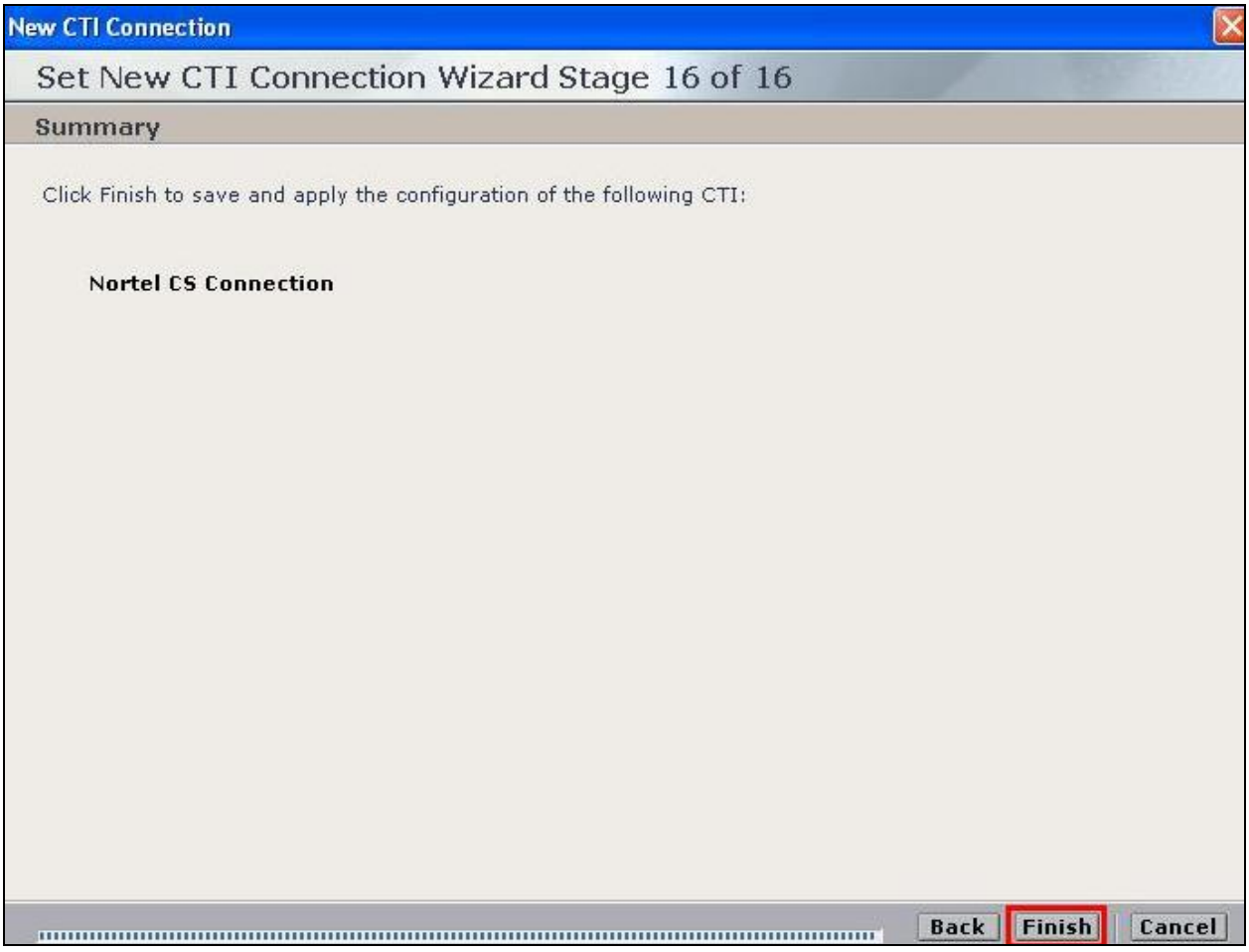
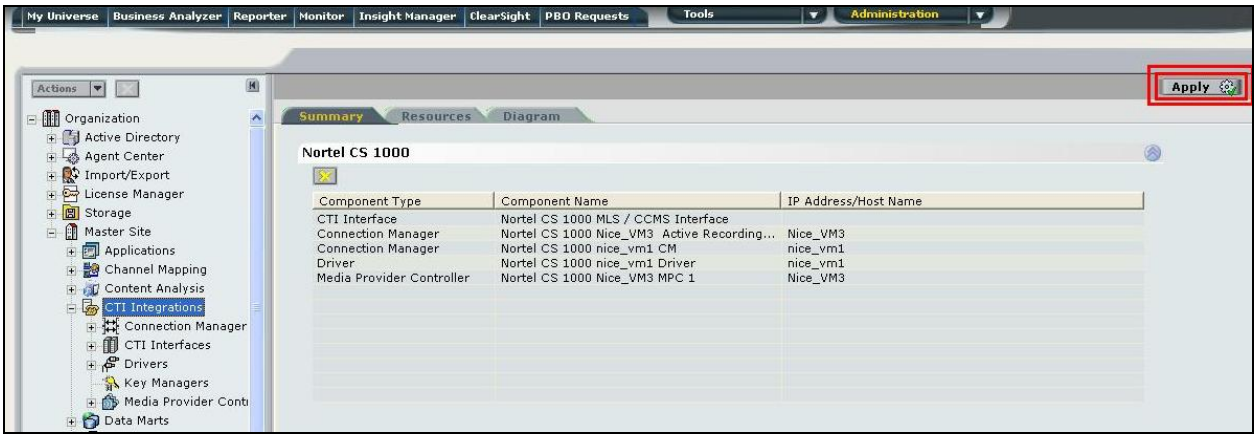
Click on **Finish** to submit the new connection and complete the setup.




Once all the details are entered correctly click on **Apply** as highlighted below to update the NICE components.





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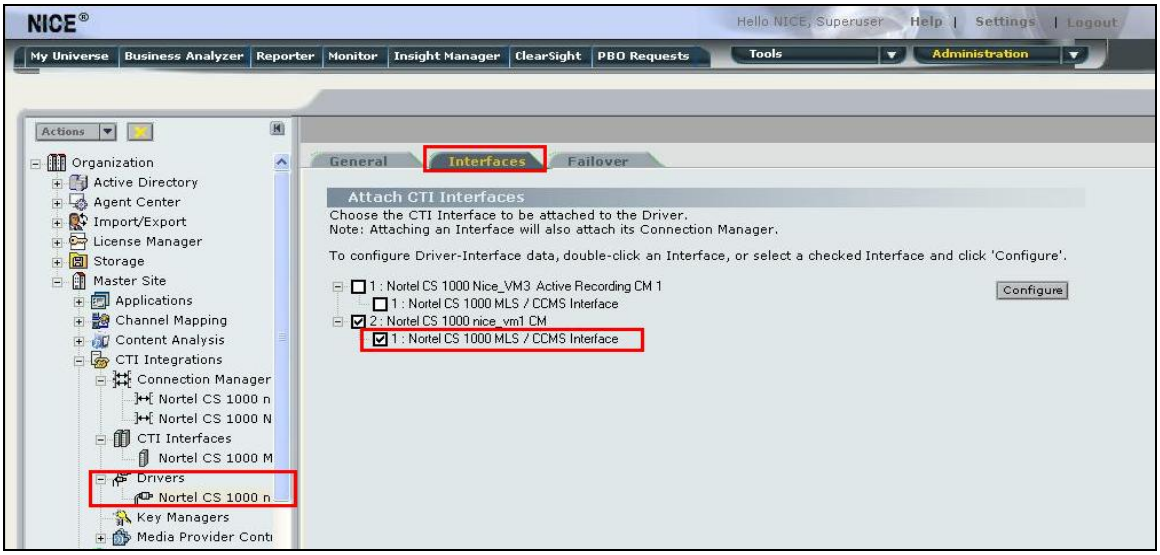
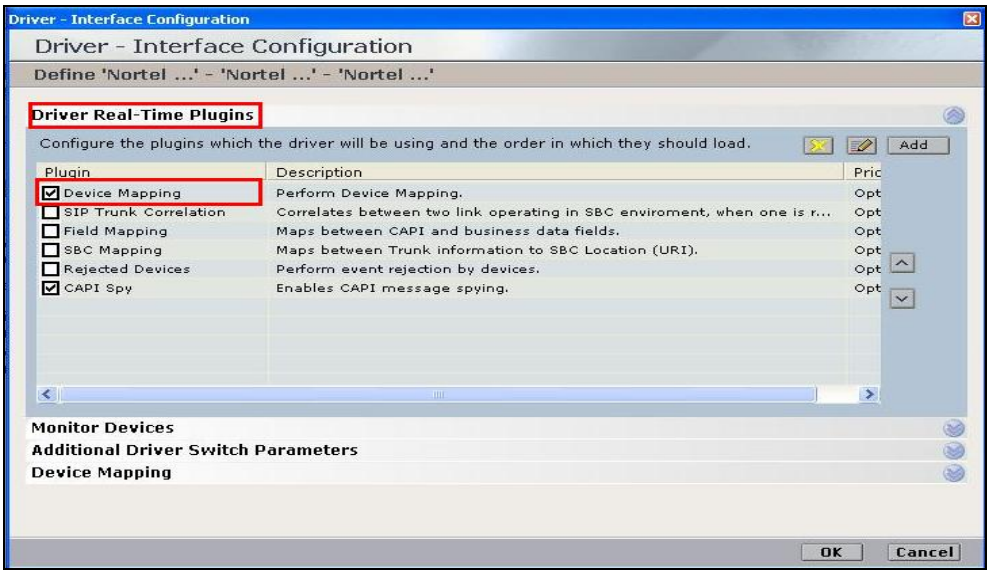
## 7.2. Configure Device Mapping on NICE Interaction Management

Device Mapping is used to map the position to the extension. NICE records the position ID for each agent and in order to successfully record an extension of a phoneset this extension number is mapped against the position ID that is being recorded.

Select **Drivers** in the left column and select the Nortel Driver as highlighted. Select the **Interfaces** tab in the right window and double-click on **Nortel CS 1000MLS/CCMS Interface** highlighted below. Please ensure that the **Nortel CS1000 nice_vm1 CM** and **Nortel CS1000 MLS/CCMS interface** are both ticked as shown below.




Select the **Driver Real-Time Plugins** tab and ensure that **Device Mapping** is ticked as shown below. Select **OK** when done.





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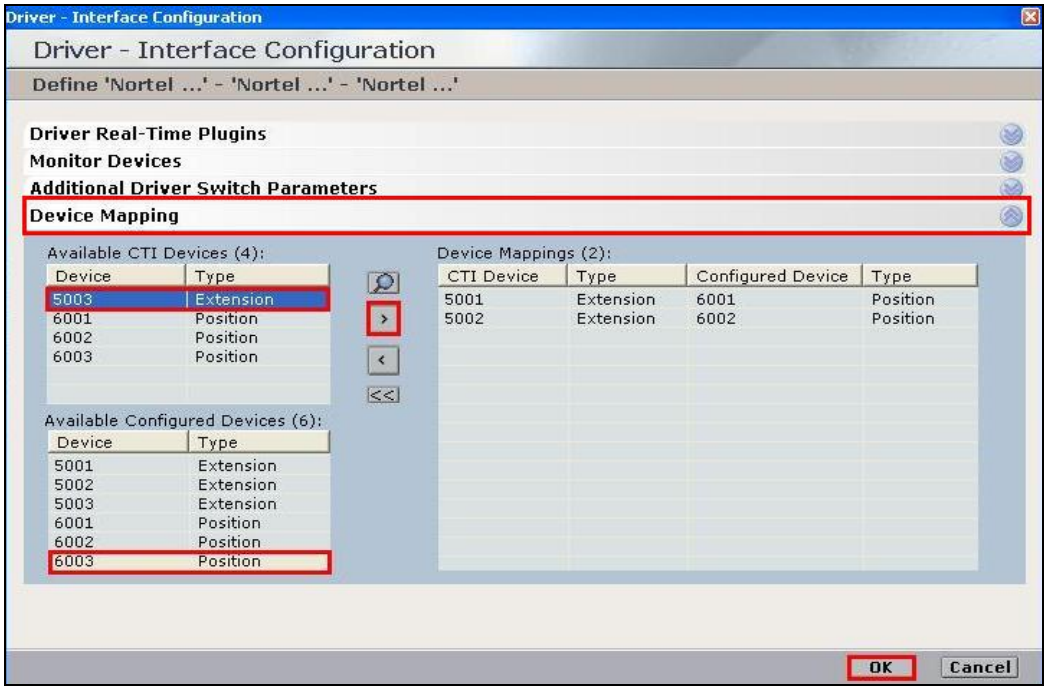
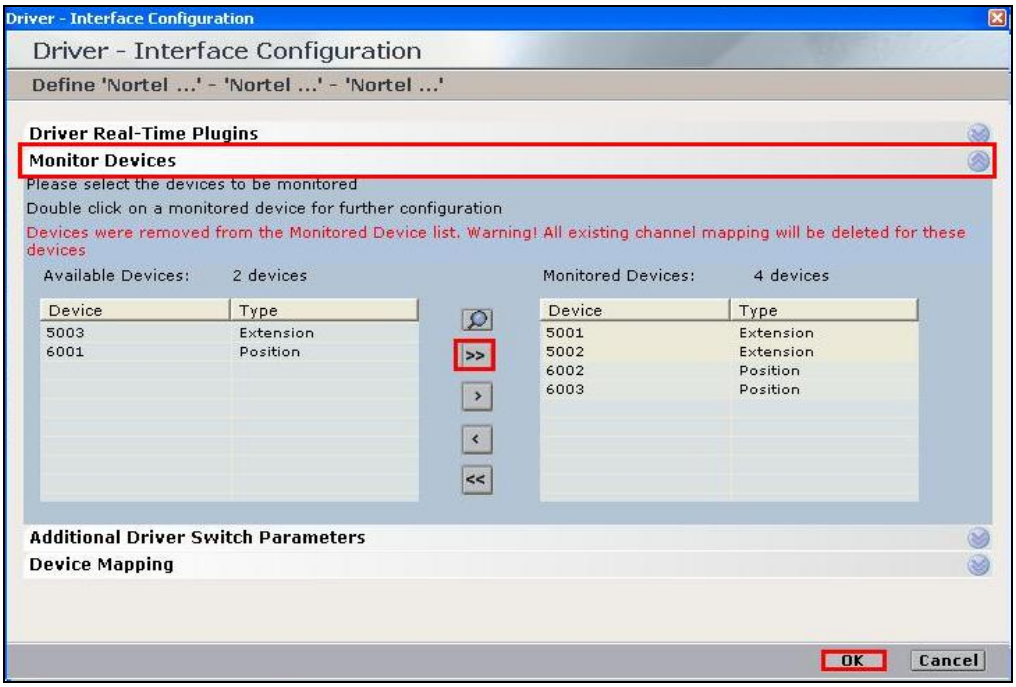
Select the **Device Mapping** tab and highlight the **Extension** from the **Available CTI Devices** window and the **Position** from the **Available Configured Devices** window. Each device mapping is done using this method. Click **OK** once all Extensions and Positions are mapped.




Select the **Monitor Devices** Tab and ensure that all devices are monitored by clicking the arrows highlighted below. Click **OK** once completed.





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# 8. Verification Steps

The following steps can be taken to ensure that connections between the Contact Centre and NICE Interaction Management are configured correctly.

## 8.1. Verify Avaya Communication Server 1000E ELAN link is up

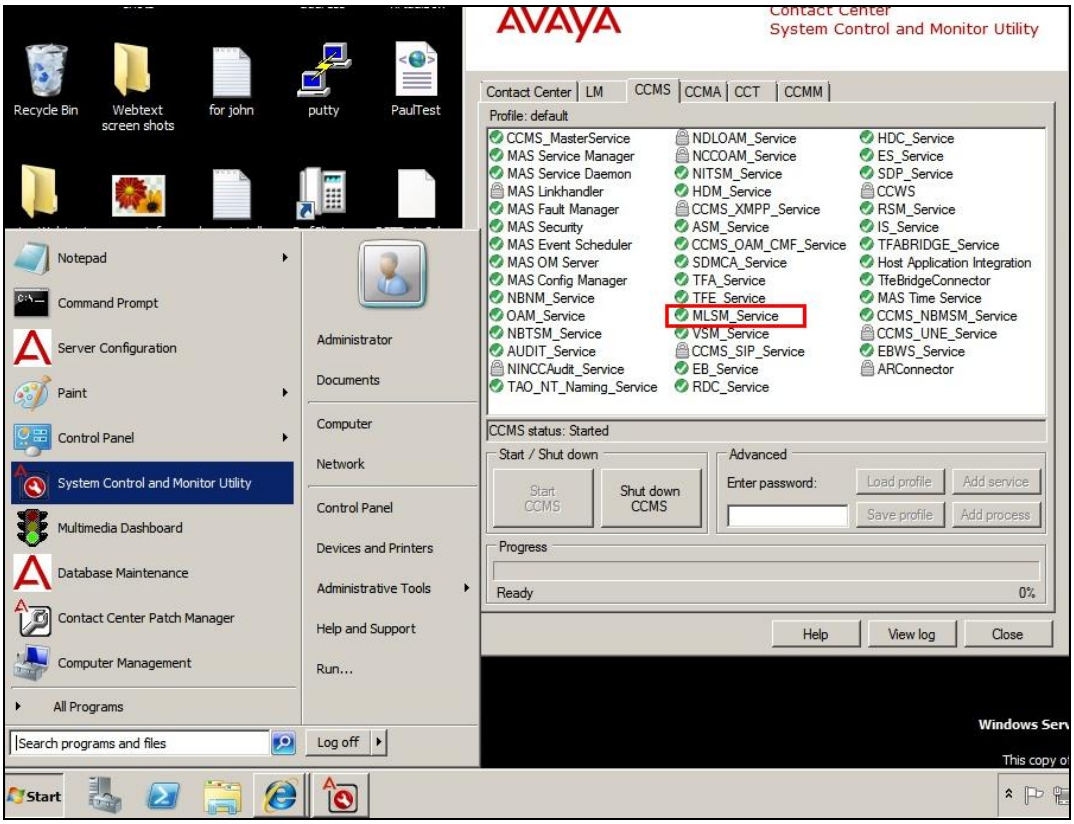
Verify the status of the administered AML link by using the **stat elan** command in overlay 48. Verify the Service State is **ENABLED** for the elan link number as shown below. Type **LD 48** at the > prompt to enter overlay 48. Type **stat elan** to display the link status as shown.

**LD 48**

| Prompt | Response | Description |
|---|---|---|
| > | **LD 48** | Enter Overlay 48 |
| . | **stat elan** | Get status of ELAN link |
| . | SERVER TASK: **ENABLED** | Enabled |
| . | ELAN #: 017 DES: AACC | |
| . | APPL_IP_ID: 192 .168 .0 .95 LYR7: ACTIVE EMPTY APPL ACTIVE | |

## 8.2. Verify Avaya Aura® Contact Centre MLSM is up

From the Contact Centre Server go to start and select System Control and Monitor Utility. This opens a new window shown below. Click on the CCMS tab and ensure all services are up including the **MLSM service** highlighted.





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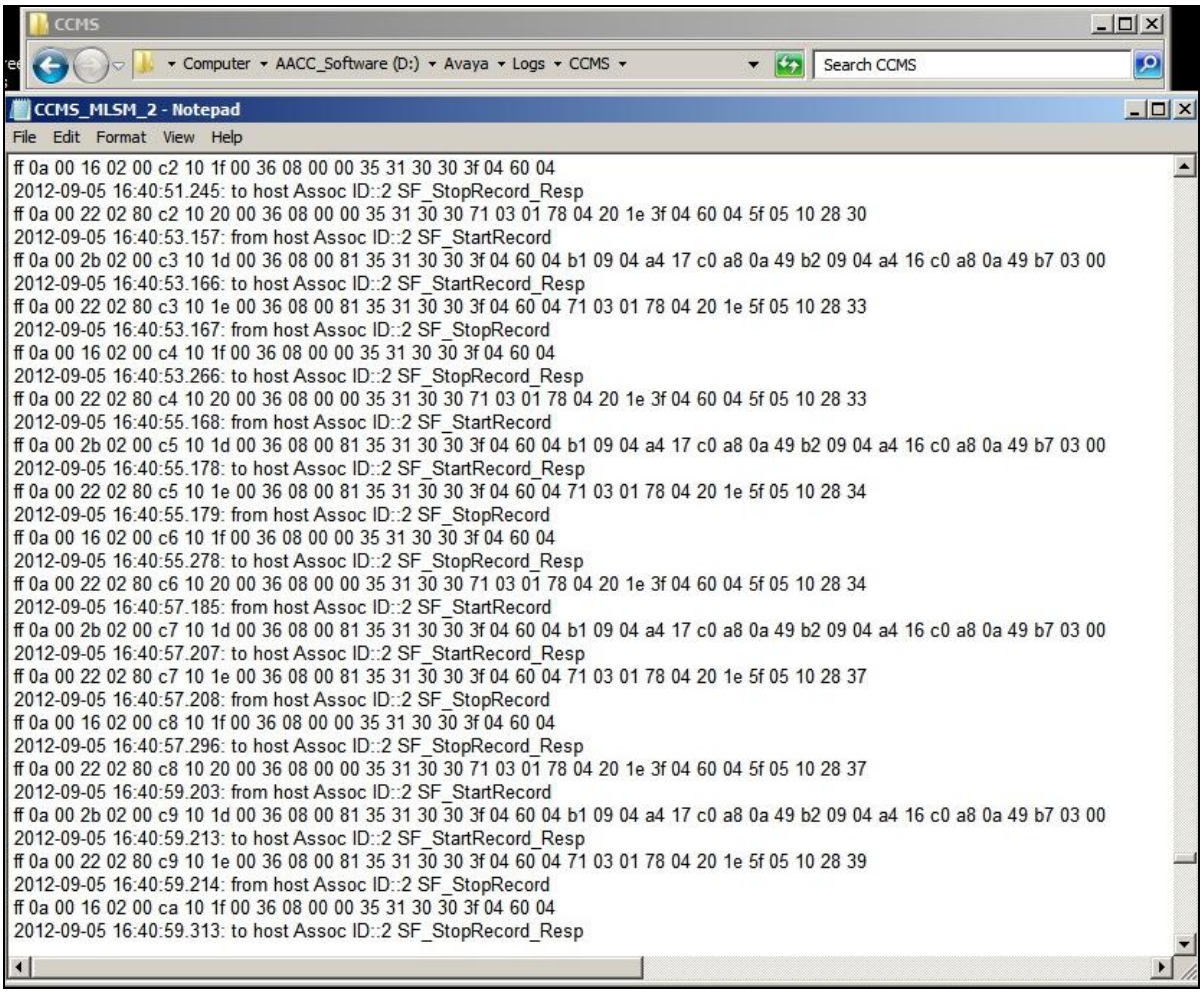
To check and see that NICE has registered to MLSM correctly and is receiving the CTI messages from the MLSM open a log file called CCMS_MLSM, this log file can be found in the **D:/Avaya/Logs /CCMS** folder.Note that backup log files wil1 be labelled 1, 2, 3 etc. Note below that we have many **StartRecord** and **StopRecord** messages being sent confirming that NICE is registered to MLSM correctly.




## 8.3. Verify the Phoneset's Recording State on Avaya Communication Server 1000E

To verify the Phonesets recording state on the CS1000E, make a call. During the call, run **crShowCRParam** on the CS1000E (not shown). Verify that the **underRecording** equals **1** (**1** indicates that the phone sends the RTP stream).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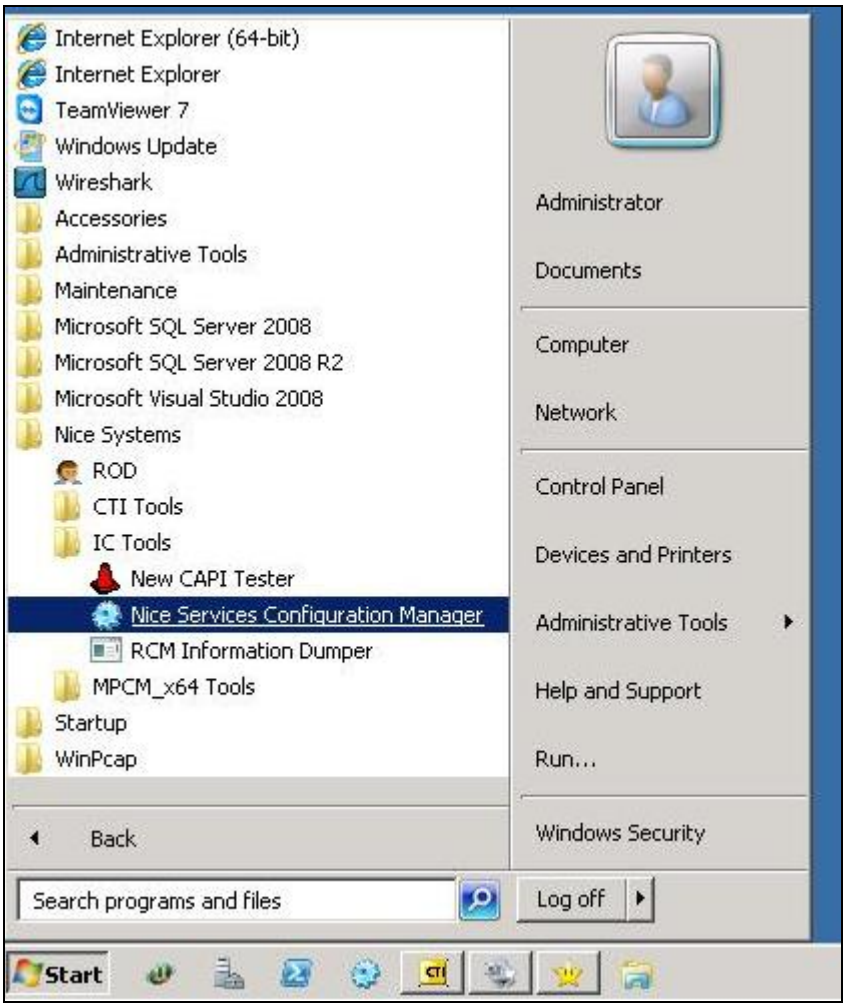
## 8.4. Verify NICE Interaction Management services are running

Go to **Start → Nice Systems → IC Tools**, click on **Nice Services Configuration Manager**. A window is opened that contains a list of the NICE services running.





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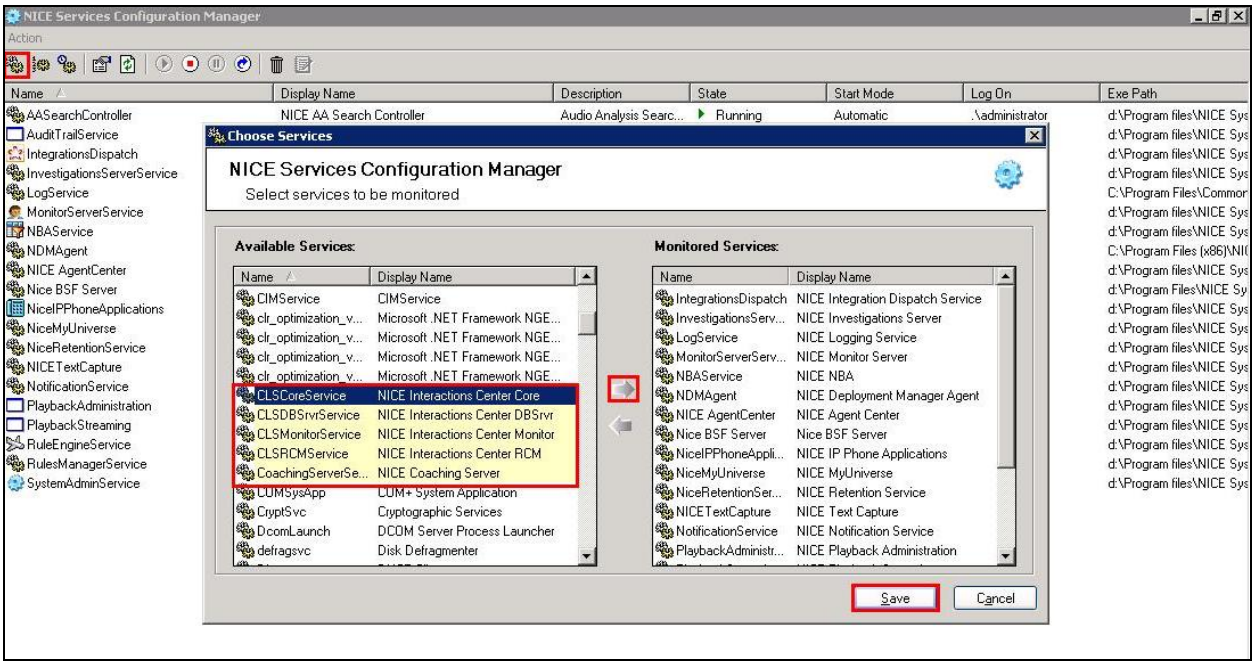
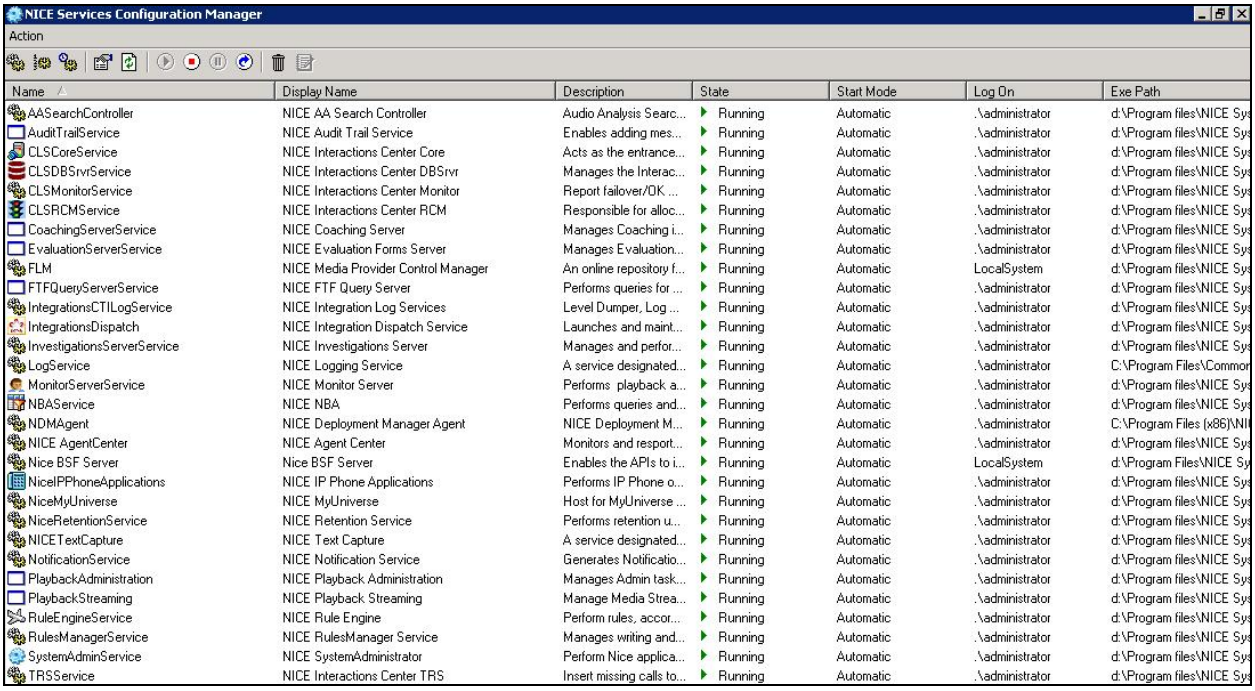
Click on the icon highlighted at the top left of the screen, this will open up a new window where all the NICE services can be selected to be viewed. In the example below a list of services are highlighted and added to the existing list of NICE services to be displayed. Click on **Save** once all the NICE services are selected.




It is easy to see all the services are running correctly.




| Name | Display Name | Description | State | Start Mode | Log On | Exe Path |
|---|---|---|---|---|---|---|
| AASearchController | NICE AA Search Controller | Audio Analysis Searc... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| AuditTrailService | NICE Audit Trail Service | Enables adding mes... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| CLSCoreService | NICE Interactions Center Core | Acts as the entrance... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| CLSDBSrvrService | NICE Interactions Center DBSrvr | Manages the Interac... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| CLSMonitorService | NICE Interactions Center Monitor | Report failover/OK ... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| CLSRCMService | NICE Interactions Center RCM | Responsible for alloc... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| CoachingServerService | NICE Coaching Server | Manages Coaching i... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| EvaluationServerService | NICE Evaluation Forms Server | Manages Evaluation... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| FLM | NICE Media Provider Control Manager | An online repository f... | Running | Automatic | LocalSystem | d:\Program files\NICE Sys |
| FTFQueryServerService | NICE FTF Query Server | Performs queries for ... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| IntegrationsCTILogService | NICE Integration Log Services | Level Dumper, Log ... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| IntegrationsDispatch | NICE Integration Dispatch Service | Launches and maint... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| InvestigationsServerService | NICE Investigations Server | Manages and perfor... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| LogService | NICE Logging Service | A service designated... | Running | Automatic | .\administrator | C:\Program Files\Commor |
| MonitorServerService | NICE Monitor Server | Performs playback a... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| NBAService | NICE NBA | Performs queries and... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| NDMAgent | NICE Deployment Manager Agent | NICE Deployment M... | Running | Automatic | .\administrator | C:\Program Files (x86)\NI |
| NICE AgentCenter | NICE Agent Center | Monitors and resport... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| Nice BSF Server | Nice BSF Server | Enables the APIs to i... | Running | Automatic | LocalSystem | d:\Program Files\NICE Sy |
| NiceIPPhoneApplications | NICE IP Phone Applications | Performs IP Phone o... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| NiceMyUniverse | NICE MyUniverse | Host for MyUniverse ... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| NiceRetentionService | NICE Retention Service | Performs retention u... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| NICETextCapture | NICE Text Capture | A service designated... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| NotificationService | NICE Notification Service | Generates Notificatio... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| PlaybackAdministration | NICE Playback Administration | Manages Admin task... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| PlaybackStreaming | NICE Playback Streaming | Manage Media Strea... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| RuleEngineService | NICE Rule Engine | Perform rules, accor... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| RulesManagerService | NICE RulesManager Service | Manages writing and... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| SystemAdminService | NICE SystemAdministrator | Perform Nice applica... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |
| TRSService | NICE Interactions Center TRS | Insert missing calls to... | Running | Automatic | .\administrator | d:\Program files\NICE Sys |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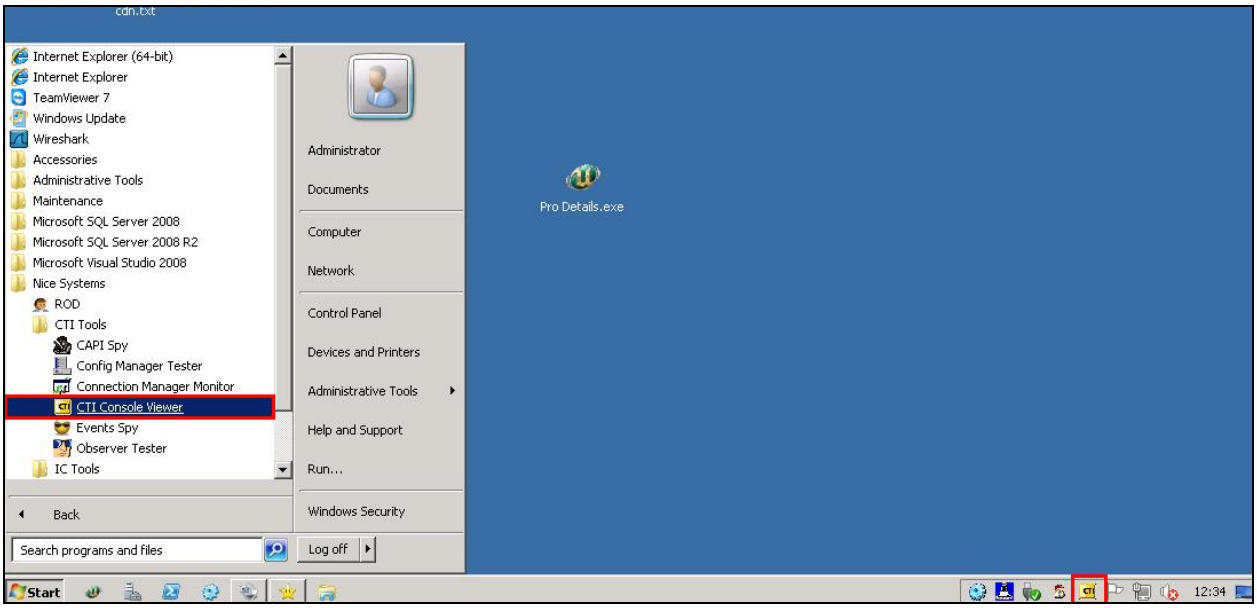
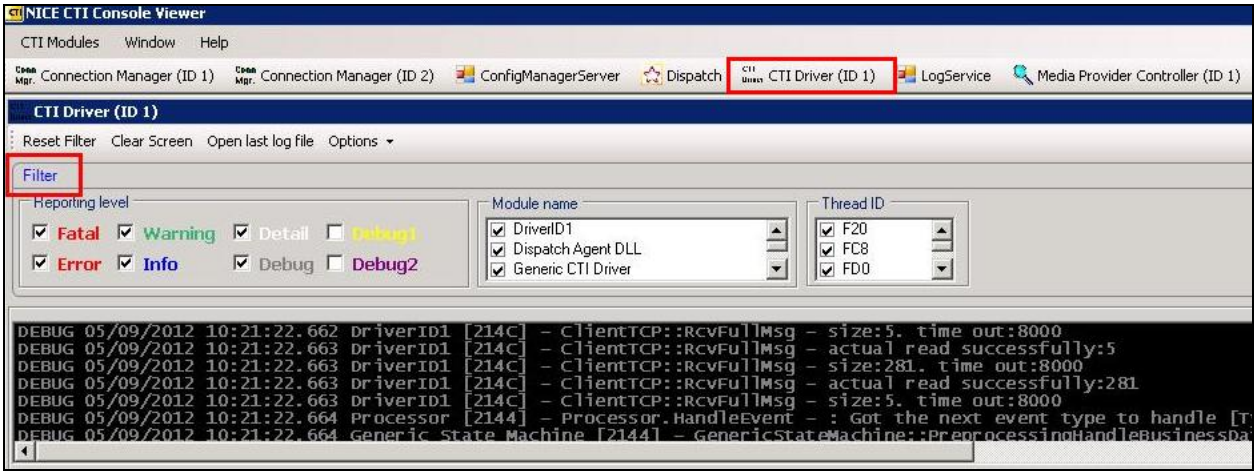
## 8.5. Verify NICE Interaction Management is receiving CTI Events

To verify that NICE is receiving CTI events from the MLSM interface on Contact Centre, click on the CTI Icon in the bottom right of the screen or open the **CTI Console Viewer** highlighted.




Click on the **CTI Driver (ID1)** tab highlighted and note the messages being received from MLSM. Open the filter tab highlighted to ensure that all important messages are being reported on.





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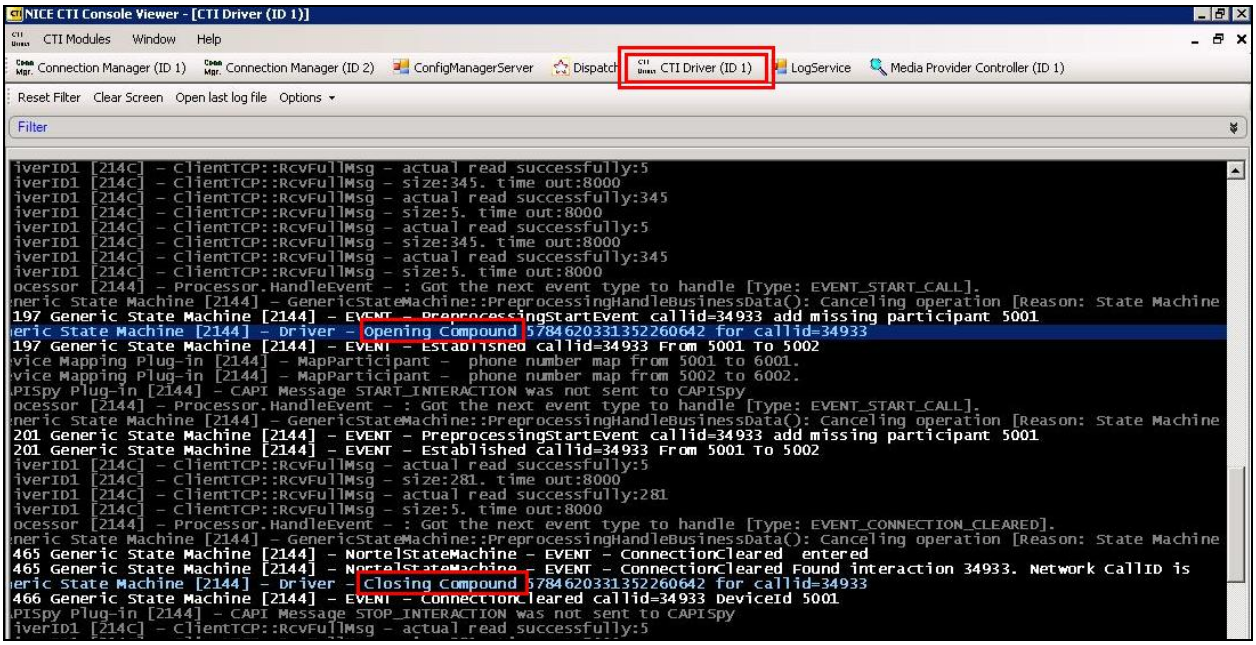
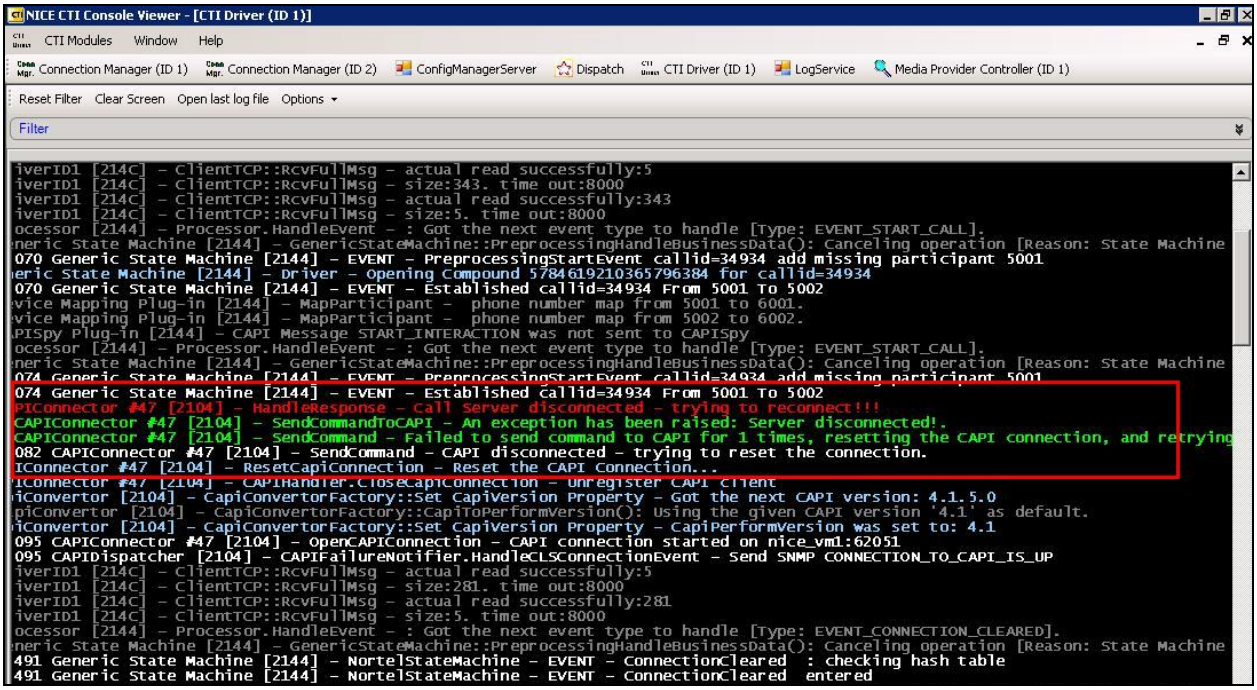
The **opening compound** and **closing compound** messages that are received is an example of successful monitoring of events from MLSM.




An example of error in monitoring is highlighted below.





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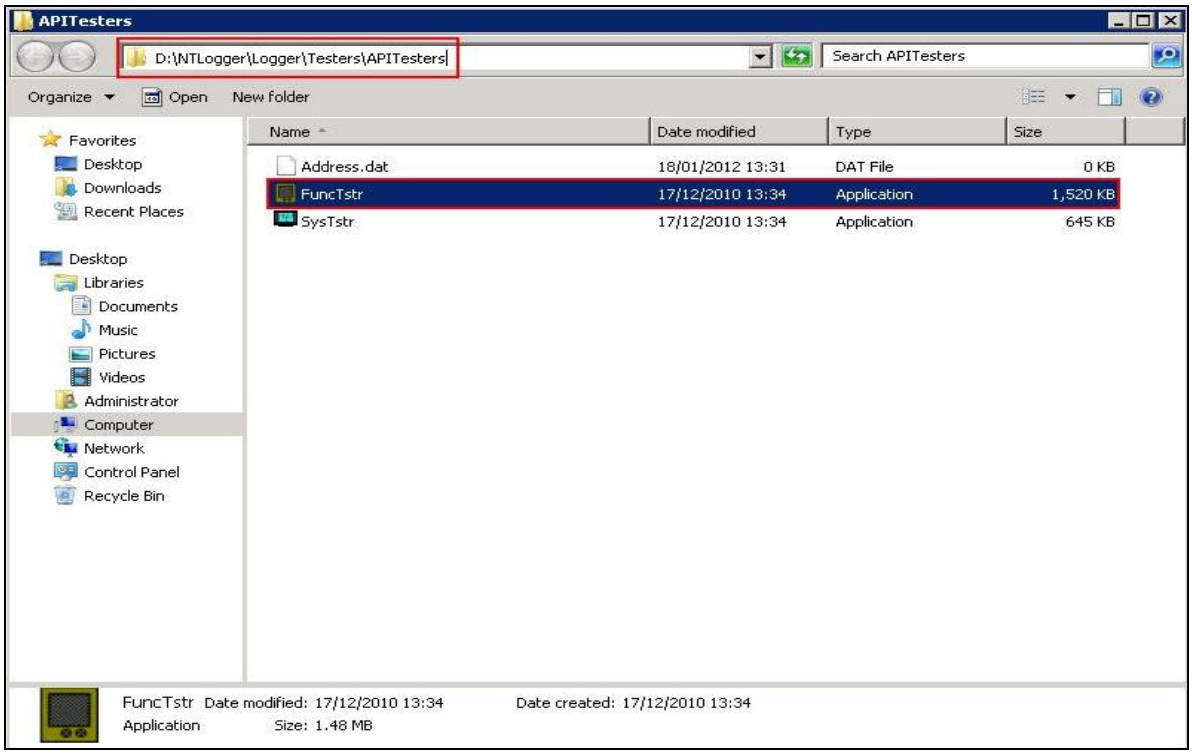
## 8.6. Verify that NICE VoIP Logger is receiving the duplicate RTP Stream

Locate and run the **FuncTstr** Application as shown below.




This opens the **Functional Tester – Logger PCI** application as shown. Click on the **Connect** icon and enter the **Logger Address**. This will be the localhost (**127.0.0.1**) in all cases. Select **OK**.

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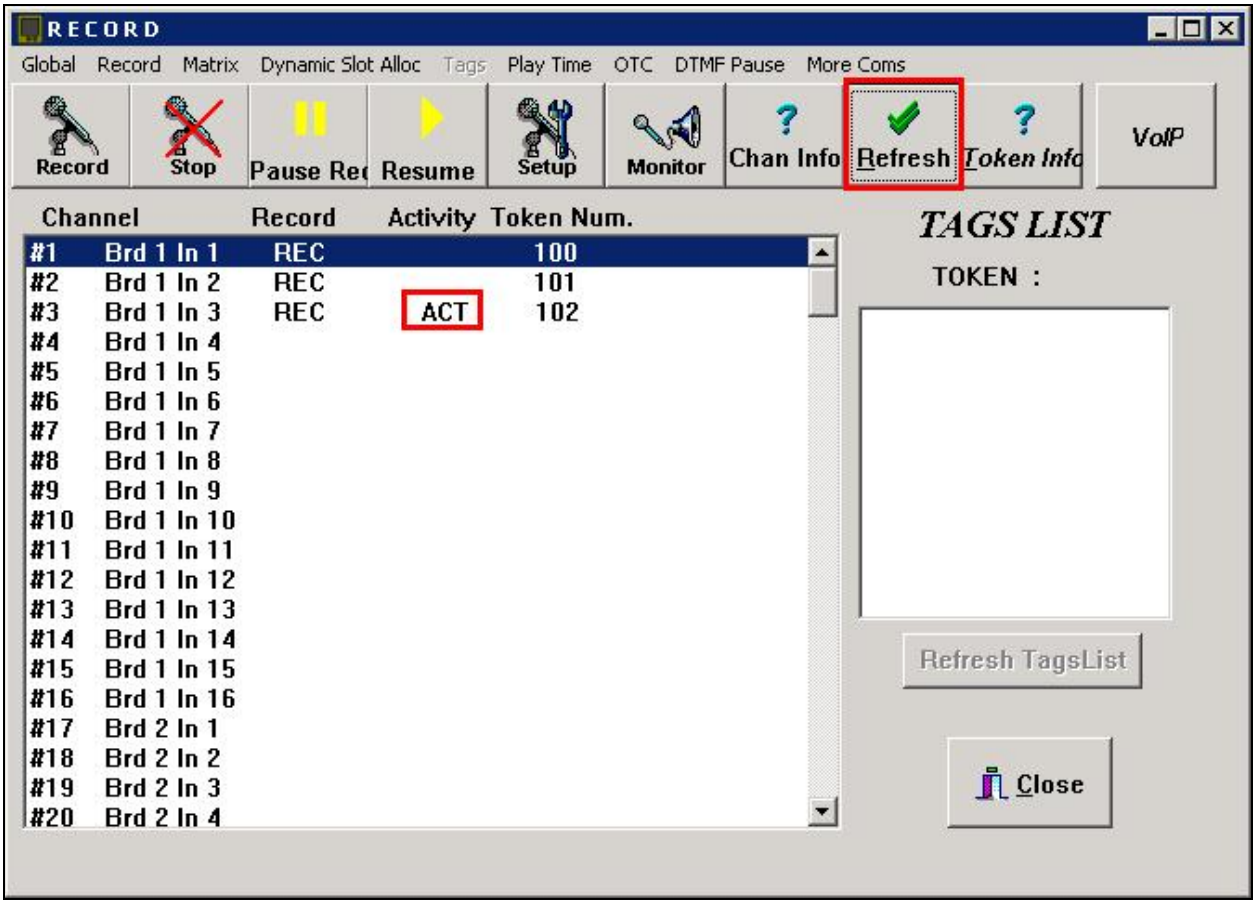
Click on **Record** highlighted.

Note there are three devices that are being recorded and there is activity **ACT** on **Token Num 102**.





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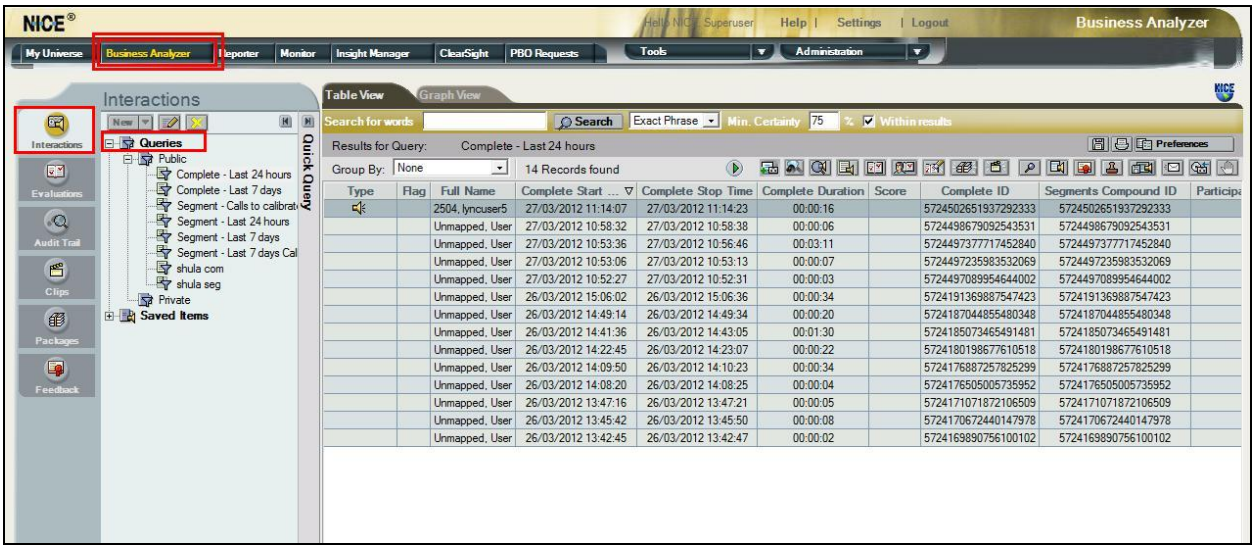
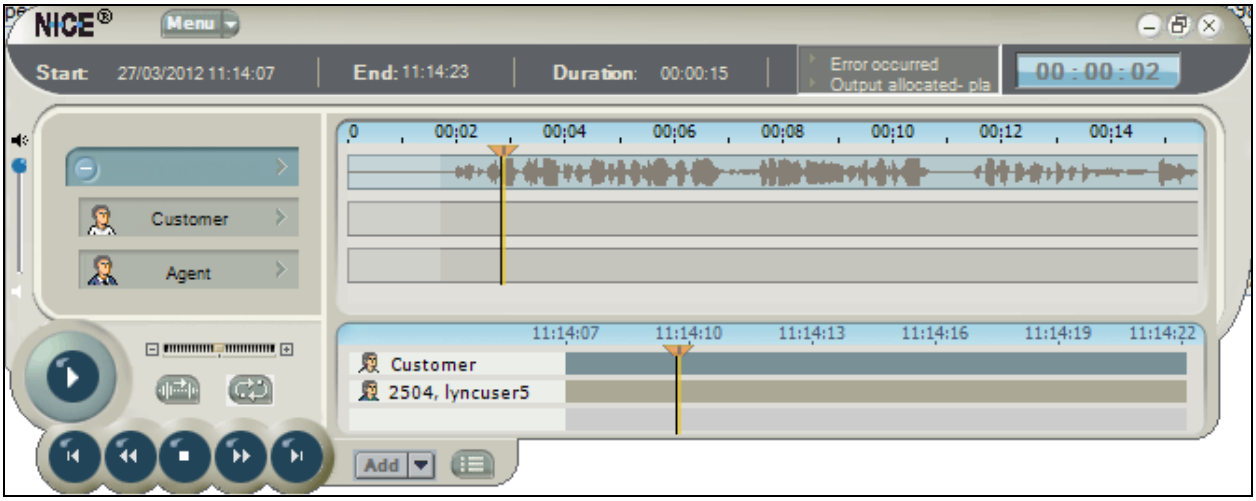
## 8.7. Verify calls are begin recorded NICE Interaction Management

Recordings are stored on the NICE Interaction Management server and can be replayed using **Business Analyzer** as shown below. Log in to NICE Interaction Management as shown in **Section 8.1**, click on the **Business Analyzer** tab. Select the Interactions tab on the left column and under **Queries → Public**, press on the query required.




Double click on any interaction in the table above to play it back. An example is shown below.





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# 9. Conclusion

These Application Notes describe the configuration steps required for NICE Interaction Management R4.1 to successfully interoperate with Avaya Communication Server R7.5 and Avaya Aura® Contact Centre R6.2 using Meridian Link Services Module (MLSM) to receive CTI events. All test cases were completed successfully. Please refer to **Section 2.2** for test results and observations.

# 10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at http://support.avaya.com where the following documents can be obtained.


[1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.5;* Document No. NN43001-611_05.02

[2] *Avaya Aura ® Contact Centre Planning and Engineering*, Doc # NN44400-210, Issue 3.03 Release 6.2

[3] *Avaya Aura ® Contact Centre Installation*, Doc # NN44400-311, Issue 3.02 Release 6.2


All information on the product installation and configuration of NICE Interaction Management can be found at http://www.nice.com



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Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.

# Appendix A

## CS1000E Call Server Patch list

```
VERSION 4121
RELEASE 7
ISSUE 50 Q +
DepList 1: core Issue: 01 (created: 2012-07-04 12:32:45 (est))

IN-SERVICE PEPS
PAT# CR #            PATCH REF #     NAME      DATE        FILENAME       SPECINS
000  wi00960809      ISS1:1OF1       p31564_1  03/09/2012  p31564_1.cpl   NO
001  wi00931028      ISS1:1OF1       p31354_1  03/09/2012  p31354_1.cpl   YES
002  wi00896394      ISS1:1OF1       p30807_1  03/09/2012  p30807_1.cpl   NO
003  wi00894443      ISS1:1OF1       p31093_1  03/09/2012  p31093_1.cpl   NO
004  wi00938555      ISS1:1OF1       p30881_1  03/09/2012  p30881_1.cpl   YES
005  wi00865477      ISS1:1OF1       p30894_1  03/09/2012  p30894_1.cpl   YES
006  wi00905600      ISS1:1OF1       p31201_1  03/09/2012  p31201_1.cpl   NO
007  wi00841980      ISS1:1OF1       p30618_1  03/09/2012  p30618_1.cpl   NO
008  wi00980476      ISS1:1OF1       p31387_1  03/09/2012  p31387_1.cpl   NO
009  WI00839794      ISS1:1OF1       p28647_1  03/09/2012  p28647_1.cpl   NO
010  wi00879322      ISS1:1OF1       p30954_1  03/09/2012  p30954_1.cpl   NO
011  wi00909476      ISS1:1OF1       p31340_1  03/09/2012  p31340_1.cpl   NO
012  wi00958776      ISS1:1OF1       p31542_1  03/09/2012  p31542_1.cpl   YES
013  wi00906350      ISS1:1OF1       p31219_1  03/09/2012  p31219_1.cpl   NO
014  wi00937114      ISS1:1OF1       p31310_1  03/09/2012  p31310_1.cpl   NO
015  wi00897082      ISS1:1OF1       p31124_1  03/09/2012  p31124_1.cpl   NO
016  wi00979414      ISS1:1OF1       p31748_1  03/09/2012  p31748_1.cpl   YES
017  wi00839255      ISS1:1OF1       p30591_1  03/09/2012  p30591_1.cpl   NO
018  wi00973241      ISS1:1OF1       p31715_1  03/09/2012  p31715_1.cpl   NO
019  wi00907707      ISS1:1OF1       p31228_1  03/09/2012  p31228_1.cpl   NO
020  wi00891626      ISS1:1OF1       p31051_1  03/09/2012  p31051_1.cpl   YES
021  wi00852365      ISS1:1OF1       p30707_1  03/09/2012  p30707_1.cpl   NO
022  wi00932204      ISS2:1OF1       p31305_2  03/09/2012  p31305_2.cpl   NO
023  wi00962211      ISS1:1OF1       p31580_1  03/09/2012  p31580_1.cpl   NO
024  wi00921295      ISS1:1OF1       p31265_1  03/09/2012  p31265_1.cpl   NO
025  wi00984652      ISS1:1OF1       p31792_1  03/09/2012  p31792_1.cpl   NO
026  wi00936714      ISS1:1OF1       p31379_1  03/09/2012  p31379_1.cpl   NO
027  wi00907697      ISS1:1OF1       p31227_1  03/09/2012  p31227_1.cpl   NO
028  wi00968353      ISS1:1OF1       p31412_1  03/09/2012  p31412_1.cpl   NO
029  wi00903437      ISS1:1OF1       p31167_1  03/09/2012  p31167_1.cpl   NO
030  wi00993377      ISS1:1OF1       p31860_1  03/09/2012  p31860_1.cpl   NO
031  WI00889786      ISS1:1OF1       p30750_1  03/09/2012  p30750_1.cpl   NO
032  wi00985760      ISS1:1OF1       p31913_1  03/09/2012  p31913_1.cpl   NO
033  wi00840590      ISS1:1OF1       p30767_1  03/09/2012  p30767_1.cpl   NO
034  wi00900668      ISS1:1OF1       p30456_1  03/09/2012  p30456_1.cpl   NO
035  wi00956788      ISS1:1OF1       p31638_1  03/09/2012  p31638_1.cpl   NO
036  wi00906163      ISS1:1OF1       p31205_1  03/09/2012  p31205_1.cpl   NO
037  WI00854150      ISS1:1OF1       p30468_1  03/09/2012  p30468_1.cpl   NO
038  wi00858335      ISS1:1OF1       p30819_1  03/09/2012  p30819_1.cpl   NO
039  wi00948931      ISS1:1OF1       p31407_1  03/09/2012  p31407_1.cpl   NO
040  wi00836182      ISS1:1OF1       p30450_1  03/09/2012  p30450_1.cpl   NO
041  wi00945997      ISS1:1OF1       p31641_1  03/09/2012  p31641_1.cpl   NO
042  wi00949273      ISS1:1OF1       p31411_1  03/09/2012  p31411_1.cpl   NO
043  wi00856702      ISS1:1OF1       p30573_1  03/09/2012  p30573_1.cpl   NO
044  wi00857566      ISS1:1OF1       p30766_1  03/09/2012  p30766_1.cpl   NO
045  wi00881777      ISS1:1OF1       p25747_1  03/09/2012  p25747_1.cpl   NO
046  wi00983007      ISS1:1OF1       p31778_1  03/09/2012  p31778_1.cpl   YES
047  wi00969208      ISS1:1OF1       p31656_1  03/09/2012  p31656_1.cpl   NO
```


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| | | | | | | |
|---|---|---|---|---|---|---|
| 048 | WI00836292 | ISS1:1OF1 | p30554_1 | 03/09/2012 | p30554_1.cpl | NO |
| 049 | wi00967509 | ISS1:1OF1 | p31294_1 | 03/09/2012 | p31294_1.cpl | NO |
| 050 | wi00908598 | ISS1:1OF1 | p31235_1 | 03/09/2012 | p31235_1.cpl | NO |
| 051 | wi00895181 | ISS1:1OF1 | p31106_1 | 03/09/2012 | p31106_1.cpl | NO |
| 052 | wi00951427 | ISS1:1OF1 | p31478_1 | 03/09/2012 | p31478_1.cpl | NO |
| 053 | wi00960133 | ISS2:1OF1 | p31557_2 | 03/09/2012 | p31557_2.cpl | NO |
| 054 | wi00894243 | ISS1:1OF1 | p31087_1 | 03/09/2012 | p31087_1.cpl | NO |
| 055 | wi00869243 | ISS1:1OF1 | p30848_1 | 03/09/2012 | p30848_1.cpl | NO |
| 056 | wi00865477 | ISS1:1OF1 | p30893_1 | 03/09/2012 | p30893_1.cpl | YES |
| 057 | wi00856991 | ISS1:1OF1 | p17588_1 | 03/09/2012 | p17588_1.cpl | NO |
| 058 | wi00968157 | ISS1:1OF1 | p31637_1 | 03/09/2012 | p31637_1.cpl | NO |
| 059 | WI00928455 | ISS1:1OF1 | p31297_1 | 03/09/2012 | p31297_1.cpl | NO |
| 060 | wi00860279 | ISS1:1OF1 | p30789_1 | 03/09/2012 | p30789_1.cpl | NO |
| 061 | wi00975659 | ISS1:1OF1 | p31707_1 | 03/09/2012 | p31707_1.cpl | NO |
| 062 | wi00977436 | ISS1:1OF1 | p31834_1 | 03/09/2012 | p31834_1.cpl | NO |
| 063 | wi00959463 | ISS1:1OF1 | p31528_1 | 03/09/2012 | p31528_1.cpl | NO |
| 064 | wi00865477 | ISS1:1OF1 | p30892_1 | 03/09/2012 | p30892_1.cpl | YES |
| 065 | wi00997559 | ISS1:1OF1 | p31898_1 | 03/09/2012 | p31898_1.cpl | NO |
| 066 | wi00859123 | ISS1:1OF1 | p30648_1 | 03/09/2012 | p30648_1.cpl | NO |
| 067 | wi00998121 | ISS1:1OF1 | p31897_1 | 03/09/2012 | p31897_1.cpl | NO |
| 068 | wi00965838 | ISS1:1OF1 | p31623_1 | 03/09/2012 | p31623_1.cpl | NO |
| 069 | wi00978883 | ISS1:1OF1 | p31770_1 | 03/09/2012 | p31770_1.cpl | NO |
| 070 | wi00850521 | ISS1:1OF1 | p30709_1 | 03/09/2012 | p30709_1.cpl | YES |
| 071 | wi00886321 | ISS1:1OF1 | p31009_1 | 03/09/2012 | p31009_1.cpl | NO |
| 072 | wi00862574 | iss1:1of1 | p30870_1 | 03/09/2012 | p30870_1.cpl | NO |
| 073 | wi00835294 | ISS1:1OF1 | p30565_1 | 03/09/2012 | p30565_1.cpl | NO |
| 074 | wi00983505 | ISS1:1OF1 | p31758_1 | 03/09/2012 | p31758_1.cpl | NO |
| 075 | wi00969581 | ISS1:1OF1 | p31661_1 | 03/09/2012 | p31661_1.cpl | YES |
| 076 | wi00969890 | ISS1:1OF1 | p31664_1 | 03/09/2012 | p31664_1.cpl | YES |
| 077 | wi00968531 | ISS1:1OF1 | p31645_1 | 03/09/2012 | p31645_1.cpl | NO |
| 078 | wi00991523 | ISS1:1OF1 | p31603_1 | 03/09/2012 | p31603_1.cpl | NO |
| 079 | wi00841273 | ISS1:1OF1 | p30713_1 | 03/09/2012 | p30713_1.cpl | NO |
| 080 | wi00880836 | ISS1:1OF1 | p30976_1 | 03/09/2012 | p30976_1.cpl | NO |
| 081 | wi00882293 | ISS1:1OF1 | p31010_1 | 03/09/2012 | p31010_1.cpl | NO |
| 082 | wi00981711 | ISS1:1OF1 | p31766_1 | 03/09/2012 | p31766_1.cpl | NO |
| 083 | wi00950575 | ISS1:1OF1 | p31724_1 | 03/09/2012 | p31724_1.cpl | NO |
| 084 | wi00961267 | ISS1:1OF1 | p30288_1 | 03/09/2012 | p30288_1.cpl | NO |
| 085 | wi00890475 | p30952 | p31048_1 | 03/09/2012 | p31048_1.cpl | NO |
| 086 | wi00884699 | ISS1:1OF1 | p31000_1 | 03/09/2012 | p31000_1.cpl | YES |
| 087 | wi00959284 | ISS1:1OF1 | p31531_1 | 03/09/2012 | p31531_1.cpl | NO |
| 088 | wi00865477 | ISS1:1OF1 | p30896_1 | 03/09/2012 | p30896_1.cpl | YES |
| 089 | wi00925208 | ISS1:1OF1 | p30986_1 | 03/09/2012 | p30986_1.cpl | NO |
| 090 | wi00927321 | ISS1:1OF1 | p31286_1 | 03/09/2012 | p31286_1.cpl | YES |
| 091 | wi00982566 | ISS1:1OF1 | p31774_1 | 03/09/2012 | p31774_1.cpl | NO |
| 092 | wi01003999 | ISS1:1OF1 | p31946_1 | 03/09/2012 | p31946_1.cpl | YES |
| 093 | wi00964006 | ISS1:1OF1 | p31595_1 | 03/09/2012 | p31595_1.cpl | YES |
| 094 | wi00930649 | ISS1:1OF1 | p31570_1 | 03/09/2012 | p31570_1.cpl | NO |
| 095 | wi00877367 | ISS1:1OF1 | p30534_1 | 03/09/2012 | p30534_1.cpl | NO |
| 096 | wi00946558 | ISS1:1OF1 | p31358_1 | 03/09/2012 | p31358_1.cpl | NO |
| 097 | wi00905297 | ISS1:1OF1 | p31195_1 | 03/09/2012 | p31195_1.cpl | NO |
| 098 | wi00946477 | ISS1:1OF1 | p31426_1 | 03/09/2012 | p31426_1.cpl | NO |
| 099 | wi00852389 | ISS1:1OF1 | p30641_1 | 03/09/2012 | p30641_1.cpl | NO |
| 100 | wi00942734 | ISS1:1OF1 | p31409_1 | 03/09/2012 | p31409_1.cpl | NO |
| 101 | wi00877592 | ISS1:1OF1 | p30880_1 | 03/09/2012 | p30880_1.cpl | NO |
| 102 | wi00986337 | ISS1:1OF1 | p31803_1 | 03/09/2012 | p31803_1.cpl | NO |
| 103 | wi00854415 | ISS1:1OF1 | p30593_1 | 03/09/2012 | p30593_1.cpl | NO |
| 104 | wi00924886 | ISS1:1OF1 | p31062_1 | 03/09/2012 | p31062_1.cpl | YES |
| 105 | wi00827950 | ISS2:1OF1 | p30471_2 | 03/09/2012 | p30471_2.cpl | NO |
| 106 | wi00898327 | ISS1:1OF1 | p31136_1 | 03/09/2012 | p31136_1.cpl | NO |
| 107 | wi00895090 | ISS1:1OF1 | p31105_1 | 03/09/2012 | p31105_1.cpl | NO |
| 108 | wi00868729 | ISS1:1OF1 | p31163_1 | 03/09/2012 | p31163_1.cpl | NO |
| 109 | wi00905660 | ISS1:1OF1 | p27968_1 | 03/09/2012 | p27968_1.cpl | NO |


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| | | | | | | |
|---|---|---|---|---|---|---|
| 110 | wi00900766 | ISS1:1OF1 | p31159_1 | 03/09/2012 | p31159_1.cpl | NO |
| 111 | wi00925218 | ISS1:1OF1 | p30675_1 | 03/09/2012 | p30675_1.cpl | NO |
| 112 | wi00897176 | ISS1:1OF1 | p30418_1 | 03/09/2012 | p30418_1.cpl | NO |
| 113 | wi00898200 | ISS1:1of1 | p31274_1 | 03/09/2012 | p31274_1.cpl | NO |
| 114 | wi00824257 | ISS1:1OF1 | p30447_1 | 03/09/2012 | p30447_1.cpl | NO |
| 115 | wi00979591 | ISS1:1OF1 | p31746_1 | 03/09/2012 | p31746_1.cpl | NO |
| 116 | wi00976209 | ISS1:1OF1 | p31717_1 | 03/09/2012 | p31717_1.cpl | YES |
| 117 | wi00955753 | ISS1:1OF1 | p31733_1 | 03/09/2012 | p31733_1.cpl | NO |
| 118 | wi00974635 | ISS1:1OF1 | p31695_1 | 03/09/2012 | p31695_1.cpl | YES |
| 119 | wi00993648 | ISS1:1OF1 | p31867_1 | 03/09/2012 | p31867_1.cpl | NO |
| 120 | wi00896420 | ISS1:1OF1 | p30867_1 | 03/09/2012 | p30867_1.cpl | NO |
| 121 | wi00937672 | ISS1:1OF1 | p31276_1 | 03/09/2012 | p31276_1.cpl | NO |
| 122 | WI00836334 | ISS1:1OF1 | p30481_1 | 03/09/2012 | p30481_1.cpl | NO |
| 123 | wi00880386 | ISS1:1OF1 | p30977_1 | 03/09/2012 | p30977_1.cpl | NO |
| 124 | wi00965285 | ISS1:1OF1 | p31476_1 | 03/09/2012 | p31476_1.cpl | NO |
| 125 | wi00875701 | ISS1:1OF1 | p30942_1 | 03/09/2012 | p30942_1.cpl | NO |
| 126 | wi00949410 | ISS1:1OF1 | p31248_1 | 03/09/2012 | p31248_1.cpl | NO |
| 127 | wi00856410 | ISS1:1OF1 | p30749_1 | 03/09/2012 | p30749_1.cpl | NO |
| 128 | wi00959820 | ISS1:1OF1 | p31562_1 | 03/09/2012 | p31562_1.cpl | NO |
| 129 | wi00943748 | ISS1:1OF1 | p31516_1 | 03/09/2012 | p31516_1.cpl | NO |
| 130 | wi00936935 | ISS1:1OF1 | p31362_1 | 03/09/2012 | p31362_1.cpl | NO |
| 131 | wi00969039 | ISS1:1OF1 | p31643_1 | 03/09/2012 | p31643_1.cpl | NO |
| 132 | wi00944019 | ISS1:1OF1 | p31874_1 | 03/09/2012 | p31874_1.cpl | NO |
| 133 | wi00987424 | ISS1:1OF1 | p31815_1 | 03/09/2012 | p31815_1.cpl | NO |
| 134 | wi00990993 | ISS1:1OF1 | p31825_1 | 03/09/2012 | p31825_1.cpl | NO |
| 135 | wi00957252 | ISS1:1OF1 | p31530_1 | 03/09/2012 | p31530_1.cpl | NO |
| 136 | wi00975133 | ISS1:1OF1 | p31731_1 | 03/09/2012 | p31731_1.cpl | NO |
| 137 | wi00871739 | ISS1:1OF1 | p30856_1 | 03/09/2012 | p30856_1.cpl | NO |
| 138 | wi00883604 | ISS1:1OF1 | p30973_1 | 03/09/2012 | p30973_1.cpl | NO |
| 139 | wi00929140 | ISS1:1OF1 | p31284_1 | 03/09/2012 | p31284_1.cpl | NO |
| 140 | wi00854130 | ISS1:1OF1 | p30443_1 | 03/09/2012 | p30443_1.cpl | NO |
| 141 | wi00956885 | ISS1:1OF1 | p31489_1 | 03/09/2012 | p31489_1.cpl | NO |
| 142 | wi00859499 | ISS1:1OF1 | p30694_1 | 03/09/2012 | p30694_1.cpl | NO |
| 143 | wi00925141 | ISS1:1OF1 | p30802_1 | 03/09/2012 | p30802_1.cpl | NO |
| 144 | wi00932948 | ISS1:1OF1 | p31077_1 | 03/09/2012 | p31077_1.cpl | NO |
| 145 | wi00973270 | ISS1:1OF1 | p31751_1 | 03/09/2012 | p31751_1.cpl | NO |
| 146 | wi00991892 | ISS1:1OF1 | p31853_1 | 03/09/2012 | p31853_1.cpl | NO |
| 147 | wi00984888 | ISS1:1OF1 | p31795_1 | 03/09/2012 | p31795_1.cpl | NO |
| 148 | wi00873382 | ISS1:1OF1 | p30832_1 | 03/09/2012 | p30832_1.cpl | NO |
| 149 | wi00967510 | ISS1:1OF1 | p31147_1 | 03/09/2012 | p31147_1.cpl | NO |
| 150 | wi00903381 | ISS1:1OF1 | p30421_1 | 03/09/2012 | p30421_1.cpl | NO |
| 151 | wi00996630 | ISS1:1OF1 | p31789_1 | 03/09/2012 | p31789_1.cpl | NO |
| 152 | wi00863876 | ISS1:1OF1 | p30787_1 | 03/09/2012 | p30787_1.cpl | NO |
| 153 | wi00832106 | ISS1:1OF1 | p30550_1 | 03/09/2012 | p30550_1.cpl | NO |
| 154 | WI00853473 | ISS1:1OF1 | p30625_1 | 03/09/2012 | p30625_1.cpl | NO |
| 155 | wi00865477 | ISS1:1OF1 | p30898_1 | 03/09/2012 | p30898_1.cpl | YES |
| 156 | wi00971209 | ISS1:1OF1 | p31750_1 | 03/09/2012 | p31750_1.cpl | NO |
| 157 | wi00842409 | ISS1:1OF1 | p30621_1 | 03/09/2012 | p30621_1.cpl | NO |
| 158 | wi00974272 | ISS1:1OF1 | p31690_1 | 03/09/2012 | p31690_1.cpl | YES |
| 159 | wi00971029 | ISS1:1OF1 | p31794_1 | 03/09/2012 | p31794_1.cpl | NO |
| 160 | wi00974856 | ISS1:1OF1 | p31823_1 | 03/09/2012 | p31823_1.cpl | NO |
| 161 | wi00853178 | ISS1:1OF1 | p30719_1 | 03/09/2012 | p30719_1.cpl | NO |
| 162 | wi00977978 | ISS1:1OF1 | p31831_1 | 03/09/2012 | p31831_1.cpl | NO |
| 163 | wi00887744 | ISS2:1OF1 | p31026_2 | 03/09/2012 | p31026_2.cpl | NO |
| 164 | wi00903369 | ISS1:1OF1 | p31165_1 | 03/09/2012 | p31165_1.cpl | NO |
| 165 | wi00984178 | ISS1:1OF1 | p31786_1 | 03/09/2012 | p31786_1.cpl | NO |
| 166 | wi00953900 | ISS1:1OF1 | p31494_1 | 03/09/2012 | p31494_1.cpl | NO |
| 167 | wi00981928 | ISS1:1OF1 | p31869_1 | 03/09/2012 | p31869_1.cpl | NO |
| 168 | wi00908933 | ISS1:1OF1 | p31239_1 | 03/09/2012 | p31239_1.cpl | NO |
| 169 | wi00906022 | ISS1:1OF1 | p31202_1 | 03/09/2012 | p31202_1.cpl | NO |
| 170 | wi00896680 | ISS1:1OF1 | p30357_1 | 03/09/2012 | p30357_1.cpl | NO |
| 171 | wi00968448 | ISS1:1OF1 | p31648_1 | 03/09/2012 | p31648_1.cpl | YES |


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```
172  wi00897096      ISS1:1OF1       p30676_1  03/09/2012  p30676_1.cpl   NO
173  wi00891621      ISS1:1OF1       p31037_1  03/09/2012  p31037_1.cpl   NO
174  wi00930864      ISS1:1OF1       p31325_1  03/09/2012  p31325_1.cpl   NO
175  wi00996639      ISS1:1OF1       p31886_1  03/09/2012  p31886_1.cpl   NO
176  wi00985153      ISS1:1OF1       p31859_1  03/09/2012  p31859_1.cpl   NO
177  WI00927300      ISS1:1OF1       p30999_1  03/09/2012  p30999_1.cpl   NO
178  wi00951837      ISS1:1OF1       p31485_1  03/09/2012  p31485_1.cpl   NO
179  wi00962955      ISS1:1OF1       p31585_1  03/09/2012  p31585_1.cpl   NO
180  wi00923899      ISS1:1OF1       p31270_1  03/09/2012  p31270_1.cpl   NO
181  wi00948274      ISS1:1OF1       p31365_1  03/09/2012  p31365_1.cpl   NO
182  wi00977393      ISS1:1OF1       p31744_1  03/09/2012  p31744_1.cpl   YES
183  wi00967512      ISS1:1OF1       p31384_1  03/09/2012  p31384_1.cpl   NO
184  wi00989828      ISS1:1OF1       p31836_1  03/09/2012  p31836_1.cpl   NO
185  wi00834382      ISS1:1OF1       p30548_1  03/09/2012  p30548_1.cpl   NO
186  wi00839821      ISS1:1OF1       p30619_1  03/09/2012  p30619_1.cpl   NO
187  wi00857362      ISS1:1OF1       p30782_1  03/09/2012  p30782_1.cpl   NO
188  wi00875425      ISS1:1OF1       p30943_1  03/09/2012  p30943_1.cpl   NO
189  wi00838073      ISS1:1OF1       p30588_1  03/09/2012  p30588_1.cpl   NO
190  wi00943172      ISS1:1OF1       p31402_1  03/09/2012  p31402_1.cpl   NO
191  wi00946876      ISS1:1OF1       p31430_1  03/09/2012  p31430_1.cpl   NO
192  wi00839134      ISS1:1OF1       p30698_1  03/09/2012  p30698_1.cpl   YES
193  wi00843623      ISS1:1OF1       p30731_1  03/09/2012  p30731_1.cpl   YES
194  wi00946282      ISS1:1OF1       p31204_1  03/09/2012  p31204_1.cpl   NO
195  wi00932958      ISS1:1OF1       p31115_1  03/09/2012  p31115_1.cpl   NO
196  wi00949627      ISS1:1OF1       p31462_1  03/09/2012  p31462_1.cpl   NO
197  wi00871969      ISS1:1OF1       p30768_1  03/09/2012  p30768_1.cpl   NO
198  wi00987089      ISS1:1OF1       p31809_1  03/09/2012  p31809_1.cpl   NO
199  wi00826075      ISS1:1OF1       p30452_1  03/09/2012  p30452_1.cpl   NO
200  wi00879526      ISS1:1OF1       p31007_1  03/09/2012  p31007_1.cpl   NO
201  wi00978064      ISS1:1OF1       p31760_1  03/09/2012  p31760_1.cpl   NO
202  wi00982243      ISS1:1OF1       p31797_1  03/09/2012  p31797_1.cpl   YES
203  wi00992921      ISS1:1OF1       p31878_1  03/09/2012  p31878_1.cpl   NO
204  wi00994044      ISS1:1OF1       p31871_1  03/09/2012  p31871_1.cpl   NO
205  wi00855423      ISS1:1OF1       p31328_1  03/09/2012  p31328_1.cpl   YES
206  wi00869695      ISS1:1OF1       p30654_1  03/09/2012  p30654_1.cpl   NO
207  wi00959457      ISS1:1OF1       p31551_1  03/09/2012  p31551_1.cpl   NO
208  wi00900096      ISS1:1OF1       p31006_1  03/09/2012  p31006_1.cpl   NO
209  wi00992974      ISS1:1OF1       p31889_1  03/09/2012  p31889_1.cpl   NO
210  WI00843571      ISS1:1OF1       p30627_1  03/09/2012  p30627_1.cpl   NO
211  wi00688381      ISS1:1OF1       p30104_1  03/09/2012  p30104_1.cpl   NO
212  wi00988285      ISS1:1OF1       p31824_1  03/09/2012  p31824_1.cpl   NO
213  wi00899584      ISS1:1OF1       p30809_1  03/09/2012  p30809_1.cpl   NO
214  wi00957235      ISS1:1OF1       p31798_1  03/09/2012  p31798_1.cpl   NO
MDP>LAST SUCCESSFUL MDP REFRESH :2012-07-04 18:11:59(Local Time)
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2012-07-04 12:32:45(est)
```


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# Appendix B

## Phoneset, ACD Queue and CDN Information

Agent phoneset

```
DES  AGENT
TN   096 0 00 01  VIRTUAL
TYPE 1140
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00001
CUR_ZONE 00001
MRT
ERL  0
ECL  0
FDN
TGAR 0
LDN  NO
NCOS 0
SGRP 0
RNPG 5
SCI  0
SSU

LNRS 16
XLST 0
SCPW 1234
SFLT NO
CAC_CIS 0
CAC_MFC 0
CLS  UNR FBD WTA LPR PUA MTD FND HTD TDD HFD CRPD
     MWD LMPN RMMD SMWD AAD IMD XHD IRA NID OLD VCE DRG1
     POD SLKD CCSD SWD LNA CNDD
     CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
     ICDD CDMD LLCN MCTD CLBD AUTU
     GPUD DPUD DNDD CFXD ARHD CNTD CLTD ASCD
     CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
     UDI RCC HBTD AHA IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
     DRDD EXR0
     USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
     FDSD NOVD VOLA VOUA CDMR PRED RECA MCDD T87D SBMD
     KEM3 MSNV FRA  PKCH MUTA MWTD DVLD CROD ELCD
CPND_LANG ENG
HUNT 5002
LHK  0
LPK  0
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST  00 03
IAPG 1
AACS YES
ACQ  AS: TN,AST-DN,AST-POSID
```


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```
ASID 17
SFNB  1  2  3  4  5  6  7  8  9  10  11  12  13  15  16  17  18  19  22  24  25  26
28  29  31  33  34  35  36  37  38  39
SFRB  1  2  15  32  33
USFB  1  2  3  4  5  6  7  9  10  11  12  13  14  15
CALB  0  1  3  4  5  6  8  9  10  11  12
FCTB
ITNA NO
DGRP
PRI  01
MLWU_LANG 0
MLNG ENG
DNDR 0
KEY  00 ACD 6600 0  6001
     AGN
        ANIE 0
     01 NRD
     02 MSB
     03 SCR 5001 0     MARP
        ANIE 0
     04
     05 RNP 5
     06
     07
     08
     09
     10
     11
     12
     13
     14
     15
     16
     17 TRN
     18 AO6
     19 CFW 16  5002
     20 RGA
     21 PRK
     22 RNP
     23
     24 PRS
     25 CHG
     26 CPN
     27
     28
     29
     30
     31
DATE  7 SEP 2012
```


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ACD (Automatic Call Distribution) Queue

```
TYPE acd
CUST 0
ACDN 6600
TYPE ACD
CUST 0
ACDN 6600
MWC  NO
DSAC NO
MAXP 10
SDNB NO
BSCW NO
ISAP NO
AACQ NO
RGAI NO
ACAA NO
FRRT
SRRT
NRRT
FROA NO
CALP POS
ICDD NO
NCFW
FNCF NO
CWTT NONE
HMSB NO
ACPQ NO
FORC NO
RTQT 0
SPCP NO
OBTN NO
RAO  NO
CWTH 1
NCWL NO
BYTH 0
OVTH 2047
TOFT NONE
HPQ  NO
OCN  NO
OVDN
IFDN
OVBU LNK LNK LNK LNK
EMRT
MURT
RTPC NO
NRAC NO
RAGT 4
DURT 30
RSND 4
FCTH 20
CRQS 100
CCBA NO
SIPQ NO
IVR  NO
OBSC NO
OBPT 5
CWNT NONE
```


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CDN (Controlled Directory Number)

```
TYPE CDN
CUST 0
CDN  5500
FRRT
SRRT
FROA NO
UUI  NO
MURT
CDSQ NO
DFDN 6600
NAME NO
CMB  NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
AACQ YES
ASID 17
SFNB 3  4  29  33  35  36  37  38  39
USFB 1  3  4  5  6  7  9  10  11  12  13  14  15
CALB 0  1  2  3  4  5  6  8  9  10  11  12
CNTL YES
VSID
HSID
CWTH 1
BYTH 0
```


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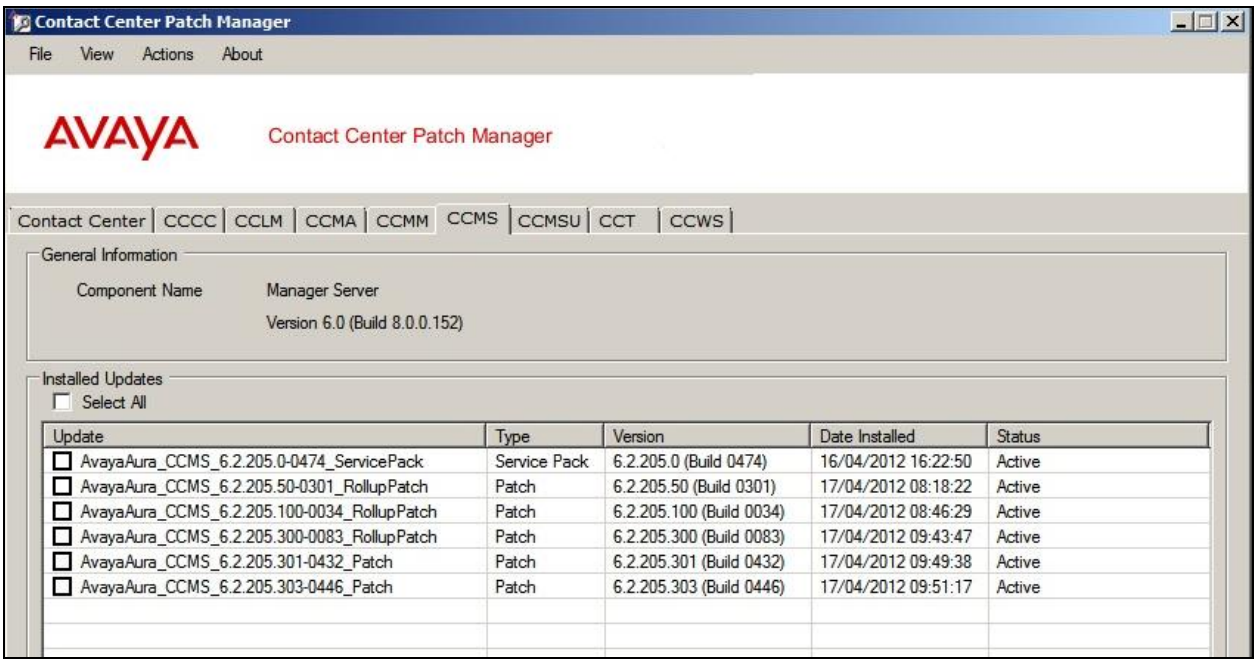
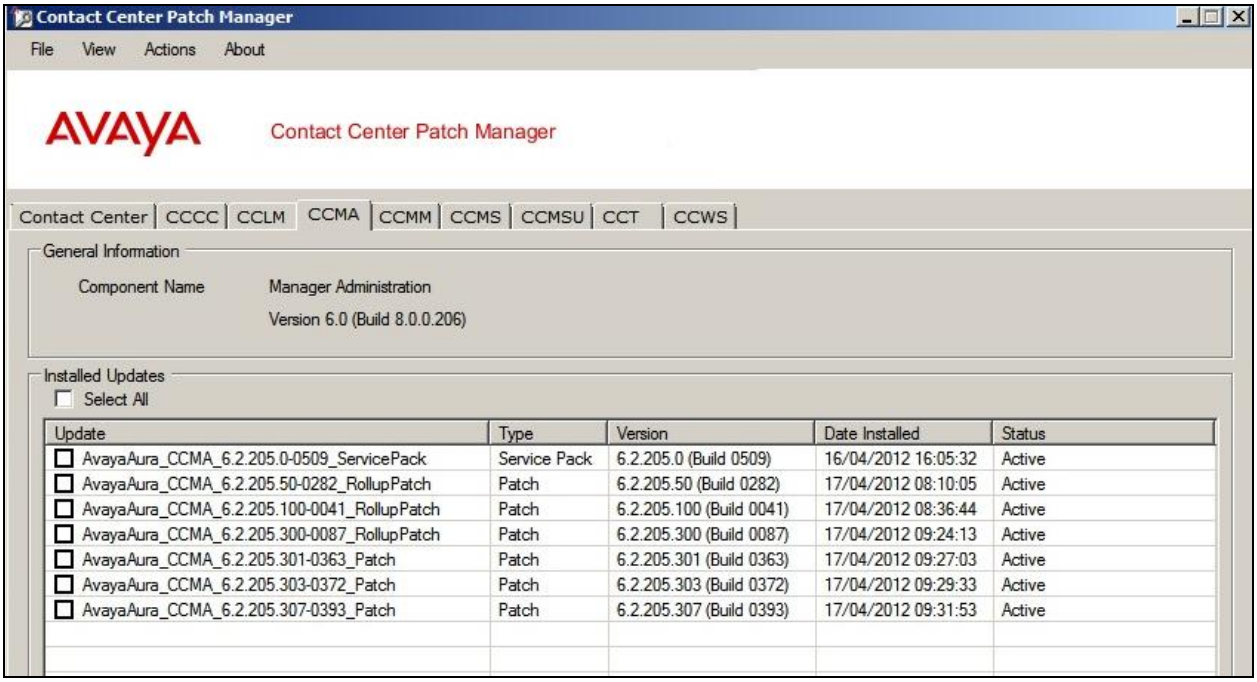
# Appendix C

## Avaya Aura® Contact Centre Patches

CCMS Patch Level




CCMA Patch Level





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