

**NICE**



**UPTIVITY**  
Agile WFO for SMB

## **CUSTOMER GUIDE TO UNIFY OSCC INTEGRATIONS**

# CUSTOMER GUIDE TO UNIFY OSCC INTEGRATIONS

Version: Unify OSCC versions V7-V9 are supported. This guide should be used with NICE Uptivity v5.6 and higher.

Copyright: ©2020 NICE inContact, Inc.

Contact: Send suggestions or corrections regarding this guide to [documentationrequests@incontact.com](mailto:documentationrequests@incontact.com).

# Table of Contents

<b>Introduction.....</b>	<b>5</b>
Audience .....	5
Goals.....	5
Assumptions .....	5
Need-to-Knows .....	5
Customer Responsibilities .....	6
<b>Unify OSCC Integration Overview .....</b>	<b>7</b>
Integration Components .....	7
Unify Requirements .....	8
Hardware .....	8
Software .....	8
Licensing .....	8
NICE Uptivity Requirements .....	8
Hardware .....	8
Software .....	8
Licensing .....	8
Customer Configuration Overview .....	9
<b>Customer Integration Tasks.....</b>	<b>10</b>
Unify OSCC Procedures.....	10
<b>Customer Administration Tasks .....</b>	<b>11</b>
Unify OSCC Integration Customer Administration Overview .....	11
Customer Guide to Unify OSCC Integrations	3

## Introduction

Access CTI Monitors .....	11
Add Devices as CTI Monitors .....	11
Edit CTI Monitors.....	12

# Introduction

## Audience

This document is written for customers and prospective customers interested in using NICE Uptivity Call Recording with Unify (formerly Siemens) OpenScape Contact Center (OSCC). Readers who will perform procedures in this guide should have a basic level of familiarity with IP telephony, general networking, the Windows operating system, Unify OSCC, and NICE Uptivity.

## Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Unify/NICE Uptivity integration, and to configure OSCC to support the integration.

This document is NOT intended as a specific system or network design document. If further clarification is needed, consult with your telephony vendor(s).

## Assumptions

This document assumes the reader has access to a NICE Uptivity Sales Engineer, Project Manager, or other resource to assist in applying this information to the reader's environment.

## Need-to-Knows



To facilitate ease of use, this document takes advantage of PDF bookmarks. By opening the bookmark pane, readers can easily refer to the portion(s) of the guide that are relevant to their needs. For example, the NICE Uptivity application administrator can click on the **Customer Administration Tasks** bookmark to jump directly to that section.

To expand and collapse the bookmark pane, click on the bookmark icon on the left side of the document window.

For information and procedures related to NICE Uptivity configuration, consult the NICE Uptivity installation team.

## Introduction

Passive VoIP recording requires additional considerations and is covered in a separate document: the *NICE Uptivity Customer Guide to Passive VoIP Recording*. You will need to refer to that document as well as this guide.

## **Customer Responsibilities**

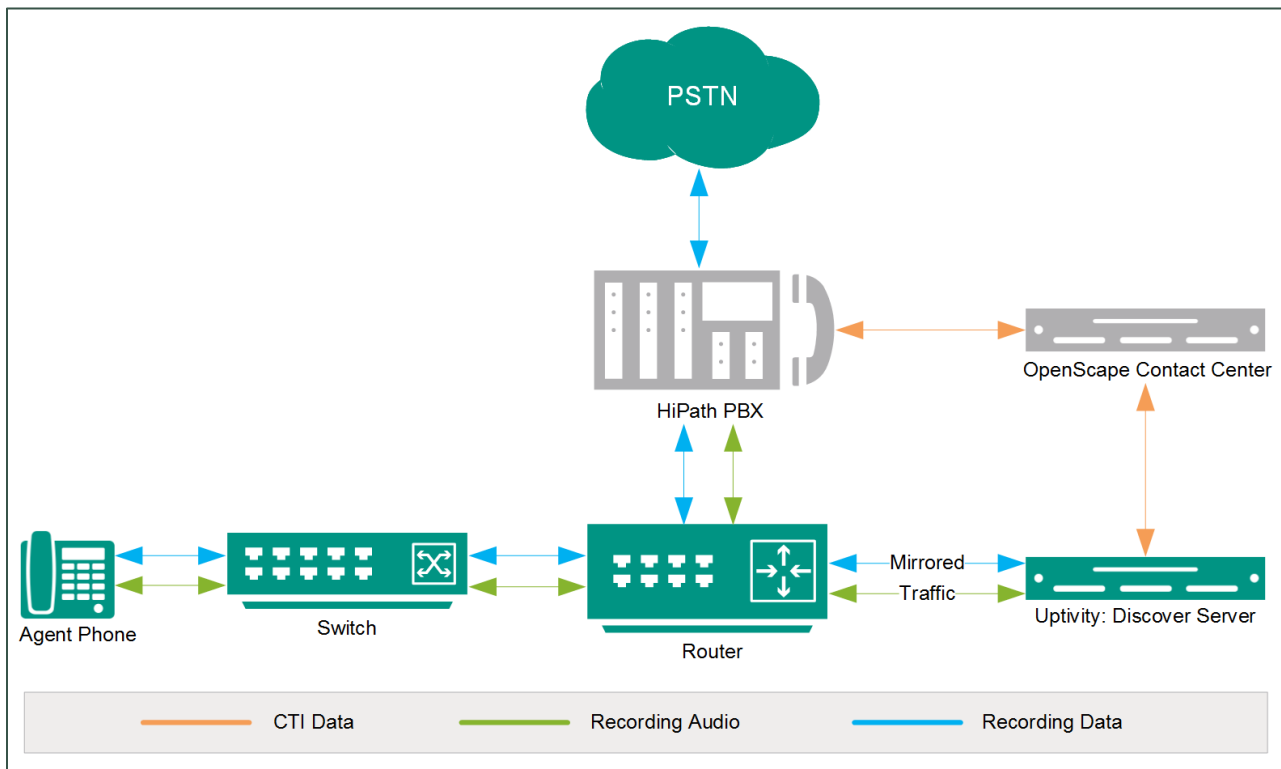
You are responsible for supplying any physical connections, IP connection(s), or both, to your telephone system and LAN, as well as obtaining any licensing required by Unify. You are also responsible for configuring Unify to support the recording integration. See the [Customer Integration Tasks](#) section for additional information.

# Unify OSCC Integration Overview

Unify (formerly Siemens Enterprise Communications) develops software that unifies communications systems. OpenScape Contact Center (OSCC) is a software suite for multi-channel, inbound contact centers. NICE Uptivity can integrate with OSCC to receive call control events and metadata (such as CallerID) as well. Passive VoIP recording is used as the audio source for this integration.

## Integration Components

This diagram shows a general architecture for this solution. The purpose of each component is explained in the accompanying table.



## Unify OSCC Integration Overview

Component	Function
<b>HiPath PBX</b>	IP-based PBX that serves as the audio source for this integration.
<b>Unify OpenScape Contact Center</b>	Unify server that provides the administrative and call control events as well as metadata.
<b>NICE Uptivity Server</b>	Receives audio, metadata, and call control events from Unify OSCC. Associates metadata with audio and (if applicable) screen recordings. Manages storage of completed files and generates call records in the NICE Uptivity database. Provides user interface to NICE Uptivity through the Web Portal.

## Unify Requirements

### Hardware

Review your Unify OSCC documentation for information on any server, agent computer, and telephone hardware requirements and restrictions.

### Software

- Unify OSCC

### Licensing

- One (1) OpenScape user license.
- One (1) OpenScape Contact Center SDK Server license.

## NICE Uptivity Requirements

### Hardware

NICE Uptivity WFO hardware requirements vary depending on system configurations. Appropriate hardware is identified during the system implementation process.

### Software

- NICE Uptivity

### Licensing

- One (1) Voice seat license per named agent.
- One (1) Screen Capture license per workstation being captured.



## Customer Configuration Overview

The following table provides a high-level overview of the customer configuration steps in Unify OSCC integrations.

Customer Configuration Steps for Unify OSCC Integrations	
1	Complete all necessary physical and IP connections between the recording server(s) and the LAN.
2	Create a user account for NICE Uptivity in Unify OSCC. This account must have the Administrator profile with default permissions in order to capture call control events. Provide the AgentKey and password for this account to the NICE Uptivity installation team.
3	Record the number of the Business Unit to be recorded and provide this information to the NICE Uptivity Installation team.

☒ The Agent Key property is not the Agent ID. It is a system-generated value stored in the database as part of the account's record and does not appear on the user interface. Agent Key is a numeric value.

# Customer Integration Tasks

## Unify OSCC Procedures

The information in this section is provided for your reference only. Detailed steps for OSCC configuration can be found in Unify's documentation, which is available on the Unify website. You should always use the appropriate manuals and/or guides from Unify to install and configure OSCC components.

No specific configuration is required in OSCC other than creation of a user account for NICE Uptivity with the Administrator profile and default permission set.

# Customer Administration Tasks

During ongoing use of the system, your NICE Uptivity administrator may need to configure new channels or reconfigure existing channels. This section provides information needed to perform these integration-specific tasks.

## Unify OSCC Integration Customer Administration Overview

This integration uses passive VoIP (port mirroring) as an audio source. If you add or reconfigure channels, follow procedures specific to that audio source as found in the *NICE Uptivity Customer Guide to Passive VoIP Recording*.

You must also edit the CTI monitors in the Unify OSCC CTI Module if you add to or change the devices monitored by NICE Uptivity. The CTI Monitors list must exactly match the extensions configured for recording (that is, Voice Board channels).

### Access CTI Monitors

1. Log in to the NICE Uptivity Web Portal with an appropriately-permissioned account.
2. Click the **Administration** tab and expand **Recorder** settings in the left navigation menu.
3. Click **CTI Cores**.
4. Click the **Edit** icon for the CTI Core you wish to configure.
5. Scroll to the bottom of the page and then click the **Edit** icon for the **cc\_GenesysFx** CTI Module.

### Add Devices as CTI Monitors

1. Follow the procedure to [Access CTI Monitors](#).
2. Select **Device** from the **Monitor Type** list.
3. Enter the extension(s) for recording in the **Monitor Values** field as a single extension (e.g. '1234'), multiple extensions in a comma separated list (e.g. '1234,2345,4321') or a range of extensions using a hyphen (e.g. 2300-2400).
4. Enter **Prefix** and/or **Postfix** settings if desired.
5. Click the **Add** icon to add the device to the list and then click **Save**.

## Customer Administration Tasks

### Edit CTI Monitors

To delete single items from the Monitor list:

- Click the **Delete** icon beside the item.

To delete multiple items from the list:

- Enter a range of items in the **Monitor Values** field and click the **Delete** icon.

To filter the displayed list of Monitor Types:

- Select a value from the **Filter Monitors** drop-down list and click the **Filter** icon.