Customer Guide to inContact WFO SIPREC Integrations

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Premises

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- **Version** — This guide can be used with inContact WFO 16.1 or later.

- **Revision** — March 2016

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Introduction

Audience

This document is written for customers and prospective customers interested in using inContact Call Recording and SIPREC. Readers who will perform procedures in this guide should have a basic level of familiarity with IP telephony, general networking, the Windows operating system, the SIPREC standard, any hardware and software associated with their telephony environment, and inContact WFO.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed inContact WFO SIPREC integration, and to configure the telephony equipment to support the integration. The information is presented in the following order:

- Overview of the integration
- Customer knowledge and procedures related to integration tasks
- Customer knowledge and procedures for maintaining the recording 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 an inContact WFO 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 inContact WFO 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 inContact WFO configuration, consult the inContact WFO installation team.

The following acronyms are used in this document:

- **SIPREC** — Session Initiation Protocol Recording. This is a telecommunications protocol developed by the Internet Engineering Taskforce (IETF) and adopted by multiple vendors.

- **SDP** — Session Description Protocol. Format used in SIPREC for initializing parameters in streaming media.

- **SRC** — Session Recording Client. The audio source in this integration (typically a Session Border Controller, or SBC).

- **SRS** — Session Recording Server. In this integration, the inContact WFO server.

Customer Responsibilities

You are responsible for configuring the SBC for the integration, as well as supplying the physical and/or IP connection(s) to your telephone system and your corporate LAN, and for obtaining and loading any licensing required by the SBC vendor.

If an alternative CTI source is used, you are also responsible for configuring that source as well as supplying the physical and/or IP connection(s) to your telephone system and corporate LAN, and for obtaining and loading any licensing required by the telephony/CTI vendor.

SIPREC Integration Overview

SIPREC is a vendor-agnostic recording protocol that allows VoIP calls to be recorded via SIP messaging sent by a Session Border Controller (SBC). The SBC delivers replicated sessions to inContact WFO for recording, and CTI metadata is provided via SIP messaging. Alternatively, the recordings can be paired with a different CTI source to provide recorded calls with additional metadata that would not otherwise be available to inContact WFO.
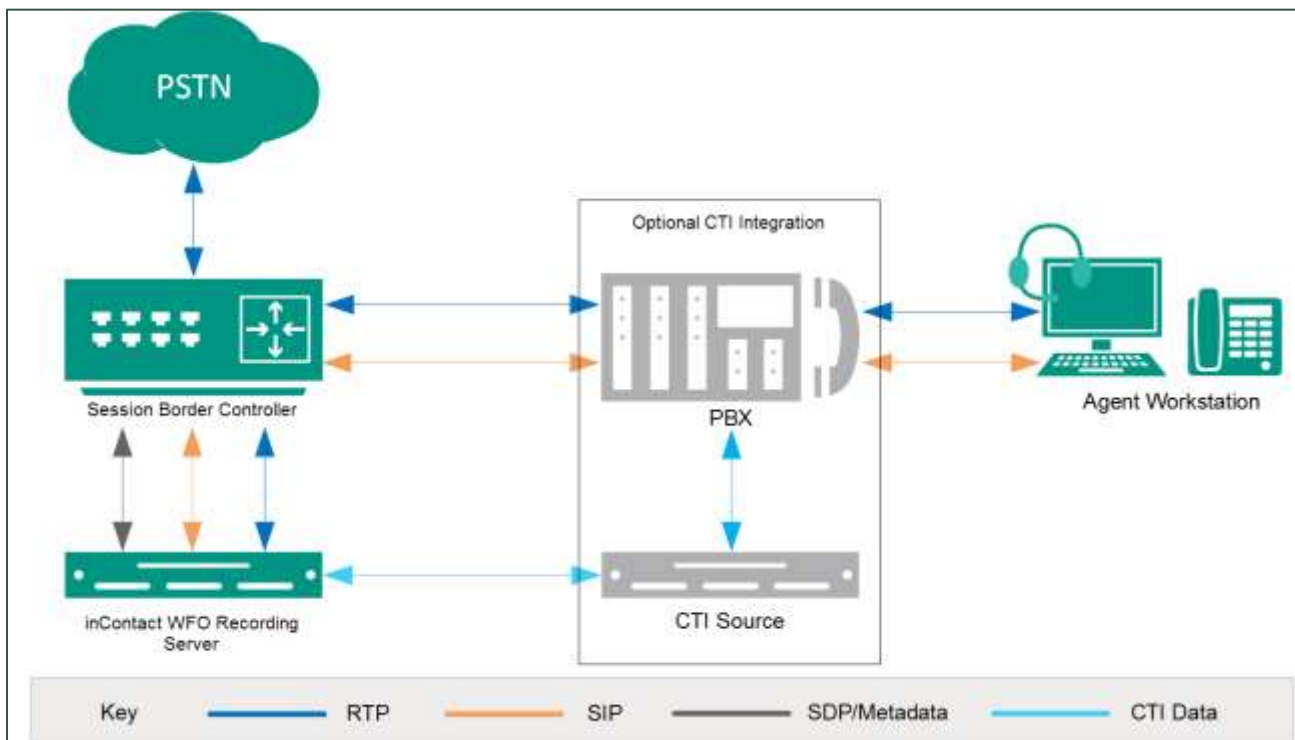
General architectural example of a SIPREC integration, showing an alternate (optional) CTI source

Customer-Side Requirements

This integration has been tested with and supports the following SBCs:

- Oracle Acme Packet SBC v7.x

This integration has been tested with and supports the following alternate CTI sources:

- Avaya Communication Manager v6.3

The intent of this integration is to support any audio source that uses SIPREC. For information about using other SBCs, CTI sources, or both, talk to your inContact representative.

inContact WFO Requirements

Network

Sufficient network bandwidth is required to support streaming of replicated sessions between the SBC and inContact WFO.

Hardware

inContact WFO hardware requirements vary depending on system configuration, anticipated recording volume, and other factors. Appropriate hardware is identified during the system implementation process.

Software

- inContact WFO 16.1 or later

Licensing

- One (1) Voice seat license per physical device to be recorded.
- Optional: One (1) Screen Capture license per workstation being recorded.

Metadata

This integration is capable of capturing metadata for storage with the call record. Actual metadata may vary depending on the information provided by your ACD/PBX.

Customer Configuration Overview

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

| Customer Configuration Steps for SIPREC Integrations	
1	Configure the SBC to act as a Session Recording Client.
2	Configure the CTI source, if applicable, to provide metadata to inContact WFO.
3	Provide any necessary information and access to the inContact WFO installation team.

Customer Integration Tasks

Adding the Recording Server to the Oracle Acme Packet SBC
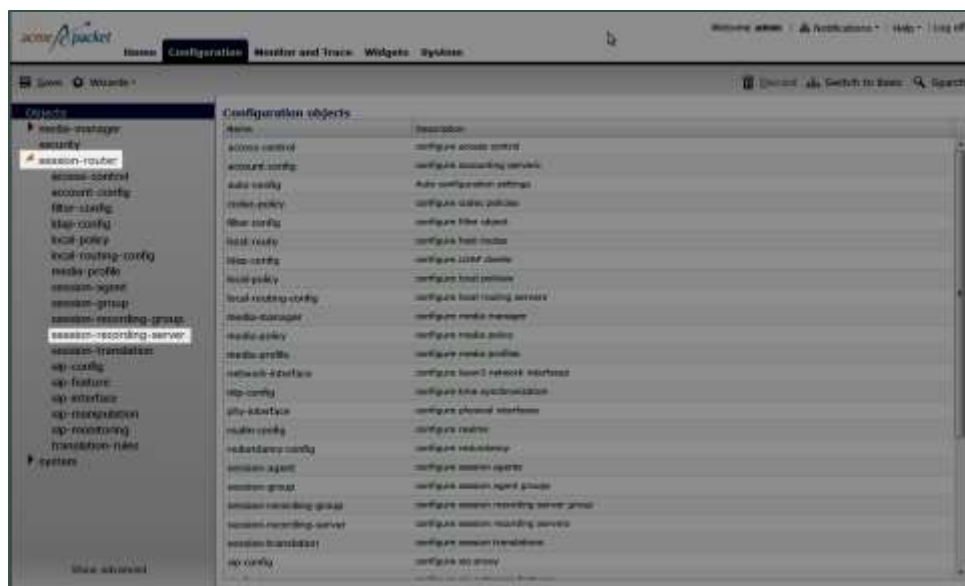
> ℹ This task applies only if you are using Oracle Acme Packet as your SBC.

To add the inContact Recording Server (SRS) to Oracle Acme Packet:
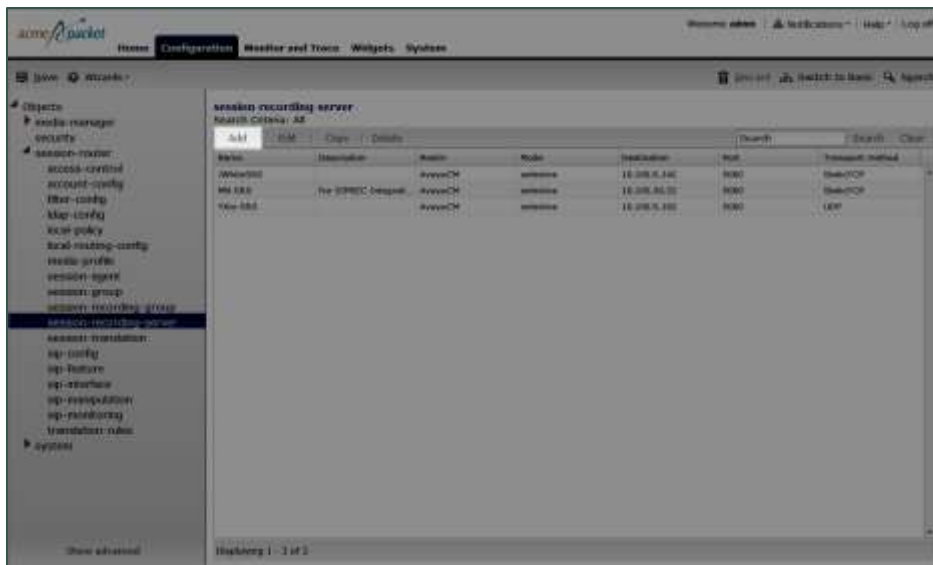
1. Log in to the Acme Packet Web Administration site with an appropriately-permissioned account.
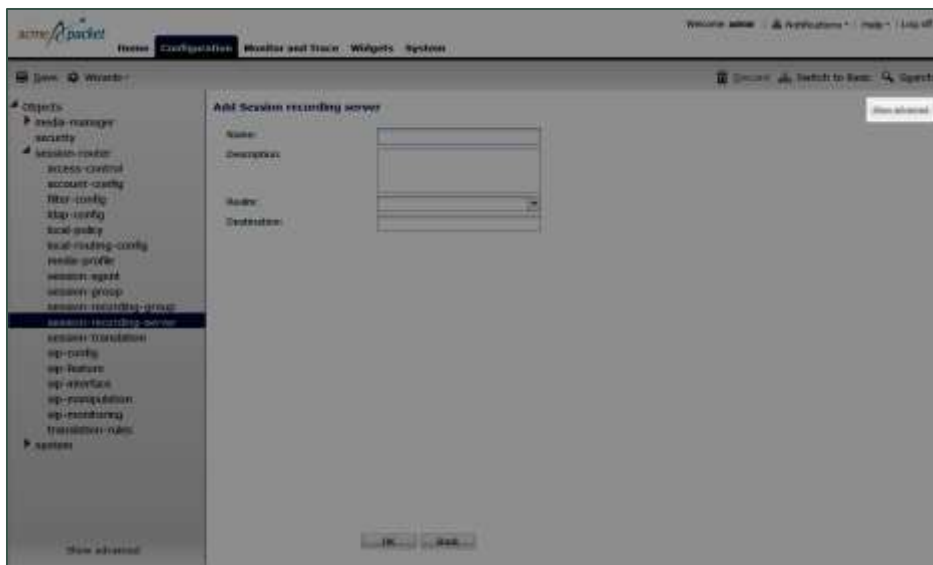
2. Click the **Configuration** tab.
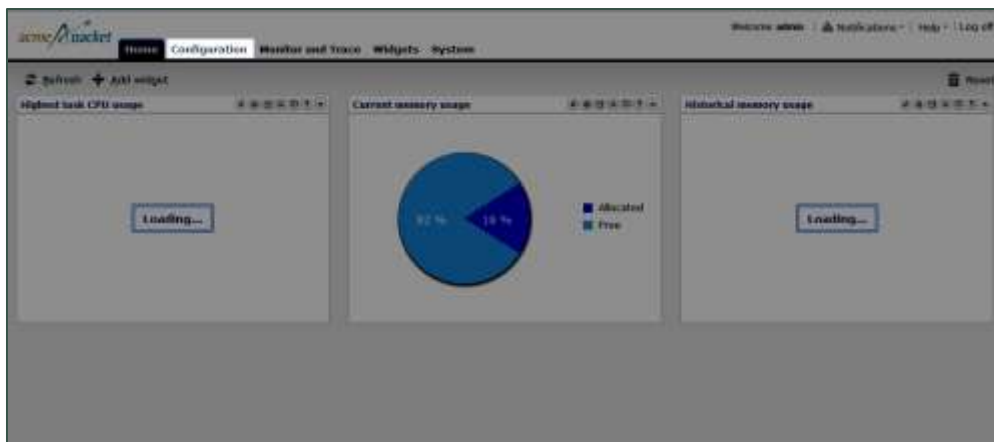
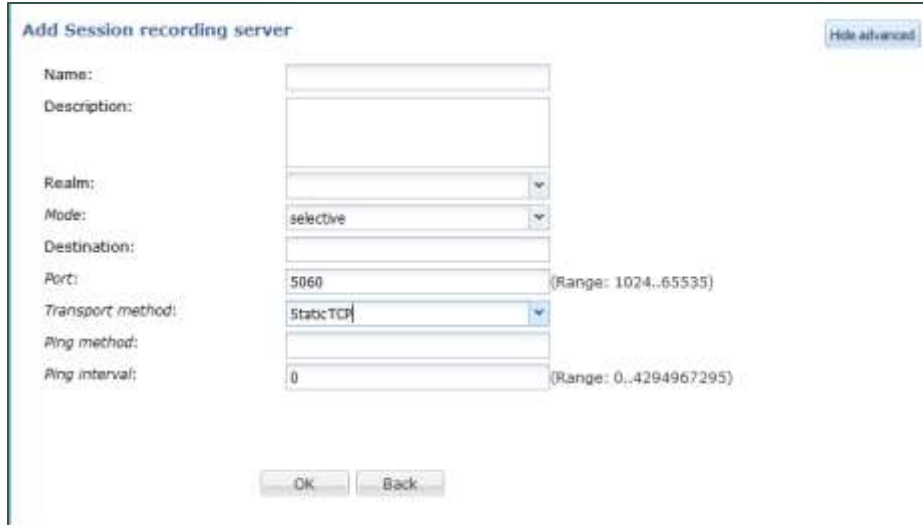3. In the left pane, expand **session-router** and click **session-recording-server**.

4. Click **Add**.

5. Click **Show Advanced**.

6. In the **Name** field, type a name for the inContact WFO recording server. This name is also used when the installation team configures inContact Call Recording, and should therefore be discussed and agreed upon during project planning.

7. **Optional:** In the **Description** field, type a description for the SRS.

8. For **Realm**, select the realm for the SRS.

9. For **Mode**, select **Selective** from the drop-down list.

10. In the **Destination** field, type the IP address of the inContact WFO server.

11. In the **Port** field, type the port (5060) on which the inContact WFO server will listen for SIP messages.

12. For **Transport Method**, choose either **StaticTCP** or **UDP** from the drop-down list.

13. In the **Ping Method** field, type **OPTIONS**. This is the message the SBC sends to the inContact WFO server to verify the connection.

14. In the **Ping Method** field, type a number of seconds. This establishes the interval between ping messages sent from the SBC to the recording server.

> ❶ The recommended value for the **Ping Method** field is **0**, which causes the SBC to continuously send messages and ignore timeouts. Otherwise, if the inContact server does not respond, the SBC may timeout after a few messages and call recording will stop working.

15. Click **OK**.

Customer Administration Tasks

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

This integration also requires a CTI source. For additional tasks related to CTI configuration, refer to the appropriate customer guide for that integration.

Voice Boards Overview

Voice Boards control how inContact WFO acquires audio. This component provides **what** inContact WFO is to record. At least one Voice Board is required for most integrations. While Voice Boards can correspond to physical audio capture boards in some integrations, they are not those boards.

inContact WFO uses per-channel licensing, and each Voice Board software component maintains the count of licensed, used and available channels associated with it. The system will not use any Voice Boards or channels for which it is not licensed.

Voice Board Configuration

The basic procedure for configuring Voice Board channels is the same for all integrations and can be found in the *inContact WFO Administration Manual*. For channel settings specific to this integration, see Channel Configuration Settings. You must restart the Recorder service (cc_cticore.exe) after any Voice Board and/or Channel changes.

Any Voice Board changes other than channel configuration should only be done under direct supervision from Uptivity WFO Support. Done incorrectly, Voice Board modifications can have serious negative impact to your system. In addition, altering the hardware configuration of your system may void your warranty.

Channel Configuration Settings

The following settings apply when configuring channels for a SIPREC integration:

Setting	Definition	Value
Assign	Used in deployments where physical devices and channels have a one-to-one correspondence, or to allocate specific channels to specific types of recording. For details, **Channel Assignment Settings Definitions**.	Concurrent Licensing: **Anything** Per-Seat Licensing: **Dedicated Record**
Assign Value	If Assignment Type is Anything, leave this field blank. If Assignment Type is set to a Dedicated Record option, type the value for the corresponding device.	
Name	Type an optional name for the channel that can be used in channel scripting.	

Channel Configuration Setting Definitions

The following table lists and defines the settings that may apply to channels. Individual settings appear in the inContact WFO Web Portal only if they are applicable to the type of Voice Board and channel being configured. Therefore, the table lists all settings in alphabetical order. The table also indicates default settings where applicable; not all settings have a default value.

Setting	Definition	Default
Number of Channels	Select the number of channels and signal type the Ai-Logix card uses from the drop-down list.	
Assign	Used in deployments where physical devices and channels have a one-to-one correspondence, or to allocate specific channels to specific types of recording. See Channel Assignment Settings Definitions.	Anything
Assign Value	Enter the identifier for the device assigned to the channel (typically the phone extension).	
Channel Map		N/A
Channel Name	Enter an optional name for the channel that can be used in channel scripting.	
Channel Number	Value: set by application. Logical internal identifier for the recording port/channel. inContact WFO uses this number to refer to any actions taken on the channel.	
Deglitch	Value: milliseconds. Determines the length of time voltage must stay past the high or low threshold before an event is issued.	50
Desc	Enter an optional description for the channel.	
Name	See **Channel Name**.	
Password	Enter the password for the DMCC station.	
Polarity	Possible values: Default, Normal, Reverse. Should be set to match the polarity of the physical wiring taps.	Default
Station	Enter a DMCC station extension.	
Trunk Name		

Trunk Tap	Indicates whether to use the trunk-tap capability of the card.	Unselected
Voltage Low	Enter a value that can be used to determine when a physical phone has been taken off-hook. Required only when on/off hook signaling is used to determine recording start/stop.	
Voltage High	Enter a value that can be used to determine when a physical phone has been place on-hook. Required only when on/off hook signaling is used to determine recording start/stop.	

Channel Assignment Settings Definitions

The following table lists and defines the values that can be selected for the Assign setting in channel configuration. Individual settings that appear in the inContact WFO Web Portal may vary depending on the type of Voice Board and channel being configured. Setting labels are affected by Terminology settings.

Setting	Definition
Not in Use	Identifies a licensed channel that is not currently used.
Anything	Allows channel to be used for all recording and playback events, as determined by schedule priorities.
Playback Anything	Limits channel to playback of recordings via telephone.
Record Anything	Allows channel to be used for any scheduled or API-triggered recording.
Instant Record	Dedicates channel to instant recording requests from the API.
Dedicated Record ACD Group	Limits channel to recording only the specified ACD/PBX group (not inContact Group), independently of any schedules.
Dedicated Record Device ID	Limits channel to recording a specific hardware resource (such as voice port or DN) on the ACD/PBX.
Dedicated Record Agent ID	Limits channel to recording a specific agent number or extension.
Dedicated Record Dialed Number	Limits channel to recording a specific inbound number, such as an 800-number carrying traffic to your facility.
Dedicated Record Caller ID	Limits channel to recording a specific ANI. Full or partial ANI matches may be used (for example, to limit recording to a matching area code).

Dedicated Record User1(2)(3)(4)(5)	Limits channel to recording a specific user-defined value as set by the API. Examples include Account and Case Number.
Playback and Instant Record	Limits channel to playback and instant recording requests from the API.
Playback and Record	Limit channel to scheduled recordings and playback.
Record and Instant Record	Limit calls to recording only, but of any recording type.
Unlicensed	Identifies a channel which is present (for example, on a physical audio capture card) but which is not licensed.

Document Revision History

Revision	Change Description	Effective Date
0	Initial version for this release	2016-03-01