



Customer Guide to Avaya IP Office Integrations

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Recording

Customer Guide to Avaya IP Office Integrations

- **Version** — This guide should be used with inContact Workforce Optimization v5.7 or later.
- **Revision** — February 2016
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Introduction

Audience

This document is written for customers and prospective customers interested in using inContact Call Recording in an Avaya IP Office telephony environment. Readers who will perform procedures in this guide should have a basic level of familiarity with IP telephony, general networking, the Windows operating system, Avaya IP Office, and inContact Workforce Optimization.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Avaya/inContact Workforce Optimization integration using Avaya IP Office, and to configure the Avaya equipment to support the integration. The information is presented in the following order:

- Overview of the Avaya IP Office 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 Call Recording 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 Call Recording 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 Call Recording configuration, consult the inContact Call Recording installation team.

This integration is available in two versions:

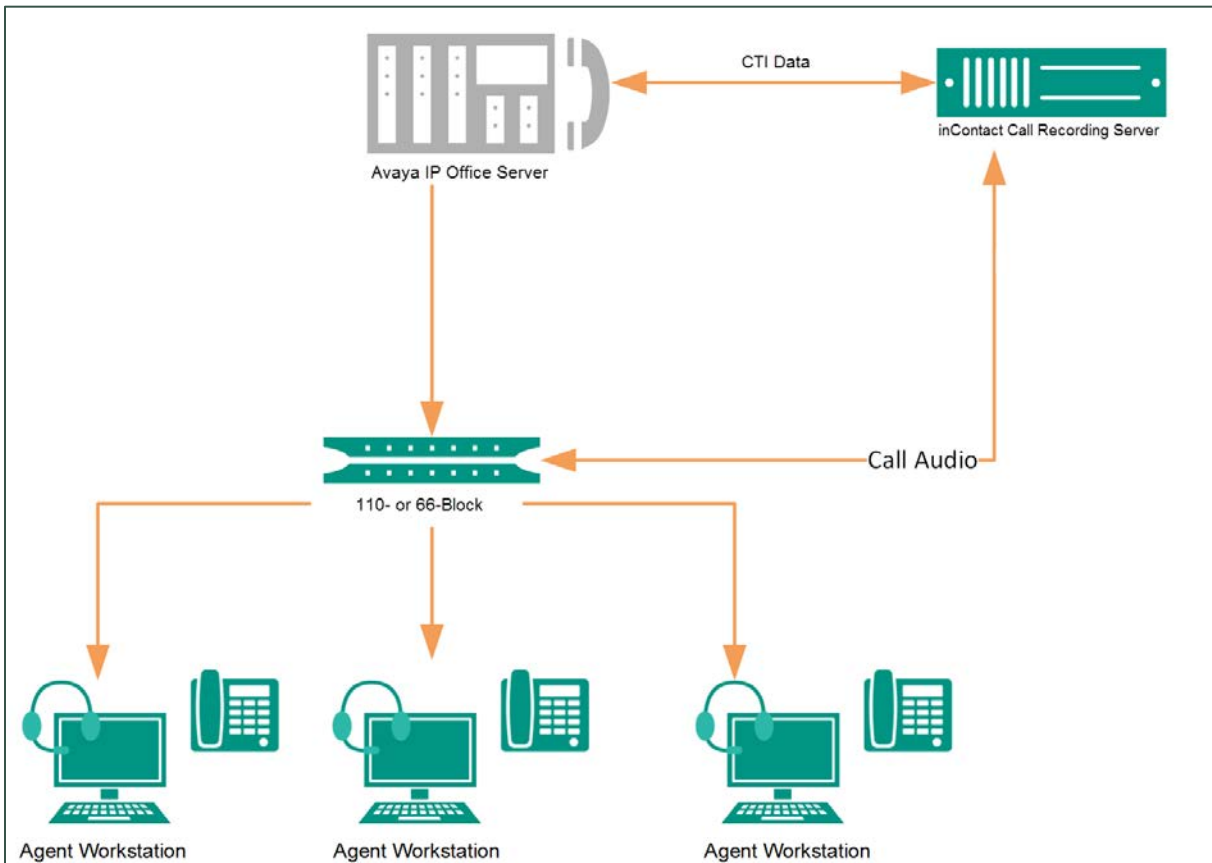
- **VoIP-IPO:** works with passive VoIP (using port mirroring) as an audio source. Passive VoIP recording requires additional considerations and is covered in a separate document: the *Customer Guide to inContact Call Recording Using Passive VoIP*.
- **TDM-IPO:** works with station-side tapping of traditional wired telephones using either Ai-Logix LD cards or Ai-Logix NGX cards. For additional information on recording in a wired telephony environment, see either the *Customer Guide to inContact Call Recording/Ai-Logix LD Integrations* or the *Customer Guide to inContact Call Recording/Ai-Logix NGX Integrations*.

Customer Responsibilities

You are responsible for supplying the physical and/or IP connection(s) to your telephone system, as well as any licensing required by Avaya.

Avaya IP Office Integration Overview

The Avaya IP Office integration is designed to work with either passive VoIP (using port mirroring) or TDM (using Ai-Logix cards) as an audio source. Call control and metadata are provided by Avaya IP Office.



General architectural example of the Avaya IP Office integration, with audio acquisition via station-side tapping in a traditional telephony environment

Component	Function
Avaya IP Office	Avaya ACD/PBX component that controls the audio being presented to and from digital and/or IP phones. Also sends call control events and metadata (such as CallerID, Dialed Number, and so forth) to the inContact Call Recording Server.
inContact Call Recording Server	Receives audio, call control events and business data. Provides a CTI interface for recording. In Premises deployments, may host the Web Portal for playback and administration.

Avaya Requirements

This integration supports:

- Avaya IP Office 9.0
- Avaya IP Office 500 V2 Standalone 9.1

Required Avaya licensing includes:

- One CTI Link Pro license per IPO platform system to which inContact Call Recording will connect for recording.

These requirements are in addition to the audio source requirements; refer to the relevant customer guide for details.

inContact Call Recording Requirements

This integration requires that the inContact Call Recording software components related to recording be isolated on their own server. Because audio is acquired via physical Ai-Logix cards (for TDM-IPO) or a physical, dedicated network interface card (for VoIP-IPO), the recording server cannot be virtual. The operating system for the recording server must be either Windows 7 or Windows 8.1 (32-bit only). This is an Avaya requirement.

All other inContact Call Recording software components must be installed on a separate server with an inContact-supported operating system. This server can be virtualized. For related information, see *Customer Site Requirements for inContact Call Recording*. No additional inContact Call Recording licensing is needed.

Metadata

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

- **Device Alias/Device ID:** Typically, Device Alias is an identifier associated with the agent and Device ID is an identifier associated with the physical device. In this integration, these values are the same.
- **DNIS:** For inbound calls, this would be the number the caller dialed to reach you. For outbound calls, it would be the number your agent dialed.
- **ANI:** CallerID. The phone number or extension of the calling party.
- **Direction:** Denotes whether a call was inbound (I) or outbound (O).

Customer Configuration Overview

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

Customer Configuration Steps for Avaya IP Office Integrations	
1	Perform any required configurations for the audio source integration. See the applicable document: <i>Customer Guide to inContact Call Recording/Ai-Logix LD Integrations</i> , <i>Customer Guide to inContact Call Recording/Ai-Logix NGX Integrations</i> , or the <i>Customer Guide to inContact Call Recording with Passive VoIP</i> .
2	Ensure that Avaya IP Office is installed and configured correctly for your environment.

Customer Administration Tasks

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

Recording Administration for the Avaya IP Office Integration

This integration is available in two versions:

- **VoIP-IPO:** works with passive VoIP (using port mirroring) as an audio source. If you add or reconfigure channels, you will need to follow procedures specific to the audio source as found in the *Customer Guide to inContact Call Recording Integrations Using Passive VoIP*.
- **TDM-IPO:** works with station-side tapping of traditional wired telephones using either Ai-Logix LD cards or Ai-Logix NGX cards. If you add or reconfigure channels, you will need to follow procedures specific to the audio source as found in the *Customer Guide to inContact Call Recording/Ai-Logix LD Integrations* or the *Customer Guide to inContact Call Recording/Ai-Logix NGX Integrations*.

Document Revision History

Revision	Change Description	Effective Date
0	Initial release for this version	2015-05-21
1	Updated inContact WFO Requirements section.	2015-12-03
2	Updated inContact WFO Requirements section and rebranded.	2016-02-02