inContact

Customer Guide to Avaya Aura Contact Center Integrations

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Recording

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- **Contact** — Send suggestions or corrections regarding this guide to documentationsrequest-discover@incontact.com.

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Introduction

Audience

This document is written for customers and prospective customers interested in using inContact Call Recording in an environment that uses Avaya Aura Contact Center (AACC). Readers who will perform procedures in this guide should have a basic level of familiarity with Avaya IP telephony, general networking, the Windows operating system, AACC, and inContact WFO.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Avaya/inContact WFO integration using AACC, and to configure the Avaya equipment 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 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, talk to your inContact WFO installation team.

This is a CTI-only integration, and must be used with a primary integration for audio acquisition. Refer to the *inContact WFO Customer Guide to Avaya DMCC-MR Integrations,* the *inContact WFO Customer Guide to Avaya DMCC-SO Integrations*, or the *inContact WFO Customer Guide to Avaya DMCC-SSC Integrations*, as appropriate.

Terminology

To ensure a common frame of reference, this guide uses the following terms:

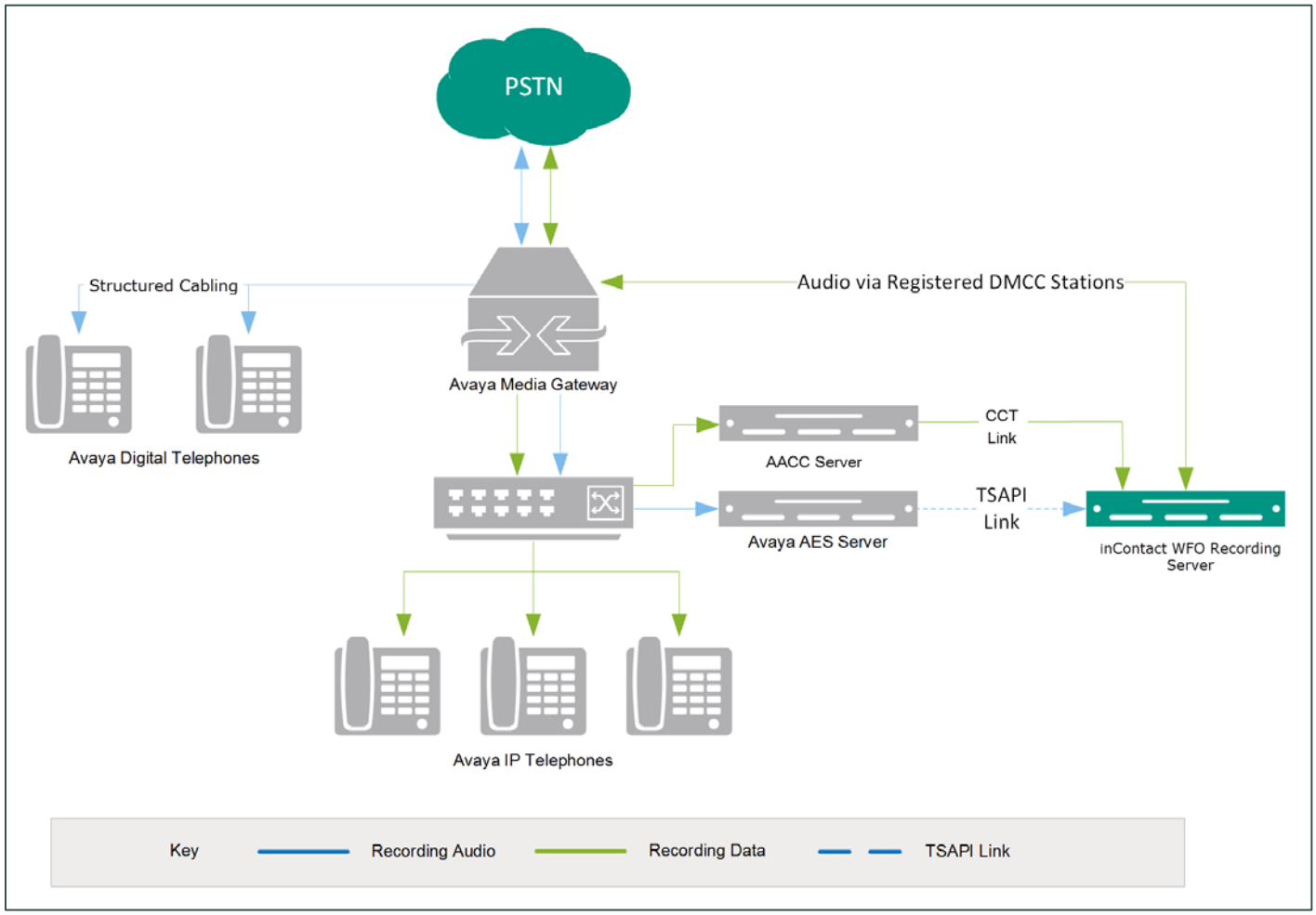
- **AACC:** Avaya Aura Contact Center. The AACC server hosts software that provides agent-related CTI events.
- **AES:** Application Enablement Services. The AES server hosts software that provides phone-related CTI events.
- **Avaya CMS:** Avaya Call Management System. This contact center product is designed for businesses with complex contact center operations and high call volume. Sometimes referred to as Avaya CM.
- **DMCC:** Device Media Call Control. This functionality of the Avaya AES server provides a means of active recording via VoIP, even for endpoints that are not IP telephones.
- **GEDI:** Graphically-Enhanced DEFINITY Interface. Used by the customer or Avaya vendor to configure the Avaya CMS.
- **MR:** Multiple Registration. Avaya functionality that allows the customer to register up to three devices against a single softphone extension.
- **TSAPI:** Telephone Services Application Programming Interface. Avaya TSAPI is the actual software that provides the call control events and metadata to inContact WFO.
- **S8300, S8500, S8700:** These are common models of Avaya PBX equipment.

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. You may also be responsible for configuring Avaya system components to support the recording integration. See your specific integration in the Customer Integration Tasks section for additional information.

Avaya Aura Contact Center Integration Overview

This integration can work with Avaya DMCC-MR, DMCC-SO, or DMCC-SSC as an audio source (refer to the *inContact WFO Customer Guide to Avaya DMCC-MR Integrations,* the *inContact WFO Customer Guide to Avaya DMCC-SO Integrations*, or the *inContact WFO Customer Guide to Avaya DMCC-SSC Integrations*, as appropriate). Call control and metadata are provided by Avaya TSAPI, the AAC server, or both.



General architectural example of an integration using Avaya DMCC for audio acquisition and AACC for CTI data

Component	Function
Avaya CM Media Gateway	Controls the audio presented to and from digital and/or IP phones.
Avaya AES	Provides the DMCC CTI Interface to create and control virtual softphones for the purpose of call recording and to provide call metadata.
AACC	Provides additional CTI data such as agent skill, agent name, and so forth.
inContact WFO	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

In addition to the requirements listed here, you will also need to review the requirements for any audio source integrations that apply (for example, Avaya DMCC-MR, DMCC-SO, or DMCC-SSC).

Hardware

This integration is supported for:

- Avaya S8300, S8500, or S8700 media server

Software

- Avaya AES 6.3.3
- AACC 6.4
- Avaya Aura Agent Desktop 6.4

ℹ Avaya has published the following statement on their DevConnect site regarding version 7.0:

All DMCC, Web Services, JTAPI and TSAPI applications created with the AE Services 5.2, 6.1, 6.2 or 6.3 SDKs and client libraries will work seamlessly on AE Services 7.0 without the need to recompile code and without the need to replace any third-party library components.

Based on this statement, we anticipate our software integration will be compatible with CM/AES 7.0. We will be completing additional testing in the near future to confirm this.

Licensing

Consult your Avaya resource for information on licensing requirements.

inContact WFO Requirements

In addition to the requirements listed here, you will also need to review the requirements for the audio source integration (for example, Avaya DMCC-MR, DMCC-SO, or DMCC-SSC).

Hardware

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

Software

- inContact WFO, 16.1 or later

Licensing

- One (1) Voice seat license per named agent **or**
- One (1) Voice concurrent session license for each simultaneous call to be recorded.
- Additional licensing may be required if the system includes optional features (for example, inContact Screen Recording).

Customer Configuration Overview

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

Customer Configuration Steps for Avaya Aura Contact Center Integrations	
1	Complete all necessary physical and IP connections between the recording server(s) and the LAN.
2	Obtain any necessary Avaya software and licensing.
3	Complete all procedures to configure the integration for audio (Avaya DMCC-MR, DMCC-SO, or DMCC-SSC).
4	Create a Windows user account for inContact WFO to use. This account can be either a local account on the AACC server or an Active Directory user account, but it must have administrator-level privileges on the AACC server. The preferred username for this account is **CallRecordUser**.
5	On the AACC server, configure the Communication Control Toolkit to support the integration. See Configuring the Communication Control Toolkit (CCT).
6	On the AACC server, configure the inContact WFO user account to support the integration (see Configuring the inContact WFO User in AACC), and assign the agents to be recorded to that user.
7	Provide the following information to the inContact WFO installation team: • IP address for the AACC server • Communication port for the AACC server (the default is 29373) • Avaya domain for AACC • Username for the inContact WFO user account • Password for the inContact WFO user account

Customer Integration Tasks

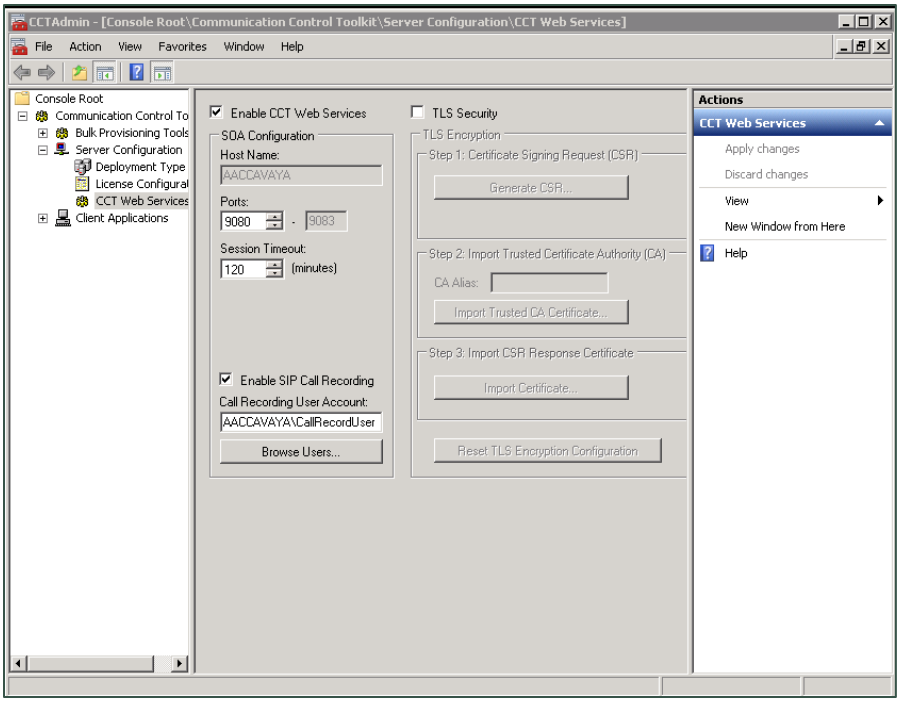
Refer to the appropriate guide for customer tasks related to your audio source integration: the *inContact WFO Customer Guide to Avaya DMCC-MR Integrations*, the *inContact WFO Customer Guide to Avaya DMCC-SO Integrations*, or the *inContact WFO Customer Guide to Avaya DMCC-SSC Integrations*.

Configuring the Communication Control Toolkit (CCT)

> ℹ This information is provided for your reference only. You should always use the appropriate manufacturer/developer manuals and guides to install and configure Avaya components.

The CCT Console is an application that runs on the AACC server. You must configure the CCT to support the inContact WFO recording integration.

1. On the AACC server, navigate to Start > Programs > Avaya > Contact Center > Communication Control Toolkit > CCT Console.
2. Select the **Enable CCT Web Services** checkbox.

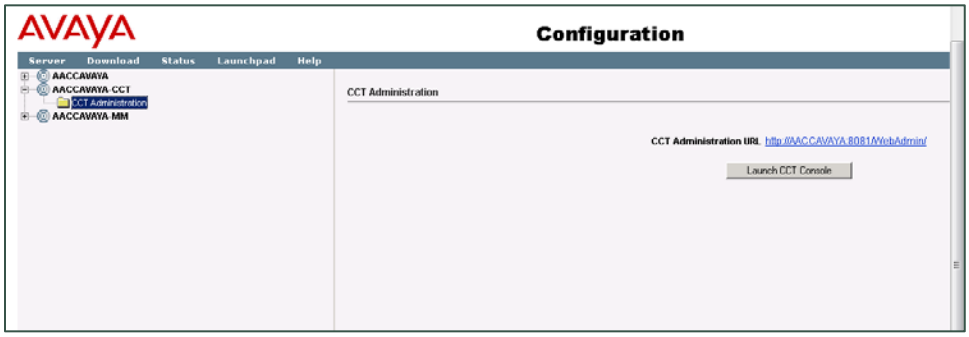


3. Select the **Enable SIP Call Recording** checkbox.
4. For **Call Recording User Account**, click **Browse Users** and select the account you created for inContact WFO to use.

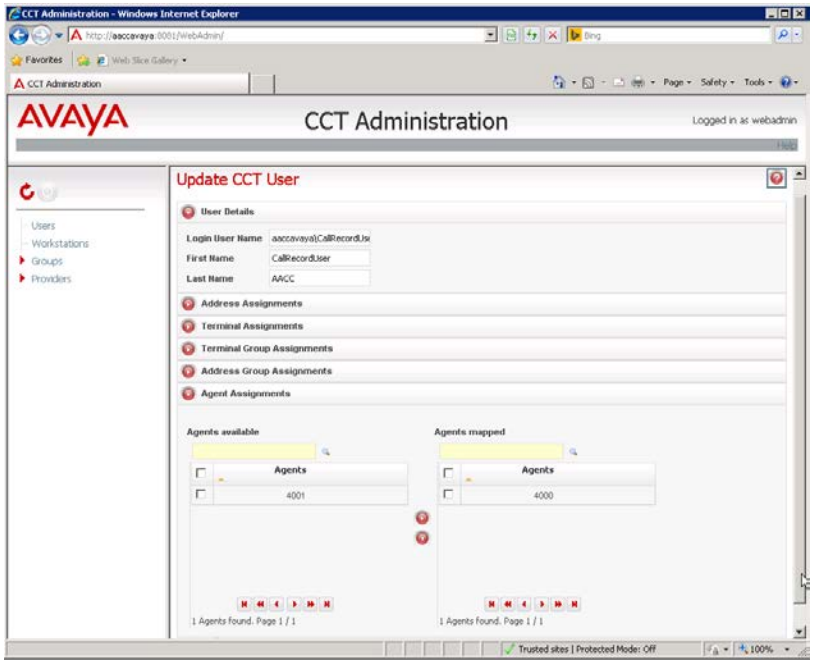
Configuring the inContact WFO User in AACC

To configure the inContact WFO user account in AACC:

1. Log in to AACC Manager with an appropriately-permissioned account.
2. Click **Configuration**.
3. Expand the **<Server Name>-CCT** node for the AACC server used in this integration.



4. Click **CCT Administration** and then click **Launch CCT Console**.
5. Click **Users** and then double-click the inContact WFO user account.
6. In the **User Details** section, verify the information for the inContact WFO user account is correct.



7. In the **Agent Assignments** section, move the agents to be recorded from the **Agents Available** column to the **Agents Mapped** column (in the image above, only agent 4000 will be recorded).

Customer Administration Tasks

During the regular operation of your inContact WFO system, there are no specific inContact WFO tasks your administrator needs to perform in regard to the AACC integration. However, new agents must be assigned to the inContact WFO user account on the AACC server or they will not be recorded (see Configuring the inContact WFO User in AACC).

For tasks specific to your audio source integration, refer to the appropriate guide: the *inContact WFO Customer Guide to Avaya DMCC-MR Integrations*, the *inContact WFO Customer Guide to Avaya DMCC-SO Integrations*, or the *inContact WFO Customer Guide to Avaya DMCC-SSC Integrations*.

Document Revision History

Revision	Change Description	Effective Date
0	Initial version.	2016-04-07