

Customer Guide to Avaya DT-SO Integrations

www.incontact.com

Recording

Customer Guide to Avaya DT-SO Integrations

- **Version** — This guide should be used with inContact WFO v5.6 or later
- **Revision** — March 2016
- **About inContact** — inContact (NASDAQ: [SAAS](#)) is leader in cloud contact center software, helping organizations around the globe create customer and contact center employee experiences that are more personalized, more empowering and more engaging today, tomorrow and in the future. inContact focuses on continuous innovation and is the only provider to offer core contact center infrastructure, workforce optimization plus an enterprise-class telecommunications network for the most complete customer journey management. inContact offers customers a choice of deployment options. To learn more, visit www.inContact.com.
- **Copyright** — ©2016 inContact, Inc.
- **Disclaimer** — inContact reserves the right to update or append this document, as needed.
- **Contact** — Send suggestions or corrections regarding this guide to documentationsrequest-discover@incontact.com.

Table of Contents

Introduction	5
Audience.....	5
Goals.....	5
Assumptions.....	5
Need-to-Knows	5
Terminology.....	6
Customer Responsibilities	6
Avaya DT-SO Integration Overview	7
Wiring Example.....	8
Known Limitations	9
Avaya Requirements	9
Hardware	9
Software	9
Licensing	9
inContact WFO Requirements.....	10
Hardware	10
Software	10
Licensing	10
Customer Configuration Overview.....	11
Customer Integration Tasks	12
Set Call Center System Parameters	12
Enable Service Observing.....	13

Customer Guide to Avaya DT-SO Integrations

Set a Service Observe Feature Access Code 14

Create a Class of Restriction (COR) 15

Configure the DS1 Circuit Pack..... 15

Configure the Trunk Group 16

Configure the Trunk Signaling Group 17

Configure the Trunk Group Channels 18

Customer Administration Tasks..... 19

Voice Boards Overview 19

Voice Board Configuration 19

Channel Configuration Settings..... 20

Appendix: Channel Assignment Settings Definitions..... 21

Document Revision History 23

Introduction

Audience

This document is written for customers and prospective customers interested in using inContact Call Recording in an Avaya DT-SO telephony environment. Readers who will perform procedures in this guide should have a basic level of familiarity with traditional wired telephony, general networking, the Windows operating system, Avaya hardware and software, 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 WFO integration using digital telephony trunks and Avaya SO, 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. It also assumes that the telephony trunks have been added to your Avaya PBX and are working correctly.

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.

Customer Guide to Avaya DT-SO Integrations

For questions related to inContact WFO configuration, consult the inContact WFO installation team.

This integration uses Avaya TSAPI. Refer to the *inContact WFO Customer Guide to Avaya TSAPI Integrations* for additional limitations, licensing requirements, and customer integration tasks.

Terminology

To ensure a common frame of reference, this guide uses the following terms in conjunction with this Avaya integration:

- **AES:** Application Enablement Services. The AES server in an Avaya contact center hosts software that provides 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.
- **GEDI:** Graphically-Enhanced DEFINITY Interface. Used by the customer or Avaya vendor to configure the Avaya CMS.
- **SO:** Service Observe. Avaya functionality that allows a person or device to listen to a call in progress.
- **TDM:** Time Division Multiplexing. Commonly-used as an acronym for traditional wired telephony, as opposed to VoIP.
- **TSAPI:** Telephone Services Application Programming Interface. Avaya TSAPI is software provides the call control events and metadata to inContact WFO.
- **S8300, S8500, S8700:** Common models of Avaya PBX equipment.

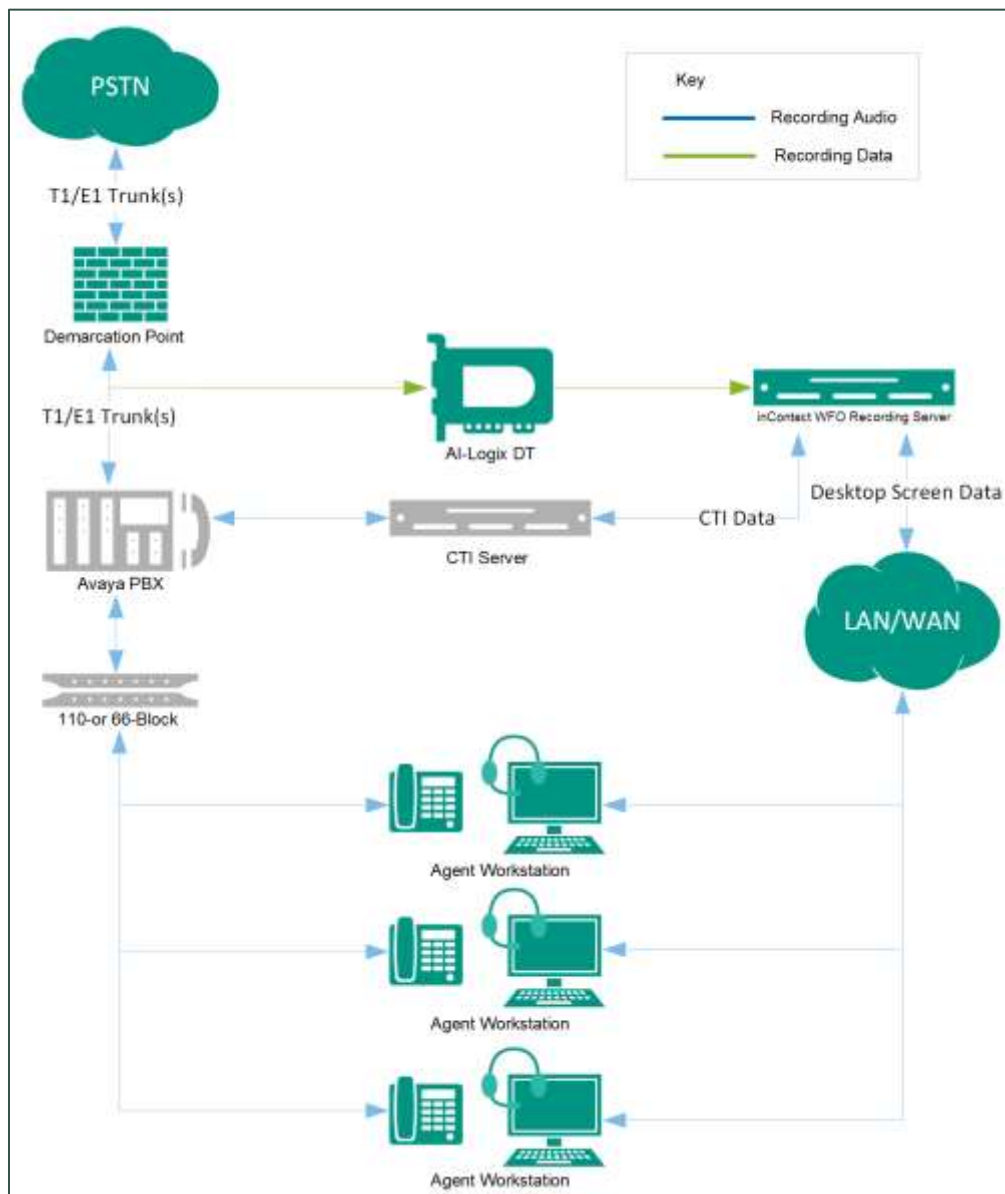
Customer Responsibilities

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

If you supply the server hardware for the installation, then you are also responsible for installing the physical Ai-Logix cards in the server.

Avaya DT-SO Integration Overview

The Avaya DT-SO integration uses T1/E1 terminating trunks as the audio source, and receives call control events and metadata through AES using TSAPI. inContact WFO detects when a station joins a call and makes a service observe request to the PBX. The Avaya PBX then delivers the audio to the trunk. The number of trunk members available determines the number of simultaneous calls that can be recorded. For example, if two T1s are deployed in a PRI configuration, this allows for 46 simultaneous calls to be recorded (2 x 23 channels).



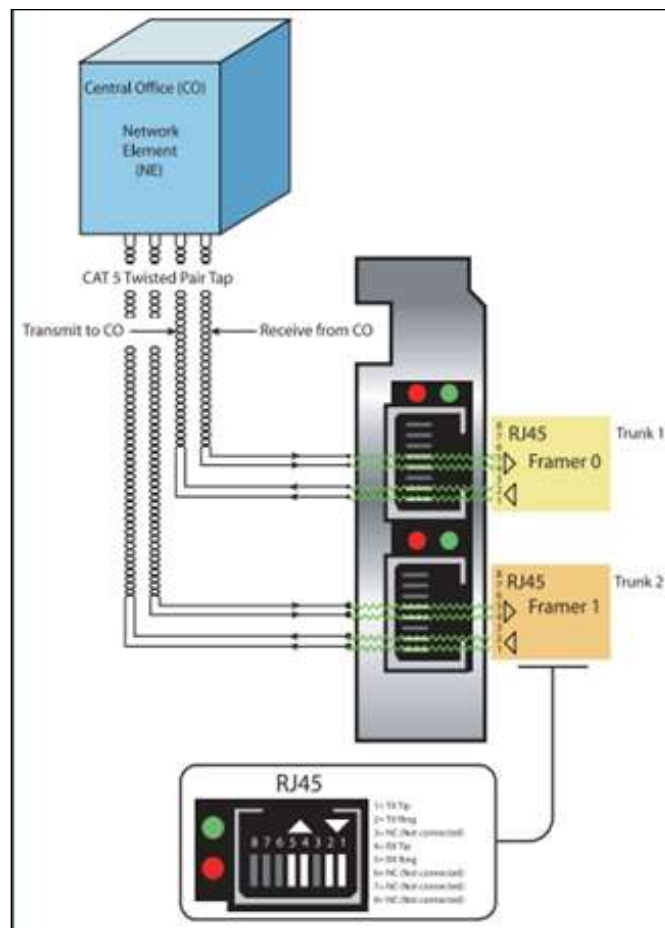
General architectural example of the Avaya DT-SO integration

Customer Guide to Avaya DT-SO Integrations

Component	Function
Avaya CM	Controls the audio presented to and from digital phones, IP phones, or both.
Avaya AES	Provides a CTI Interface for call metadata and call control events that can be used as recording triggers.
Ai-Logix DT Card	Audio capture card(s) installed in the inContact WFO recording server.
inContact WFO Server	Receives audio, call control events, and business data. Provides a CTI interface for recording. In Premises deployments, hosts the Web Portal for playback and administration.

Wiring Example

In many cases, a T1 Crossover cable or adapter is needed to connect the Ai-Logix card to the Avaya DS1 Circuit pack. For more information, refer to AudioCodes documentation available on the AudioCodes Support website or from inContact.



Wiring diagram for terminating trunks

Known Limitations

- This integration provides “muted” (mono) audio and therefore does not support speaker separation for reporting or analytics.
- Versions of Avaya CM prior to v4.0 allow only one Service Observer in a call.
- The Avaya DT-SO integration does not support the real-time blackout functionality in inContact WFO.

Avaya Requirements

Hardware

- Avaya S8300, S8500, or S8700 media server
- Avaya DS1 Circuit Packs

Software

- Avaya CM v3.1 through 7.0

Licensing

- One (1) Station License per channel.

inContact WFO Requirements

Hardware

inContact WFO hardware requirements vary depending on system configurations. Appropriate hardware is identified during the system implementation process. For additional information, see *Customer Site Requirements for inContact WFO*.

Along with standard hardware, one or more of the following is specifically required for this integration based on the number of trunks to be recorded:

- AudioCodes DT 6409 T1/E1 Terminating Tap Call Recording Blade

This card is dual-port and can connect to up to two (2) T1/E1 trunks. The number of channels that can be recorded per trunk varies depending on the configuration of the trunk itself:

- Single T1: 24 channels (23 channels for ISDN-signaled T1)
- Dual T1: 48 channels (46 channels for ISDN-signaled T1)
- Single E1: 30 channels
- Dual E1: 60 channels

Software

This guide covers the following release:

- inContact WFO, v5.6 or higher

Additional third-party software is required for the Ai-Logix digital trunk integration:

- AudioCodes SmartWORKS v3.11 – 5.4
- AudioCodes SmartWORKS v5.9 in MS 2012 environments

Licensing

- One (1) Voice seat license per trunk channel.
- 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 Avaya DT-SO integrations. Links are provided for tasks that are covered in this guide.

Customer Configuration Steps for Avaya DT-SO Integrations	
1	Install the Ai-Logix card(s) in customer-supplied server(s).
2	Complete all necessary physical connections between the recording server(s) and the telephony system.
3	Complete all necessary physical and IP connections between the recording server(s) and the LAN.
4	Obtain any necessary Avaya software and licensing.
5	Complete the tasks and procedures detailed in the <i>inContact WFO Customer Guide to Avaya TSAPI Integrations</i> .
6	Set Call Center System Parameters.
7	Enable Service Observing.
8	Set a Service Observe Feature Access Code.
9	Create a Class of Restriction (COR).
10	Configure the DS1 Circuit Pack.
11	Configure the Trunk Group.
12	Configure the Trunk Signaling Group.
13	Configure the Trunk Group Channels.

Customer Integration Tasks

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

Set Call Center System Parameters

```
change system-parameters features Page 11 of 18
FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER SYSTEM PARAMETERS
EAS
  Expert Agent Selection (EAS) Enabled? y
  Minimum Agent-LoginID Password Length: -
  Direct Agent Announcement Extension:                      Delay:   
  Message Waiting Lamp Indicates Status For: station
VECTORIZING
  Converse First Data Delay: 0 Second Data Delay: 2
  Converse Signaling Tone (msec): 100 Pause (msec): 70
  Prompting Timeout (secs): 10
  Interflow-qpos EWT Threshold: 2
  Reverse Star/Pound Digit For Collect Step? n
  Available Agent Adjustments for BSR? n
  BSR Tie Strategy: 1st-found
  Store UDN Name in Station's Local Call Log? n
SERVICE OBSERVING
  Service Observing: Warning Tone? n or Conference Tone? n
  Service Observing Allowed with Exclusion? n
  Allow Two Observers in Same Call? y
```

Sometimes inContact WFO needs to observe and make two recordings for a single call (for example, agent-to-agent calls, conference calls with more than one participating agent, and so forth).

To enable this functionality on the Avaya CM:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **change system-parameters features**.
3. On page 11 of the display, verify that **Allow Two Observers in Same Call?** is set to **y**.

After completing this procedure, return to the [Customer Configuration Overview](#).

Enable Service Observing

```

display system-parameters customer-options                               Page 6 of 11
CALL CENTER OPTIONAL FEATURES

Call Center Release: 3.0

ACD? y                               Reason Codes? y
BCMS (Basic)? y                       Service Level Maximizer? y
BCMS/VuStats Service Level? y         Service Observing (Basic)? y
BSR Local Treatment for IP & ISDN? n   Service Observing (Remote/By FAC)? y
Business Advocate? n                 Service Observing (VDNs)? y
Call Work Codes? y                   Timed ACW? y
DTMF Feedback Signals For VRU? n      Vectoring (Basic)? y
Dynamic Advocate? n                  Vectoring (Prompting)? y
Expert Agent Selection (EAS)? y        Vectoring (G3V4 Enhanced)? y
EAS-PHD? y                            Vectoring (3.0 Enhanced)? n
Forced ACD Calls? n                  Vectoring (ANI/II-Digits Routing)? y
Least Occupied Agent? n               Vectoring (G3V4 Advanced Routing)? y
Lookahead Interflow (LAI)? y          Vectoring (CINFO)? y
Multiple Call Handling (On Request)? y  Vectoring (Best Service Routing)? n
Multiple Call Handling (Forced)? y      Vectoring (Holidays)? n
PASTE (Display PBX Data on Phone)? y   Vectoring (Variables)? n
(NOTE: You must logoff & login to effect the permission changes.)

```

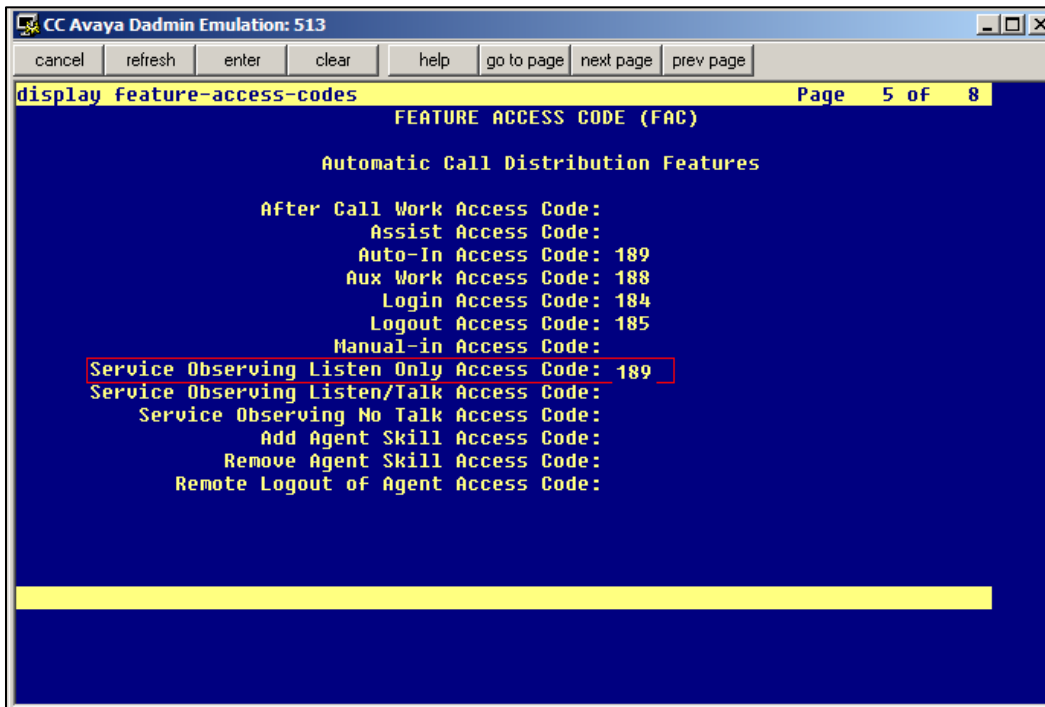
This integration uses the SO feature on the Avaya CM. To enable this feature:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the **display system-parameters customer-options** command to open the CM System Parameter Customer-Options screen.
3. Verify that **Service Observing (Basic)** and **Service Observing (Remote/By FAC)** are both set to **y**.

If these fields are not enabled, contact your Avaya representative for information on how your installation was initially configured.

After completing this procedure, return to the [Customer Configuration Overview](#).

Set a Service Observe Feature Access Code



The screenshot shows a terminal window titled "CC Avaya Dadmin Emulation: 513". The terminal displays the command "display feature-access-codes" and the output "FEATURE ACCESS CODE (FAC)". Below this, it lists "Automatic Call Distribution Features" with various access codes. The "Service Observing Listen Only Access Code" is highlighted with a red box and has the value "189" next to it. The terminal also shows a page indicator "Page 5 of 8" and a navigation bar with buttons for "cancel", "refresh", "enter", "clear", "help", "go to page", "next page", and "prev page".

```
CC Avaya Dadmin Emulation: 513
cancel refresh enter clear help go to page next page prev page
display feature-access-codes Page 5 of 8
FEATURE ACCESS CODE (FAC)
Automatic Call Distribution Features
After Call Work Access Code:
Assist Access Code:
Auto-In Access Code: 189
Aux Work Access Code: 188
Login Access Code: 184
Logout Access Code: 185
Manual-in Access Code:
Service Observing Listen Only Access Code: 189
Service Observing Listen/Talk Access Code:
Service Observing No Talk Access Code:
Add Agent Skill Access Code:
Remove Agent Skill Access Code:
Remote Logout of Agent Access Code:
```

When supervisors perform a service observe, they must enter an access code. inContact WFO must be configured to use this access code as well. You will need to set the **Service Observing Listen Only Access Code** for the Avaya CM and provide this code to your inContact WFO installation team.

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **change feature-access-codes**.
3. Type a code for **Service Observing Listen Only Access Code** (in the screenshot, the code is 189) and provide this number to the inContact WFO installation team.

After completing this procedure, return to the [Customer Configuration Overview](#).

Create a Class of Restriction (COR)

You must assign a class of restriction to each trunk group to allow it to issue the Service Observing code.

To create a COR:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **change cor *n*** to create a COR (*n* can be any number).
3. Type a description.
4. Set **Can Be a Service Observer** to **y**.

After completing this procedure, return to the [Customer Configuration Overview](#).

Configure the DS1 Circuit Pack

```

CC Avaya: display ds1 01v3 (page 1) 10/27/2008 5:29:20 PM
                                DS1 CIRCUIT PACK

                                Location: 001V3
                                Bit Rate: 1.544
                                Line Compensation: 1
                                Signaling Mode: isdn-pri
                                Connect: pbx
                                TW-C/ Long Timers: n
                                Interworking Message: PROGRESS
                                Interface Companding: mulaw
                                Idle Code: 11111111
                                Name: * Survey Trunk
                                Line Coding: b8zs
                                Framing Mode: esf
                                Interface: network
                                Country Protocol: 1
                                Protocol Version: b
                                CRC? n
                                DCP/Analog Bearer Capability: 3.1kHz
                                T303 Timer(sec): 4
                                Slip Detection? y
                                Near-end CSU Type: other
                                Echo Cancellation? y
                                EC Direction: inward
                                EC Configuration: 4
                                Block Progress Indicator? n
    
```

To verify/configure required settings on the DS1 circuit pack:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **display ds1**.
3. Verify that the settings match those shown in the image shown here.
4. Make a note of the settings and provide them to your inContact WFO installation team.

After completing this procedure, return to the [Customer Configuration Overview](#).

Configure the Trunk Group

You will need to perform this procedure for all trunk groups to be recorded.

To verify/configure required settings for the trunk group:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **display trunk-group n**, where n is the number of the applicable trunk group.

```
CC Avaya: display trunk-group 10 (page 1) 10/27/2008 5:28:47 PM

                                TRUNK GROUP

Group Number: 10                  Group Type: isdn                  CDR Reports: y
Group Name: * Nortel              COR: 1                            TN: 1          TAC: 5111
Direction: two-way              Outgoing Display? y                Carrier Medium: PRI/BRI
Dial Access? y                   Busy Threshold: 255                Night Service:
Service Type: tie                 Auth Code? n                        TestCall ITC: rest
TestCall BCC: 4                  Far End Test Line No:


```

3. On page 1 of the display, configure the settings as shown in this image. For COR, type the ID you configured in [Create a Class of Restriction \(COR\)](#).

```
CC Avaya: display trunk-group 10 (page 2) 10/27/2008 5:28:47 PM

Group Type: isdn

TRUNK PARAMETERS
  Codeset to Send Display: 6          Codeset to Send National IEs: 6
  Max Message Size to Send: 260      Charge Advice: none
  Supplementary Service Protocol: a   Digit Handling (in/out): enbloc/enbloc

  Trunk Hunt: cyclical

Incoming Calling Number - Delete:      Insert:          Digital Loss Group: 13
  Bit Rate: 1200                    Synchronization: async          Format:
Disconnect Supervision - In? y Out? n Duplex: full
Answer Supervision Timeout: 0


```

4. On page 2 of the display, verify that **Group Type** is set to **isdn** as shown in this image.


```

CC Avaya: display trunk-group 10 (page 3) 10/27/2008 5:28:47 PM

TRUNK FEATURES
  ACA Assignment? n
    Measured: none
    Wideband Support? n
    Internal Alert? n
    Maintenance Tests? y
    Data Restriction? n
    NCA-TSC Trunk Member:
    Send Name: y
    Send Calling Number: y
    Send EMU Visitor CPN? n
    Used for DCS? n
    Suppress # Outpulsing? n
    Format: public
    Outgoing Channel ID Encoding: preferred
    UUI IE Treatment: service-provider
    Replace Restricted Numbers? n
    Replace Unavailable Numbers? n
    Send Connected Number: y
    Hold/Unhold Notifications? n
    Modify Tandem Calling Number? n
    Network Call Redirection: none
    Send UUI IE? y
    Send UCID? y
    Send Codeset 6/7 LAI IE? y
    Dsl Echo Cancellation? n
    US NI Delayed Calling Name Update? n
    Network (Japan) Needs Connect Before Disconnect? n
    Apply Local Ringback? n
  
```

5. On page 3 of the display, verify all settings are as shown in this image.

After completing this procedure, return to the [Customer Configuration Overview](#).

Configure the Trunk Signaling Group

```

display signaling-group 10
Page 1 of 5

SIGNALING GROUP

Group Number: 10
Group Type: isdn-pri
Associated Signaling? y
Primary D-Channel: 001V324
Max number of NCA TSC: 0
Max number of CA TSC: 0
Trunk Group for NCA TSC:
Trunk Group for Channel Selection: 10
TSC Supplementary Service Protocol: a
Network Call Transfer? n
  
```

To verify/configure required settings for the trunk signaling group:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **display signaling-group n**, where n is the number of the applicable trunk group.
3. For **Group Type**, type the value: **isdn-pri**.
4. For **Associated Signaling**, type the value: **y**.

Customer Guide to Avaya DT-SO Integrations

5. For **Primary D-Channel**, the value must match channel 24 on the card used in the **add ds1** command when you configured the T1 board.
6. For **Trunk Group for Channel Selection**, the value should match the trunk group number used in the **add trunk group n** commands.
7. Make a note of the settings and provide them to your inContact WFO installation team.

After completing this procedure, return to the [Customer Configuration Overview](#).

Configure the Trunk Group Channels

```
display trunk-group 10                                     Page 5 of 21
                                                         TRUNK GROUP
                                                         Administered Members (min/max): 1/23
GROUP MEMBER ASSIGNMENTS                               Total Administered Members: 23

```

	Port	Code	Sfx Name	Night	Sig Grp
1:	001V301	MM710			10
2:	001V302	MM710			10
3:	001V303	MM710			10
4:	001V304	MM710			10
5:	001V305	MM710			10
6:	001V306	MM710			10
7:	001V307	MM710			10
8:	001V308	MM710			10
9:	001V309	MM710			10
10:	001V310	MM710			10
11:	001V311	MM710			10
12:	001V312	MM710			10
13:	001V313	MM710			10
14:	001V314	MM710			10
15:	001V315	MM710			10

To verify/configure the trunk group channels:

1. Log in to GEDI with an appropriately-permissioned account.
2. Type the command: **display trunk-group n**, where n is the number of the applicable trunk group.
3. On the first page of the trunk group channels (as shown in this image), verify that channels 01-23 on the board used are entered under Port and that **Sig Grp** matches the signaling group number for the trunk.
4. Make a note of the settings and provide them to your inContact WFO installation team.

After completing this procedure, return to the [Customer Configuration Overview](#).

Customer Administration Tasks

During ongoing use of the system, your inContact WFO administrator may need to configure new channels or reconfigure existing channels. This integration requires changes to the Voice Boards page in the inContact WFO Web Portal when channels are added or must be reconfigured.

With this integration, the number of channels on the inContact WFO Voice Board(s) corresponds to the number of trunks configured on the physical DT card. Adding channels may require the purchase and installation of server hardware and inContact WFO licensing. Contact inContact WFO Support for additional information.

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 online help or the *inContact WFO Administration Manual*. For channel settings specific to this integration, see [Channel Configuration Settings](#). Unless your system is licensed for the Voice Board Reloading feature, you will need to restart the Recorder service (cc_cticore.exe) after any Voice Board and/or Channel changes.

Any other Voice Board changes should only be done under direct supervision from inContact 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 an Avaya DT-SO integration:

Setting	Definition	Value
Number of Channels	<p>This will already be configured unless you are adding a new Ai-Logix card. In that scenario, select the value from the drop-down list based on the trunk configuration:</p> <ul style="list-style-type: none"> ▪ 23 – T1 ISDN for ISDN-signaled T1 trunks ▪ 24 – T1 RBS for T1 trunks with Robbed-bit ▪ 30 – E1 ISDN for ISDN-signaled E1 trunks ▪ 30 – E1 RBS for E1 trunks with Robbed-bit 	
Assign	<p>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, Appendix: Channel Assignment Settings Definitions.</p>	Anything
Assign Value	Type one PBX Trunk Member/Port ID per channel.	
Desc	Type an optional description for the channel.	
Name	Type an optional name for the channel that can be used in channel scripting.	
Trunk Tap	Indicates whether to use the trunk-tap capability of the card.	Unselected

Appendix: Channel Assignment Settings Definitions

The following table lists and defines the values that appear in the Assign setting drop-down list in Channel Configuration. Labels for these settings are affected by Terminology settings in the inContact WFO Web Portal.

This list is presented solely as a reference. You should always choose the Assign setting called for by your specific integration.

Setting	Definition
Not in Use	Identifies a channel that is licensed in the system but 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 the inContact WFO 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 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.

Customer Guide to Avaya DT-SO Integrations

Record and Instant Record	Limit calls to recording only, but of any recording type.
Unlicensed	Identifies a channel which may be present (for example, on a physical audio capture card) but for which there is no license in the system.

Document Revision History

Revision	Change Description	Effective Date
0	Initial version for this release	2015-04-30
1	Rebranded content.	2016-03-08