NICE | UPTIVITY
Agile WFO for SMB

Customer Guide to Avaya IP Office Integrations

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Version:	This guide should be used with NICE Uptivity (formerly Uptivity WFO Premise) v5.6 and higher.
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Introduction

Audience

This document is written for customers and prospective customers interested in using NICE Uptivity 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 NICE Uptivity.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Avaya/NICE Uptivity integration using Avaya IP Office, 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 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 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 Uptivity configuration, consult Uptivity 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 Passive VoIP Recording*.

- **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 Ai-Logix LD Integrations* or the *Customer Guide to Ai-Logix NGX Integrations*.

Customer Responsibilities

You are responsible for supplying the physical connection(s), IP connection(s), or both, 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 using DevLink Pro. The integration supports connection to a single Avaya IP Office server, connection to multiple IP Office 500 v2 appliances, or a combination of these.
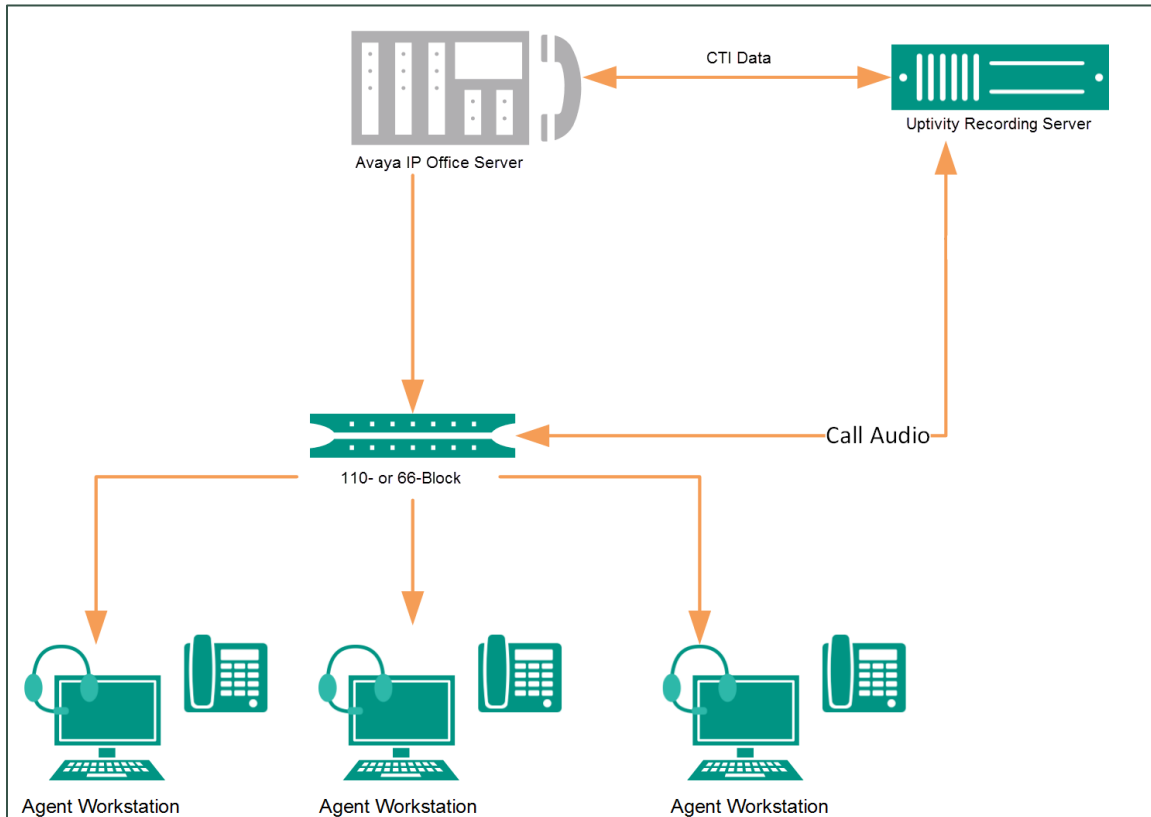
General architectural example of the Avaya IP Office integration. Connection is to a single IP Office server, with audio acquisition via station-side tapping in a wired telephony environment.

Customer Guide to Avaya IP Office Integrations

Component	Function
Avaya IP Office	Avaya ACD/PBX component that controls the audio being presented to and from digital phones, IP phones, or both. Also sends call control events and metadata (such as CallerID, Dialed Number, and so forth) to the Uptivity Recording Server.
Uptivity Recording Server	Receives audio, call control events, and business data. Provides a CTI interface for recording.

Avaya Requirements

This integration supports:

- Avaya IP Office 9.0

- Avaya IP Office Server Edition 9.1, with or without IP 500 v2 expansion

- Avaya IP Office 500 v2, in either standalone or expansion configurations

Required Avaya licensing includes:

- One CTI Link Pro license per IPO platform system to which NICE Uptivity will connect for recording

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

NICE Uptivity Requirements

This integration requires that the call recording software components be isolated on their own server. The requirements for that server vary depending on whether audio acquisition is through VoIP or Ai-Logix cards:

- **VoIP-IPO** — Audio is acquired via a physical, dedicated network interface card; therefore, the recording server cannot be virtual. The operating system for the recording server must be either Windows 7 or Windows 8.1. This is an Avaya requirement.

- **TDM-IPO** — Audio is acquired via physical Ai-Logix cards; therefore, the recording server cannot be virtual. The operating system for the recording server must be Windows 7. This is the only operating system supported by both Avaya and Ai-Logix for this integration.

All other NICE Uptivity software components must be installed on a separate server with an inContact-supported operating system. This server can be virtualized. For

related information, search online help for keyword *site requirements*. For Uptivity licensing, refer to the customer guide for your audio acquisition method.

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 configuration for the audio source integration. See the applicable document: *Customer Guide to Ai-Logix LD Integrations, Customer Guide to Ai-Logix NGX Integrations*, or the *Customer Guide to Passive VoIP Recording*.
2	Ensure that Avaya IP Office is installed and configured correctly for your environment.
3	Provide the following information to your NICE Uptivity deployment team: • IP address(es) for the Avaya IP Office server and IP 500 v2 appliances (if applicable) • DevLink password(s) for the Avaya IP Office server and IP 500 v2 appliances (if applicable)

Customer Administration Tasks

There are no ongoing administrative tasks related to this integration other than those required by the audio acquisition method. This integration supports two types of audio acquisition:

- **VoIP-IPO** — If you add or reconfigure channels, you will need to perform customer administration tasks found in the *Customer Guide to Passive VoIP Recording*.

- **TDM-IPO —** If you add or reconfigure channels, you will need to perform customer administration tasks found in the *Customer Guide to Ai-Logix LD Integrations* or the *Customer Guide to 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
3	Updated content to include support for IP 500 v2 appliances and OS limitations for TDM-IPO.	2016-05-28
4	Rebranded for NICE Uptivity.	2017-03-31