

The logo for NICE, featuring the word "NICE" in a bold, black, sans-serif font. Three small blue squares are positioned horizontally across the middle of the letters 'I', 'C', and 'E'.The logo for UPTIVITY, featuring the word "UPTIVITY" in a blue, sans-serif font. Below it, the text "Agile WFO for SMB" is written in a smaller, black, sans-serif font.

Customer Guide to Ai-Logix DP Integrations

May 2017

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Version: This guide should be used with NICE Uptivity (formerly Uptivity Premise) v5.6 or later.

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Introduction

Audience

This document is written for customers and prospective customers interested in using NICE Uptivity Call Recording in a wired telephony environment using Ai-Logix trunk tap cards from AudioCodes. Readers who will perform procedures in this guide should have a basic level of familiarity with wired (TDM) telephony, general networking, the Windows operating system, and NICE Uptivity.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Ai-Logix/NICE Uptivity integration, and to configure the telephony environment to support the integration.

This document is NOT intended as a specific system or network design document, nor is it intended to instruct the reader on telecom cabling methods and procedures. If further clarification is needed, consult your telephony vendor(s).

Assumptions

This document assumes the reader has access to an NICE 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 NICE Uptivity application administrator can click the **Customer Administration Tasks** bookmark to jump directly to that section.

To expand and collapse the bookmark pane, click the bookmark icon on the left side of the document window.

For information and procedures related to NICE Uptivity configuration, consult your NICE Uptivity installation team.

Ai-Logix DP cards are typically used to capture audio in combination with a separate CTI integration to your PBX for call control and metadata. In this scenario, refer to the applicable customer guide for your CTI integration for additional tasks and requirements.

Customer Responsibilities

You are responsible for supplying the physical connection(s), IP connection(s), or both to your telephone system, and for providing additional information about these connections to the NICE Uptivity Installation team. If you supply the server hardware for the installation, then you are also responsible for installing the physical Ai-Logix cards in the server.

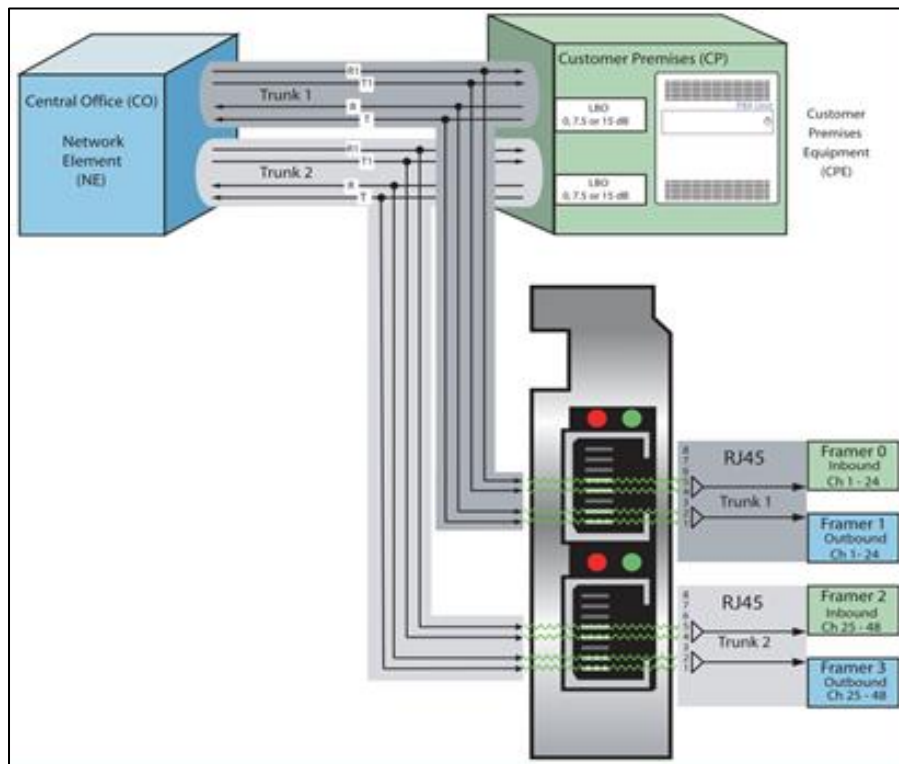
Ai-Logix DP Integration Overview

This integration uses Ai-Logix "DP" cards to capture digital audio from telephone trunks (such as E1s, T1s, and PRIs) via passive tap. A separate integration to your PBX is required for call control events and metadata.

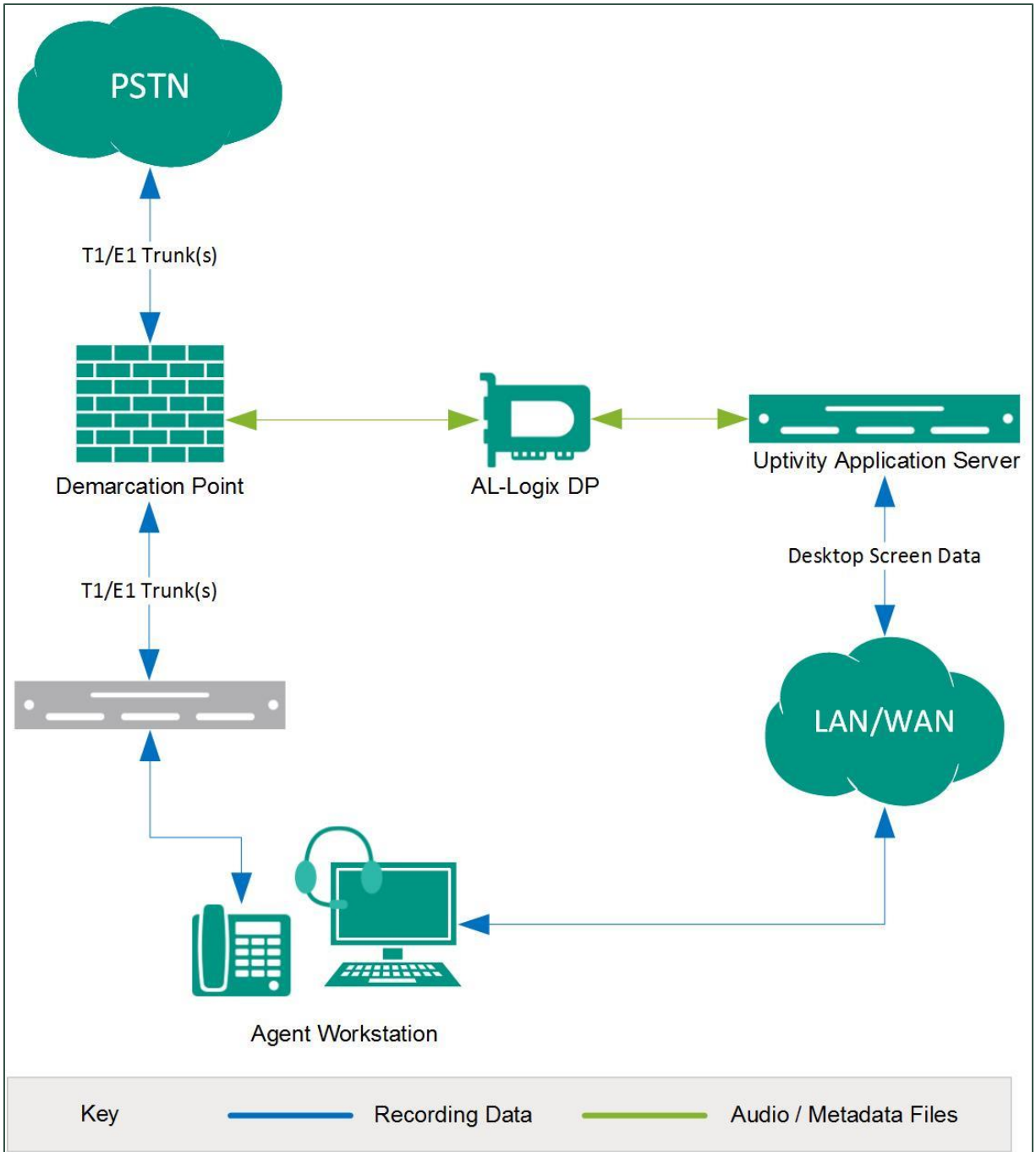
DP cards are sold only in dual-port versions. The number of channels that can be recorded per card depends on the trunk configuration. For example, a dual-port E1 card can record 60 channels, but a dual-port T1 card can record only 48 channels. Depending on the number of channels you want to record, multiple cards may be installed in a single NICE Uptivity system.

Premise Wiring Options

inContact recommends the wiring tap be accomplished through use of a patch panel that splits one input connection into two output connections, one to the PBX and one to the NICE Uptivity recording server. For more information, refer to AudioCodes documentation available from the AudioCodes website or from Uptivity Support.



Wiring diagram for passive trunk tapping



General architectural example of an integration using passive trunk tapping

Known Limitations and Considerations

- Because this integration requires the use of physical audio capture cards, virtualization of the NICE Uptivity recording server is not supported.
- Ai-Logix integrations do not support the real-time blackout functionality in NICE Uptivity.

Telephony Requirements

Hardware

While recording is PBX-agnostic, some PBX hardware and phone models require special consideration. For details, refer to AudioCodes documentation or ask your NICE Uptivity Sales Engineer.

Software

There are no telephony software requirements for analog recording unless a PBX integration is used. Ask your NICE Uptivity Sales Engineer if you have questions.

Licensing

Additional licensing is usually not required, but certain manufacturers require licensing to allow station tapping. For details, refer to AudioCodes documentation or ask your NICE Uptivity Sales Engineer.

NICE Uptivity Requirements

Hardware

NICE Uptivity hardware requirements vary depending on system configurations. Appropriate hardware is identified during the system implementation process.

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 DP 6409 T1/E1 Passive Tap Call Recording Blade

This card is dual-port and can connect to up to two (2) 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:

- NICE Uptivity, v5.6 or later

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

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

Licensing

- One (1) Voice Seat license per trunk channel to be recorded
- Additional licensing may be required if the system includes optional features (for example, Uptivity Screen Recording)

Customer Configuration Overview

The following table provides a high-level overview of the customer configuration steps in Ai-Logix digital trunk integrations.

Customer Configuration Steps for Ai-Logix Digital Trunk Integrations (DP Cards)	
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.

Customer Administration Tasks

During ongoing use of the system, your Uptivity administrator may need to configure new channels or reconfigure existing channels. At those times, this integration requires changes to the **Voice Boards** page.

The number of voice board channels corresponds to the number of channels configured on the physical Ai-Logix card. Adding channels may require purchase and installation of server hardware and Uptivity licensing. Contact Support for additional information.

For more information on voice board tasks, search online help for keyword *voice boards*.

Channel Configuration Settings for Voice Boards

This section provides a reference to channel settings that must be configured for the Ai-Logix LD integration. You should refer to this section whenever you add new channels to your Uptivity system.

Any other voice board changes should only be done under direct supervision from Uptivity 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.

The following table shows the settings that apply when configuring channels for Ai-Logix DP integrations.

Customer Administration Tasks

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	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, search online help for keyword <i>channel assignment</i> .	Dedicated Record (Device)
Assign Value	Type one PBX Trunk Member/Port ID per channel. This value is case sensitive.	
Desc	Enter an optional description for the channel.	
Trunk Tap	Indicates whether to use the trunk-tap capability of the card.	Selected

Document Revision History

Revision	Change Description	Effective Date
0	Initial version for this release	2016-06-14
1	Rebranded for NICE Uptivity.	2017-05-23