

NICE



UPTIVITY
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**Customer Guide to Avaya Aura
Contact Center (AACC)
Integrations**

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Version: AACC versions 6.4-7.0.3 are supported. This guide should be used with NICE Uptivity 16.1 or later.

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Introduction

Audience

This document is written for customers and prospective customers interested in using NICE Uptivity 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 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 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 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 on 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, talk to your NICE Uptivity installation team.

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

Terminology

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

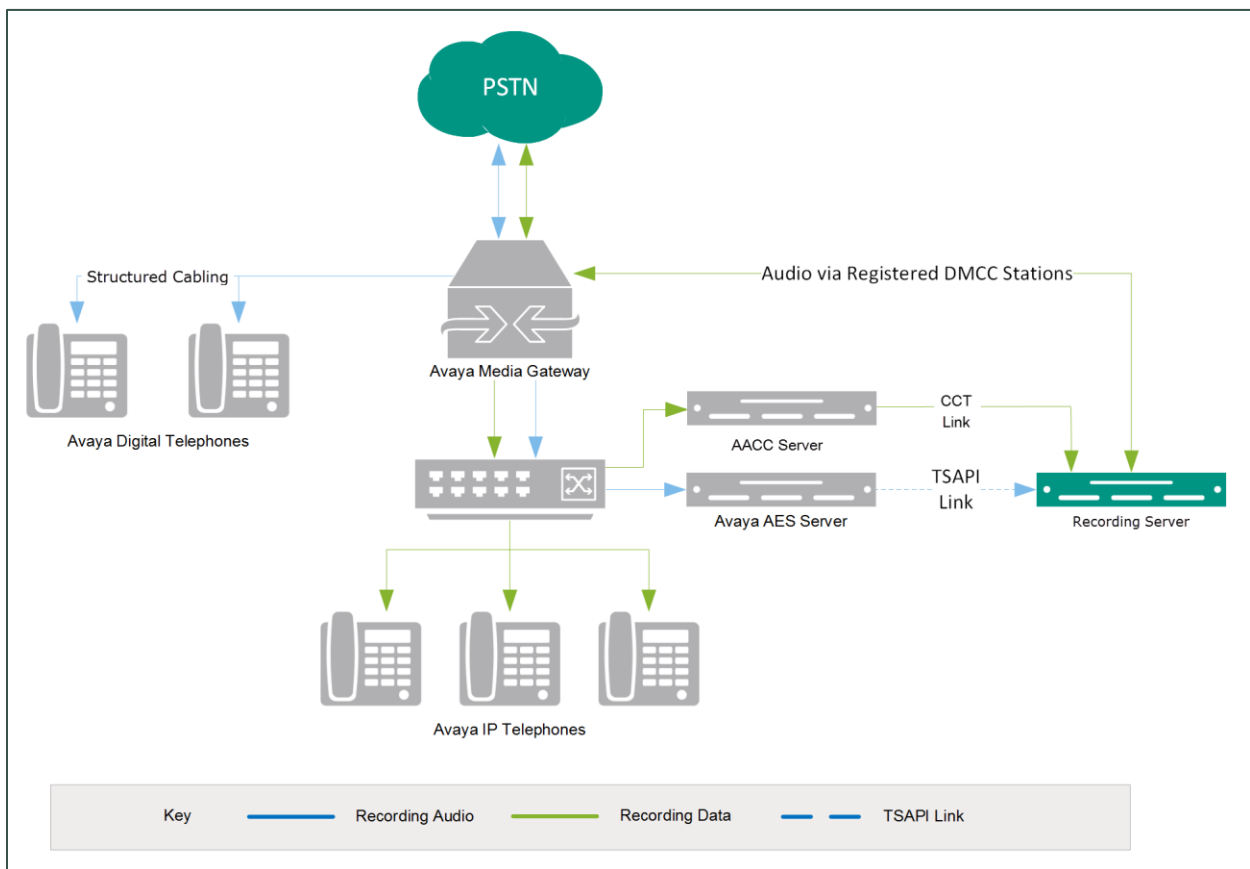
- **AACC** — Avaya Aura Contact Center. The AACC server hosts software that provides agent-related CTI events.
- **AES** — Application Enablement Services. The AES server hosts software that provides phone-related CTI events.
- **Avaya CMS** — Avaya Call Management System. This contact center product 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 NICE Uptivity.
- **S8300, S8500, S8700** — These are 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, 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 *Customer Guide to Avaya DMCC-MR Integrations*, the *Customer Guide to Avaya DMCC-SO Integrations*, or the *Customer Guide to Avaya DMCC-SSC Integrations*, as appropriate). Call control and metadata are provided by Avaya TSAPI, the AAC server, or both. SIP phones can be recorded with this integration.



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 phone, IP phones, or both.
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.
NICE Uptivity	Receives audio, call control events, and business data. Provides a CTI interface for recording. 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 – 7.0
- AACC 6.4
- Avaya Aura Agent Desktop 6.4

Licensing

Consult your Avaya resource for information on licensing requirements.

NICE Uptivity 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

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

Software

- NICE Uptivity

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 NICE Uptivity 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 NICE Uptivity user account to support the integration (see Configuring the NICE Uptivity User in AACC), and assign the agents to be recorded to that user.
7	Provide the following information to the NICE Uptivity installation team: <ul style="list-style-type: none"> • IP address for the AACC server • Communication port for the AACC server (the default is 29373) • Avaya domain for AACC • Username for the NICE Uptivity user account • Password for the NICE Uptivity user account

Customer Integration Tasks

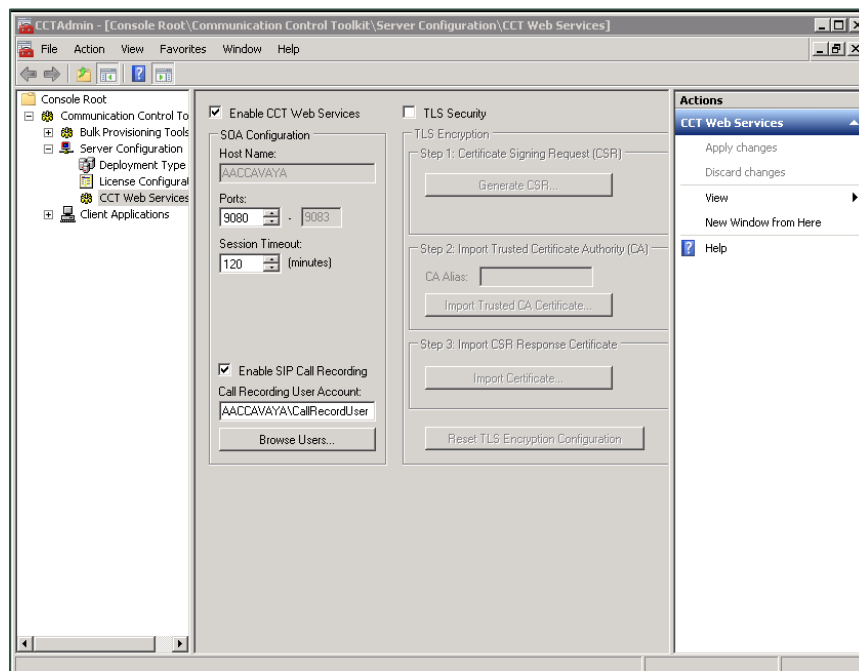
Refer to the appropriate guide for customer tasks related to your audio source integration: the *Customer Guide to Avaya DMCC-MR Integrations*, the *Customer Guide to Avaya DMCC-SO Integrations*, or the *Customer Guide to Avaya DMCC-SSC Integrations*.

Configuring the Communication Control Toolkit (CCT)

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 NICE Uptivity recording integration.

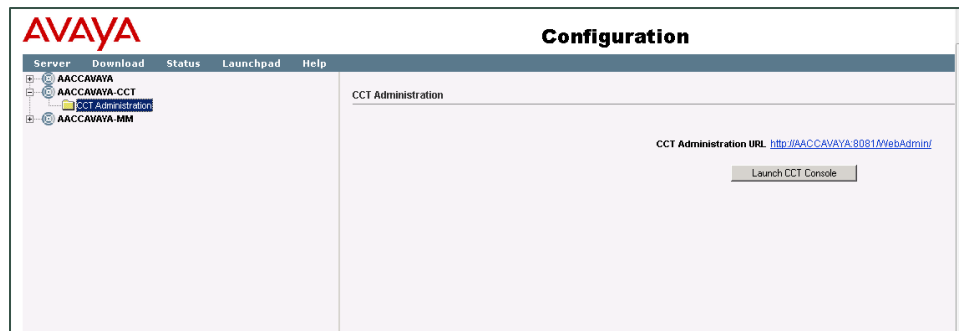
1. On the AACC server, navigate to **Start > Programs > Avaya > Contact Center > Communication Control Toolkit > CCT Console**.
2. Select the **Enable CCT Web Services** checkbox.



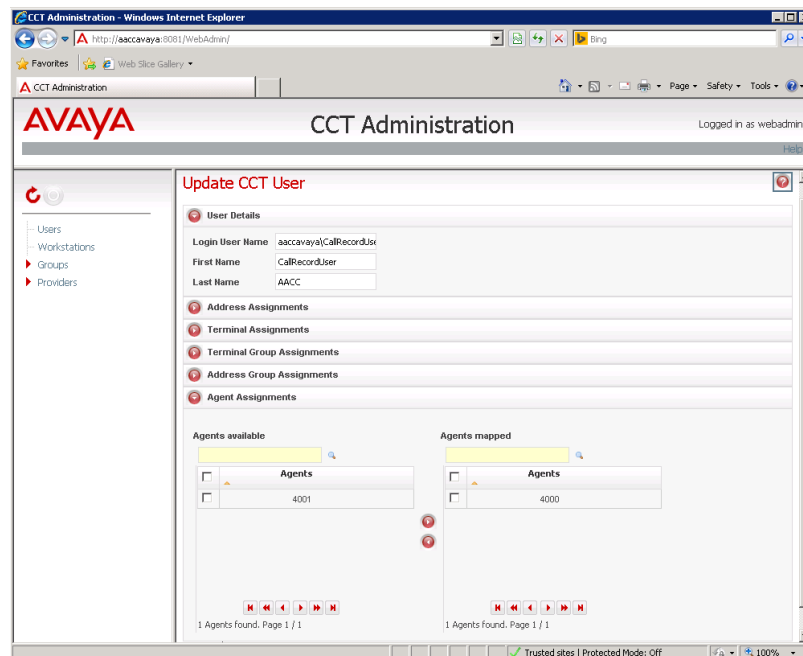
3. Select the **Enable SIP Call Recording** checkbox.
4. For **Call Recording User Account**, click **Browse Users** and select the account you created for NICE Uptivity to use.

Configuring the NICE Uptivity User 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 NICE Uptivity user account.
6. In the **User Details** section, verify the information for the NICE Uptivity 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 NICE Uptivity system, there are no specific tasks your administrator needs to perform in regard to the AACC integration. However, new agents must be assigned to the NICE Uptivity user account on the AACC server or they will not be recorded (see [Configuring the NICE Uptivity User in AACC](#)).

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