



# Customer Guide to Avaya DMCC- MR Integrations

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- **Version** — This guide should be used with NICE Uptivity (formerly Uptivity Premise) v5.6 or later.
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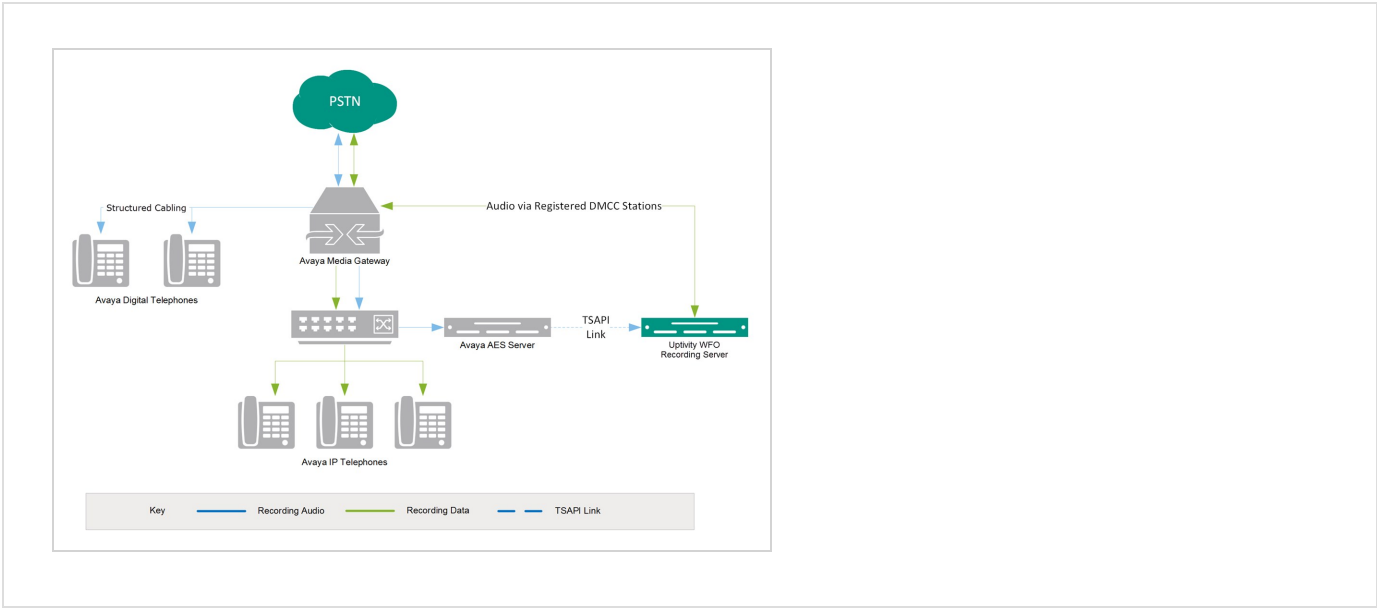
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# Integration Overview

**Version support:** 4.2.1-8.1

The Avaya DMCC-MR integration uses softphones on the Avaya AES server as the audio source, and receives call control events and metadata through AES using [TSAPI](#). Multiple registration supports mobility by allowing up to three devices to be registered against a single softphone extension.



| COMPONENT                             | FUNCTION                                                                                                                                                 |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Avaya CM Media Gateway</b>         | Controls the audio presented to and from digital phone, IP phones, or both.                                                                              |
| <b>Avaya AES</b>                      | Provides the DMCC CTI Interface to create and control virtual soft-phones for the purpose of call recording and to provide call metadata.                |
| <b>NICE Uptivity Recording Server</b> | Receives audio, call control events, and business data. Provides a CTI interface for recording. May host the Web Portal for playback and administration. |

## Need-to-Knows

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

This integration uses Avaya TSAPI. Refer to the [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:

| TERM                               | DEFINITION                                                                                                                                                                           |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>AES</b>                         | Application Enablement Services. The AES server hosts software that provides phone-related CTI events.                                                                               |
| <b>Avaya CMS</b>                   | 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. |
| <b>DMCC</b>                        | 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.                  |
| <b>GEDI</b>                        | Graphically-Enhanced DEFINITY Interface. Used by the customer or Avaya vendor to configure the Avaya CMS.                                                                            |
| <b>MR</b>                          | Multiple Registration. Avaya functionality that allows the customer to register up to three devices against a single softphone extension.                                            |
| <b>TSAPI</b>                       | Telephone Services Application Programming Interface. Avaya TSAPI is the actual software that provides the call control events and metadata to NICE Uptivity.                        |
| <b>S8300,<br/>S8500,<br/>S8700</b> | These are common models of Avaya PBX equipment.                                                                                                                                      |

## Known Limitations

- Only devices supporting Physical Device Services can be recorded. This excludes devices without a speaker-phone (such as CallMaster) and Avaya one-X® Attendant stations. This is an Avaya limitation.
- This integration provides “muxed” (mono) audio and therefore does not support speaker separation for reporting or analytics.
- This integration is confined to recording calls at DCP and Avaya H.323 IP extensions.

## Avaya Requirements

This integration requires Avaya TSAPI, which has additional software and licensing requirements.

### Hardware

- Avaya S8300, S8500, or S8700 media server
- Avaya AES

### Software

- Avaya CM
- Avaya AES

### Licensing

This integration requires the following licensing to be available:

- One (1) DMCC *basic* license per recording channel: either **DMCC\_DMC** on AES or **IP\_API\_A** on CM. Contact your Avaya vendor to determine the type of DMCC license your deployment requires.

A *full* DMCC license includes both a DMCC license (either VALUE\_DMCC\_DMC or IP\_API\_A), the IP station license (VALUE\_IP\_STA), and the Station license (VALUE\_STA). Licensing requirements should always be verified with your Avaya representative.

## Uptivity Requirements

### Hardware

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

### Software

- Uptivity
- CACE WinPcap (available from the WinPcap website)

### Licensing

- One (1) Voice seat license per named agent
- One (1) Voice Board Reloading license (optional)

Additional licensing may be required if the system includes optional features (for example, NICE UptivityScreen Recording).

## Customer Configuration Overview

The following list provides a high-level overview of the customer configuration steps in Avaya DMCC-MR integrations. Click "Next Section" at the bottom of the page for instructions on each step.

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 the tasks and procedures detailed in the Customer Guide to Avaya TSAPI Integrations.
4. Verify DMCC license availability.
5. Verify the Switch Configuration in AES.
6. Configure Softphone Stations on the AES Server.

# Customer Integration Tasks

## Note

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

## Verify DMCC License Availability

Licenses are needed to register the DMCC stations used for recording audio. Each DMCC station will need a DMCC\_DMC license on the AES server OR an IP\_API\_A license on the Avaya CM.

1. In your web browser, browse to the Web License Manager site for your AES server (typically `http://aes-server/WebLM/`, where "aes-server" is the hostname or IP Address of the AES).
2. Log in with an administrative account.
3. From the **Licensed Products** menu section, click **Application Enablement**.
4. On the **Licensed Features** table, the **Device Media and Call Control** entry lists the total and used values for DMCC\_DMC licenses.

The available IP\_API\_A license count can be accessed using GEDI. To verify IP\_API\_A licensing on the Avaya CM, run GEDI and enter "display system-parameters customer".

## Verify the Switch Configuration in AES

If a switch connection will be used to configure the Uptivity voice board, you must confirm that the connection was created, copy the connection name exactly as it appears, and provide that name to the Uptivity Installation team. To obtain this information:

1. Log in to the AES server with an administrative account.
2. Navigate to **Communication Manager Interface** and click **Switch Connection**.
3. Click **Edit H.323 Gatekeeper**.
4. Enter the gatekeeper's IP address if necessary.



## Configure Softphone Stations on the AES Server

For each Uptivity recording channel, a corresponding softphone station must be created and configured on the AES server.

To edit the configuration of a station:

1. In GEDI, enter "Display station xxxx", where xxxx is the station extension.
2. Set **Type** to a VoIP phone type (for example, **4610**).
3. Enter the **Security Code** (numerical passcode) for the extension.
4. Set **IP Softphone** to **Y**.

Record the **Extension** and **Security Code** values and provide this information to the Uptivity installation team.

# Customer Administration Tasks

During ongoing use of the system, your Uptivity administrator may need to configure new channels or reconfigure existing channels. This integration requires changes to the [Voice Boards](#) page in the NICE Uptivity Web Portal when channels are added or must be reconfigured.

## Channel Configuration Settings

This section provides a reference to channel settings that must be configured for the Avaya DMCC-MR integration. You should refer to this section whenever you [add new channels](#) to your NICE Uptivity system.

Any other voice board changes should only be done under direct supervision from Uptivity Support. If 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 settings apply when configuring channels for Avaya DMCC-MR integrations:

| SETTING         | DESCRIPTION                                                                                                                                                                                                  |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Assign</b>   | Used in deployments where physical devices and channels have a one-to-one correspondence, or to allocate specific channels to specific types of recording. Should be set to <i>Dedicated Record Device</i> . |
| <b>Station</b>  | Enter a DMCC station extension.                                                                                                                                                                              |
| <b>Password</b> | Enter the password for the DMCC station.                                                                                                                                                                     |
| <b>Name</b>     | Enter an optional name for the channel that can be used in channel scripting.                                                                                                                                |

If your system is not licensed for Voice Board Reloading, you must restart the CTI Core service after any changes to voice boards, channels, or both.