

**NICE**



**UPTIVITY**  
Agile WFO for SMB

**Customer Guide to Mitel SRC  
Integrations**

# Customer Guide to Mitel SRC Integrations

Version: Mitel SRC versions 6.0-10.1 are supported. This guide should be used with NICE Uptivity v5.6 or later.

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Contact: Send suggestions or corrections regarding this guide to [documentationrequests@incontact.com](mailto:documentationrequests@incontact.com).

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# Introduction

## Audience

This document is written for customers and prospective customers interested in using NICE Uptivity in Mitel environment using the Mitel Secure Recording Connector (SRC). Readers who will perform procedures in this guide should have a basic level of familiarity with IP telephony, the Mitel PBX, 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 NICE Uptivity integration using Mitel SRC, and to configure the telephony 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 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.

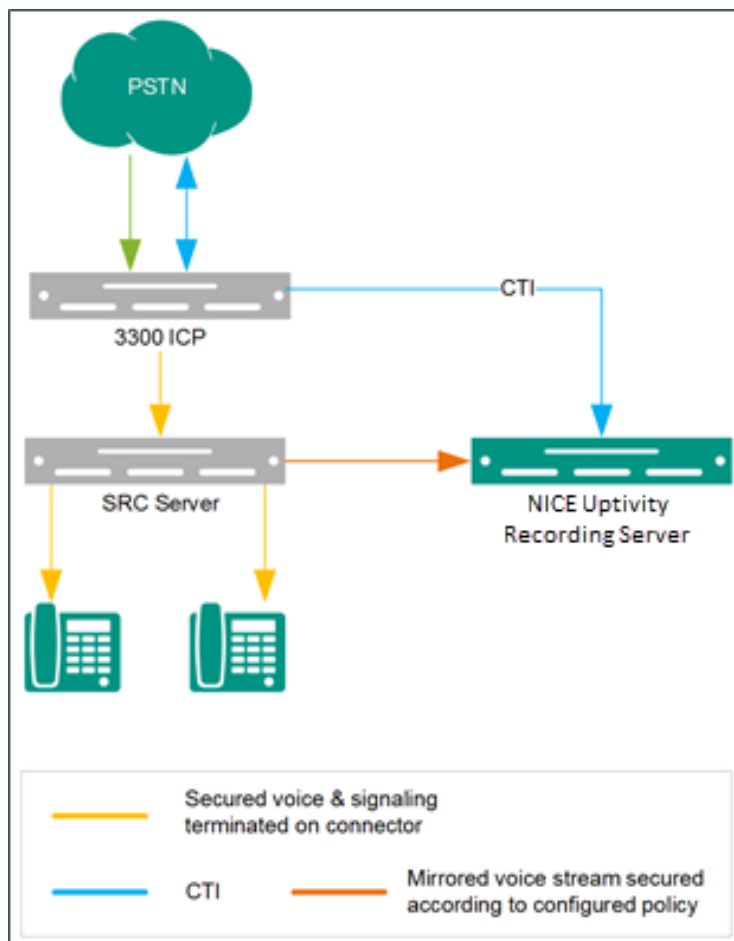
For information and procedures related to NICE Uptivity configuration, talk to your NICE Uptivity installation team.

## 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 Mitel. You are also responsible for configuring PBX system components to support the recording integration. See the [Customer Integration Tasks](#) section for additional information.

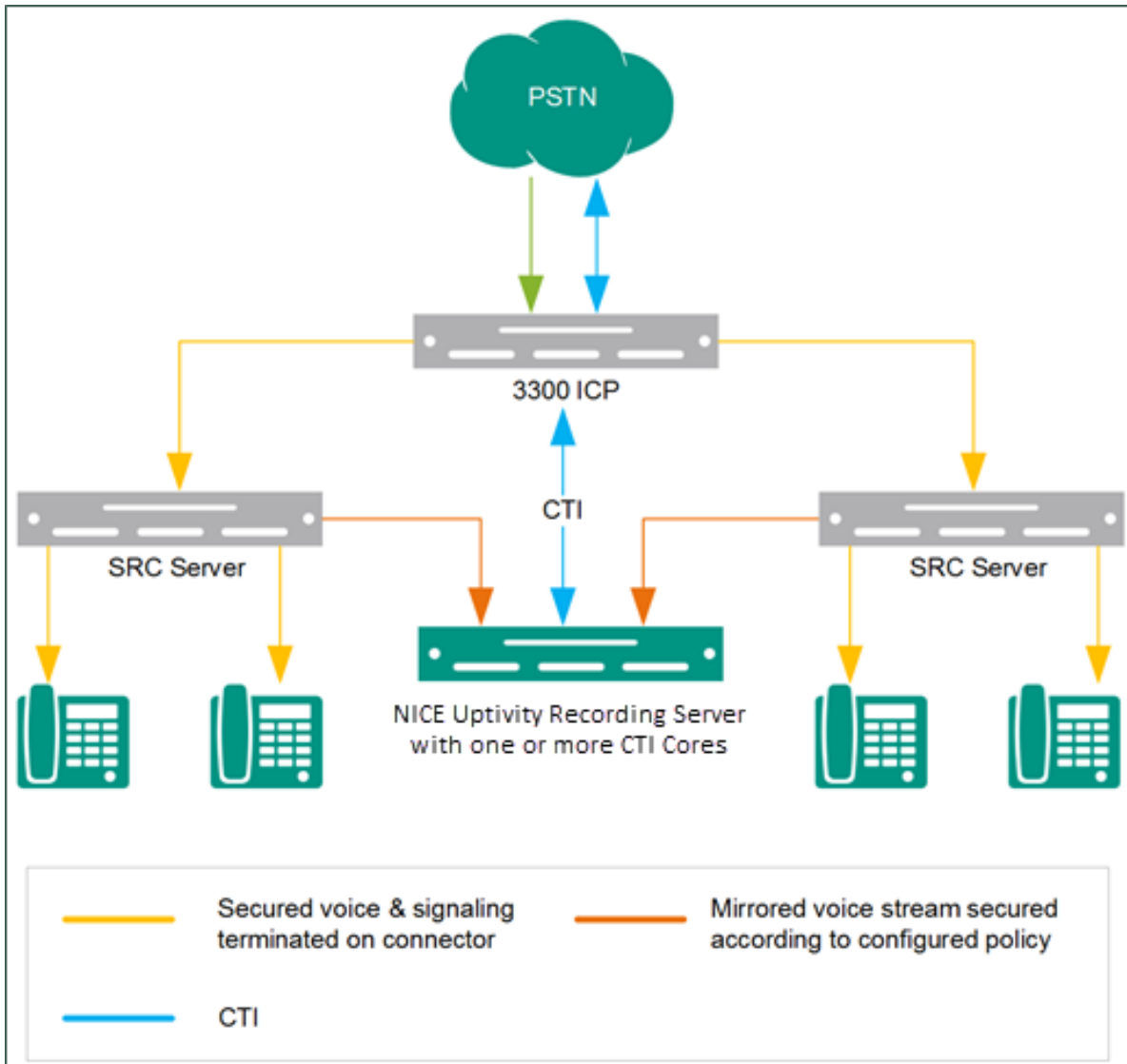
## Mitel SRC Integration Overview

Mitel develops business communication solutions including contact center and unified communications software, and business phones. NICE Uptivity can integrate with the Mitel 3300 Integrated Communications Platform (ICP) for both audio and CTI data. Call control events and metadata are sent to the NICE Uptivity server by the 3300 ICP using Mitel's MiTAI Application Programming Interface (API). For calls to be recorded, the Mitel SRC sends a duplicate audio stream to the NICE Uptivity server, which is registered with the SRC as call recording equipment.



**General architectural example of the Mitel SRC integration**

NICE Uptivity can also support recording in a Mitel High Availability environment, a Load Balanced environment, or both. In this case, multiple Uptivity recording cores (on the same server or different servers) can be connected to multiple SRCs. The SRCs control load balancing and, if necessary, failover by directing audio and CTI streams to the appropriate Uptivity recording cores/servers.



**General architectural example of a Mitel SRC integration using multiple SRCs and multiple recording cores on a single NICE Uptivity server**

## Mitel SRC Integration Overview

Component	Function
<b>Mitel 3300 ICP</b>	IP PBX; provides CTI data to NICE Uptivity including call control events and metadata.
<b>Mitel SRC</b>	Starts/stops recordings by sending mirrored, encrypted voice stream to NICE Uptivity for calls to be recorded.
<b>NICE Uptivity Server</b>	<p>Receives call control events and business data and provides a CTI interface to the NICE Uptivity recording node.</p> <p>The NICE Uptivity server has these responsibilities:</p> <ul style="list-style-type: none"><li>• Records calls based on its registration with the SRC as call recording equipment</li><li>• Uses MiTAI (a Mitel interface) to receive call control events and capture metadata from the ICP</li><li>• Copies the finished recordings to the NICE Uptivity storage location</li><li>• Provides users with an interface for call playback, QM, and other functionality</li></ul>

## Mitel Requirements

Review the *Mitel Secure Recording Connector Engineering Guidelines* document for direction regarding:

- ICP and IP Phone compatibility
- Hardware/Software Requirements
- Bandwidth Requirements
- Supported LAN configurations

Secure Recording Connector requires the Mitel SRC Base Pack license, which includes the license for the SRC software and five SRC channel licenses. The number of SRC channel licenses must match the number of NICE Uptivity seat licenses for the implementation. These licenses must be obtained from Mitel or a Mitel-authorized reseller.

This integration is supported for:

- Mitel 3300 ICP MCD v4.0 – 5.0
- Mitel SRC/MBG v2.2 – 7.1



## NICE Uptivity Requirements

### Hardware

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

### Software

- NICE Uptivity

Additional third-party software is required for this integration:

- CACE WinPcap version 4.1.x available from Uptivity or WinPcap website

### Licensing

- One (1) Voice seat license per named agent **or**
- One (1) Voice concurrent session license for each simultaneous call that will be recorded
- One (1) Mitel MiTAI Server Edition license
- 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 Mitel SRC integrations. Links are provided for tasks that are covered in this guide.

Customer Configuration Steps for Mitel SRC Integrations	
1	Complete all necessary physical and IP connections between the recording server(s) and the LAN.
2	Configure the Mitel 3300 ICP and SRC as outlined in Mitel documentation, including support for high availability and/or load balancing if applicable.
3	<a href="#">Approve NICE Uptivity Enrollment.</a>

# Customer Integration Tasks

## Approve NICE Uptivity Enrollment

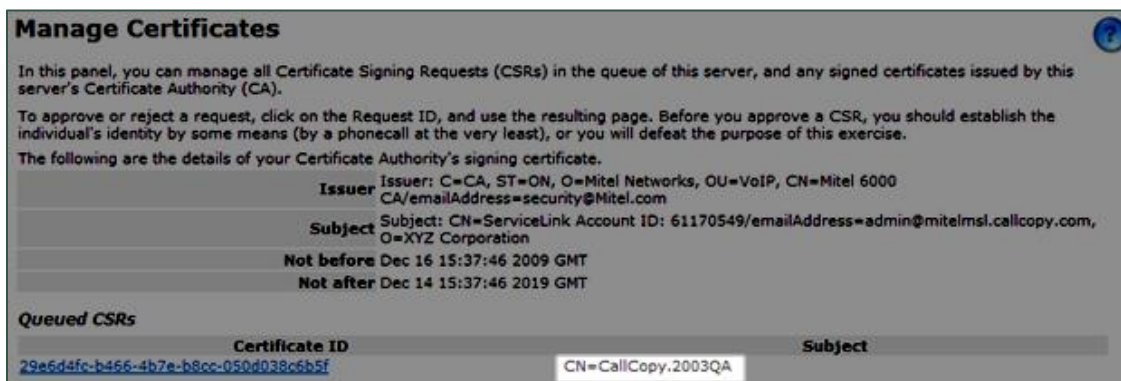
To avoid delays in your installation, this procedure should be performed concurrently with the Enroll NICE Uptivity with Mitel SRC on the NICE Uptivity server. For details, ask your NICE Uptivity installation team.

NICE Uptivity must be enrolled (that is, registered) as Call Recording Equipment (CRE) with the Mitel SRC server to record calls. This task is performed by the NICE Uptivity installation team, but the enrollment must be approved by someone with administrative privileges on your Mitel system.

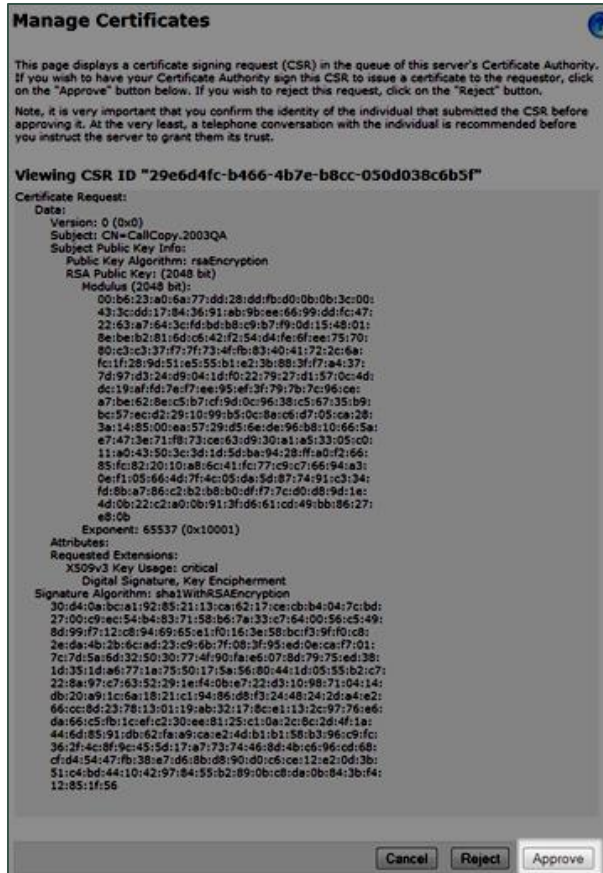
1. Log into the Mitel Standard Linux server manager with an appropriately-permissioned account and, under Security, click **Certificate Management**.



2. Confirm with your NICE Uptivity installation team that **CN=** value matches the CRE CN value shown on the NICE Uptivity server.



3. Click **Approve**.




If your NICE Uptivity implementation includes multiple recording cores, you will need to perform this procedure more than once. Your NICE Uptivity installation team will let you know how many certificates must be approved. Each successful approval will be confirmed with a message such as that shown in the following image:



## 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.

 The number of Mitel SRC channel licenses must match the number of Uptivity WFO seat licenses for the implementation. If you add recording channels, confirm that you have sufficient SRC channel licenses to support the new channels.

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 Mitel SRC integrations.

Setting	Definition	Value
<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. For details, search online help for keyword <i>channel assignment</i> .	Concurrent Licensing: <b>Anything</b> Per-Seat Licensing: <b>Dedicated Record</b>
<b>Assign Value</b>	If <b>Assignment Type</b> is <i>Anything</i> , leave this field blank. If <b>Assignment Type</b> is set to a <i>Dedicated Record</i> option, enter the value for the corresponding device. This value is case sensitive.	
<b>Name</b>	Leave this field blank; recordings are sent by the SRC and any phone may be recorded on any channel.	

## CTI Monitors Overview

In some integrations, NICE Uptivity requires a list of devices to monitor (CTI Monitors). Any phone or device that should be monitored must be configured in this list. You can also establish **Prefix** and **Postfix** settings for all monitors, which can be used to distinguish extensions by areas or groups.

With Mitel SRC, the NICE Uptivity **CTI Core** service monitors the phone devices to be recorded. When you add or reconfigure a channel, you must configure a CTI monitor for each of these values. In multiple Core/multiple SRC environments, *every* CTI monitor change must be made on *every* core.

For more information on configuring CTI monitors, search online help for keyword *cti monitor*.