



Customer Guide to Ai-Logix DP 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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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.

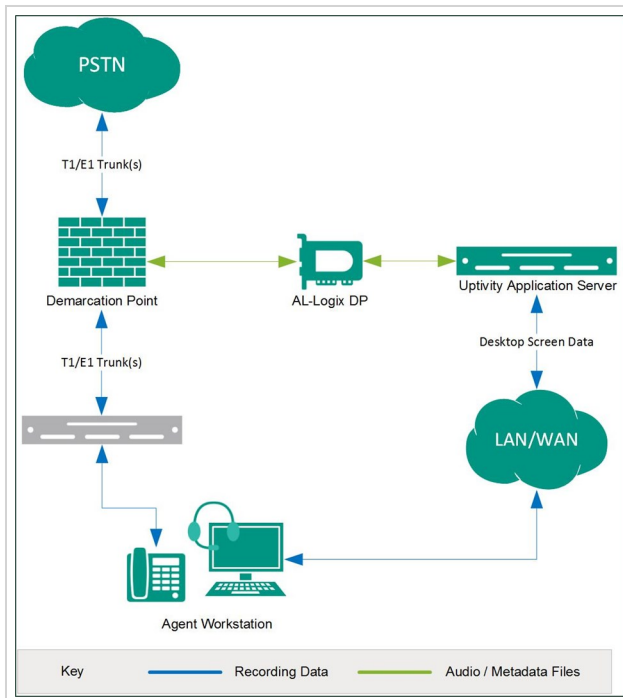
DP cards are sold only in dual-port versions. The number of channels that can be recorded per card depends on the trunk configuration. For example, a dual-port E1 card can record 60 channels, but a dual-port T1 card can record only 48 channels. Depending on the number of channels you want to record,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



The following image shows a general architectural example of an integration using passive trunk tapping.



Need-to-Knows

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.

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 Uptivity.
- For environments that use Ai-Logix recording integrations with Uptivity, live monitoring is only supported when analog Ai-Logix cards are used with TDM phones or VoIP phones using the following codecs: G.711, G.729, iLBC, L16. Live monitoring is not supported with digital Ai-Logix cards.

Customer Responsibilities

You are responsible for supplying any physical and IP connections 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.

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, NICE Uptivity Screen Recording)

Customer Configuration Overview

1. Install the Ai-Logix cards in customer-supplied servers.
2. Complete all necessary physical connections between the recording servers and the telephony system.
3. Complete all necessary physical and IP connections between the recording servers 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 Uptivity Support for additional information.

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

These settings apply when configuring channels for Ai-Logix DP integrations:

SETTING	DEFINITION	VALUE
Number of Channels	<p>This will already be configured unless you are adding a new Ai-Logix card. When adding a new card, 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-sigaled T1 trunks• 24 - T1 RBS for T1 trunks with Robbed-bit• 30 - E1 ISDN for ISDN-sigaled 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 <i>channel assignment</i> .	Dedicated Record (Device)
Assign Value	Type one PBX Trunk Member/Port ID per channel. This value is case sensitive.	
Trunk Tap	Indicates whether to use the trunk-tap capability of the card.	Selected

Note:

You must restart the CTI Core service after any changes to voice boards, channels, or both.