

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" and "C".The logo for UPTIVITY, featuring the word "UPTIVITY" in a blue, sans-serif font. Below it, the tagline "Agile WFO for SMB" is written in a smaller, grey, sans-serif font.

Customer Guide to Avaya Proactive Outreach Manager (POM) Integrations

Introduction

Customer Guide to Avaya Proactive Outreach Manager (POM) Integrations

Version: Avaya POM version 3.0 is supported. This guide should be used with NICE Uptivity 17.3.

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Contact: Send suggestions or corrections regarding this guide to documentationrequests@incontact.com.

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Introduction

Audience

This document is written for customers and prospective customers interested in using Uptivity Call Recording in an Avaya Proactive Outreach Manager telephony environment. Readers who will perform procedures in this guide should have a basic level of familiarity with IP telephony, general networking, the Windows operating system, Avaya Proactive Outreach Manager, and Uptivity.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Avaya/Uptivity integration using the Avaya Proactive Outreach Manager, 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 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 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 Uptivity configuration, consult the Uptivity installation team.

The Avaya Proactive Outreach Manager integration requires another DMCC integration for its audio source. Refer to the appropriate guide for the audio source integration for additional knowledge and requirements: *Customer Guide to Avaya*

DMCC-MR Integrations, Customer Guide to Avaya DMCC-SO Integrations, or Customer Guide to Avaya DMCC-SSC Integrations.

The customer is expected to have a working environment with Avaya Proactive Outreach Manager. No specific configuration of Avaya POM components is required to integrate with the Uptivity software.

Terminology

To ensure a common frame of reference, this guide uses the following terms in conjunction with this Avaya integration:

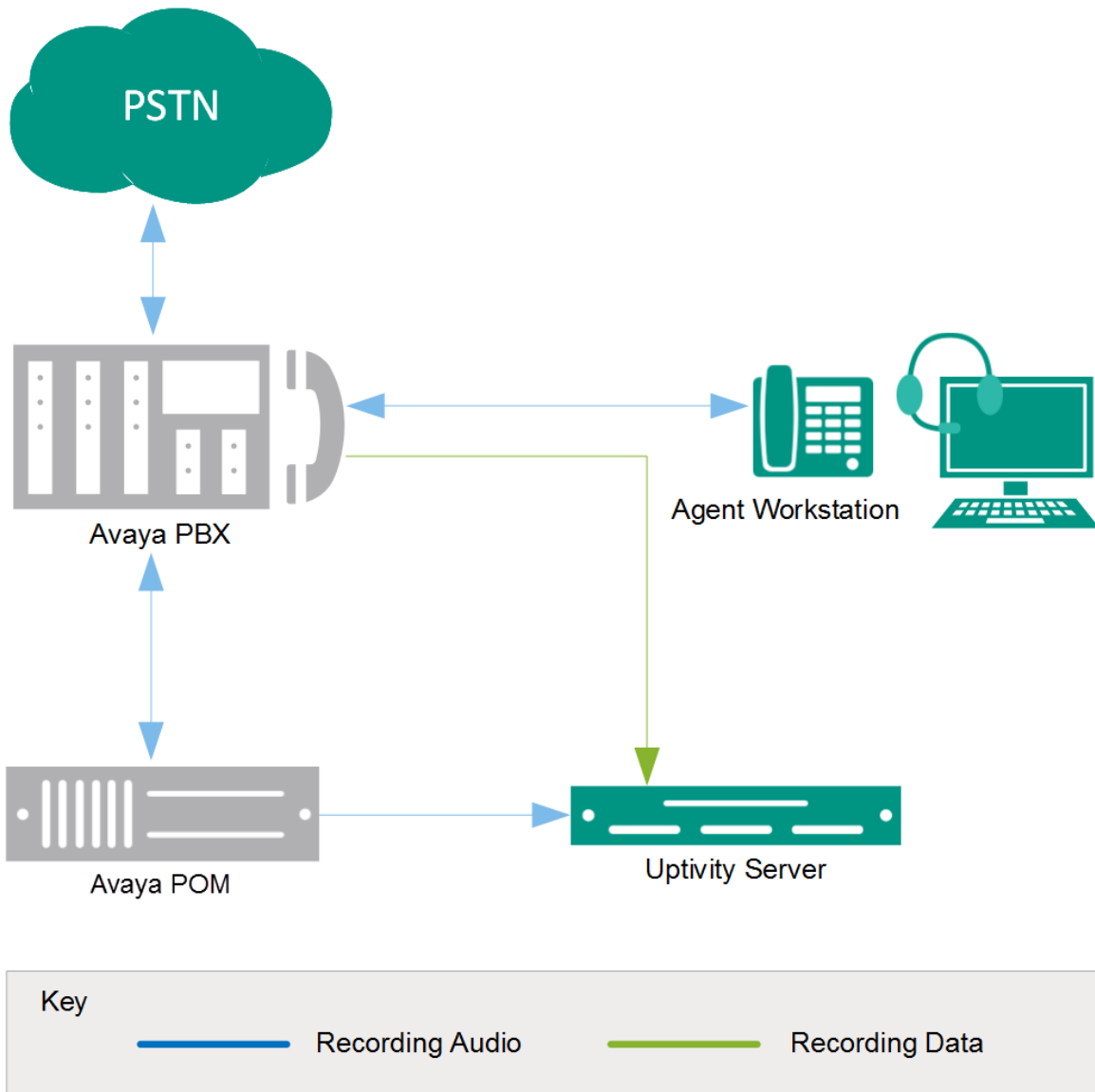
- **AACC** – Avaya Aura Contact Center. AACC is an Avaya contact center product that is common in VoIP environments and in multi-channel call centers due to its support for non-voice interactions.
- **AES** – Application Enablement Services. The AES server in an Avaya contact center hosts software that provides 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 and AACC servers provides a means of active recording via VoIP, even for endpoints that are not IP telephones.
- **POM** – Proactive Outreach Manager. POM is an outbound platform (dialer) for creation and management of outbound and blended phone campaigns and customer communications.
- **TSAPI** – Telephone Services Application Programming Interface. Avaya TSAPI is the actual software that provides the call control events and metadata to Uptivity WFO.
- **S8300, S8500, S8700** – These are common models of Avaya PBX equipment.

Customer Responsibilities

You are responsible for supplying any necessary physical and IP connection(s) to your telephone system and data network, 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 POM Integration Overview

The Avaya POM integration is designed to work with active VoIP (using DMCC) as an audio source. Call control and metadata are provided by the Avaya POM dialer.



General architectural example of the Avaya POM integration; the audio source is not shown.

| Component | Function |
|------------------------|--|
| Avaya PBX | PBX component that controls the audio being presented to and from digital and/or IP phones. |
| Avaya POM | Dials outbound calls and receives inbound calls. Directs the PBX to connect calls to agents. Sends events (such as CALLCONNECT, CALLDISCONNECT, and so forth) and other data (such as Agent ID) to Uptivity WFO Server. |
| Uptivity Server | Provides an interface to the NICE Uptivity recording node to start/stop call recording. Generates call records in the Uptivity database that store Agent ID and other information. |

Avaya Requirements

Software

- Avaya POM Release 3.0 or later

These requirements are in addition to the audio source requirements; refer to the relevant customer guide for details.

Software & Licensing

No additional software or licensing is needed.

NICE Uptivity Requirements

Hardware, Software, and Licensing

The Uptivity hardware and software requirements are specified in the customer guide for the specific audio source integration. Those guides also explain the licensing requirements. No additional Uptivity licensing is needed.

Customer Configuration Overview

The following table provides a high-level overview of the customer configuration steps in Avaya Proactive Outreach Manager integrations. Links are provided for tasks that are covered in this guide.

| Customer Configuration Steps for Avaya POM Integrations | |
|---|--|
| 1 | Perform any required configurations for the audio source integration. See the applicable document: <i>Customer Guide to Avaya DMCC-MR Integrations</i> , <i>Customer Guide to Avaya DMCC-SO Integrations</i> , or <i>Customer Guide to Avaya DMCC-SSC Integrations</i> . |
| 2 | Provide the POM server host, port, and credentials to your Uptivity installation team. |

Customer Integration Tasks

Detailed steps for the Avaya configuration can be found in Avaya's documentation, which is available on the Avaya website or from your Avaya vendor. You should always use the appropriate guides from Avaya to install and configure Avaya components.

Provide POM User Account for Uptivity

Uptivity requires a user account on the Avaya Proactive Outreach Manager to receive events. Whether an existing account is used or a new account is created specifically for this purpose, you will need to provide the username and password to your Uptivity WFO installation team.

Provide POM Server and Port for Uptivity

Uptivity uses the POM server address and port to communicate with the server for metadata and call information. You will need to 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 section provides information needed to perform these integration-specific tasks.

Recording Administration for the Avaya POM Integration

This integration works with active VoIP (using DMCC) as an audio source. If you add or reconfigure channels, you will need to follow any procedures specific to those audio sources as found in the appropriate customer guide. Contact Uptivity Support if assistance is required.