



Customer's Guide to Alcatel OXE Integrations

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Version: Alcatel OXE versions R11.0-R12.0 are supported. This guide should be used with NICE Uptivity versions 18.x or higher.

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Introduction

Audience

This document is written for customers and prospective customers interested in using Uptivity Call Recording in an Alcatel 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, Alcatel OXE and Uptivity.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Alcatel-Uptivity integration using the Alcatel OXE solution, and to configure the Alcatel 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.

Terminology

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

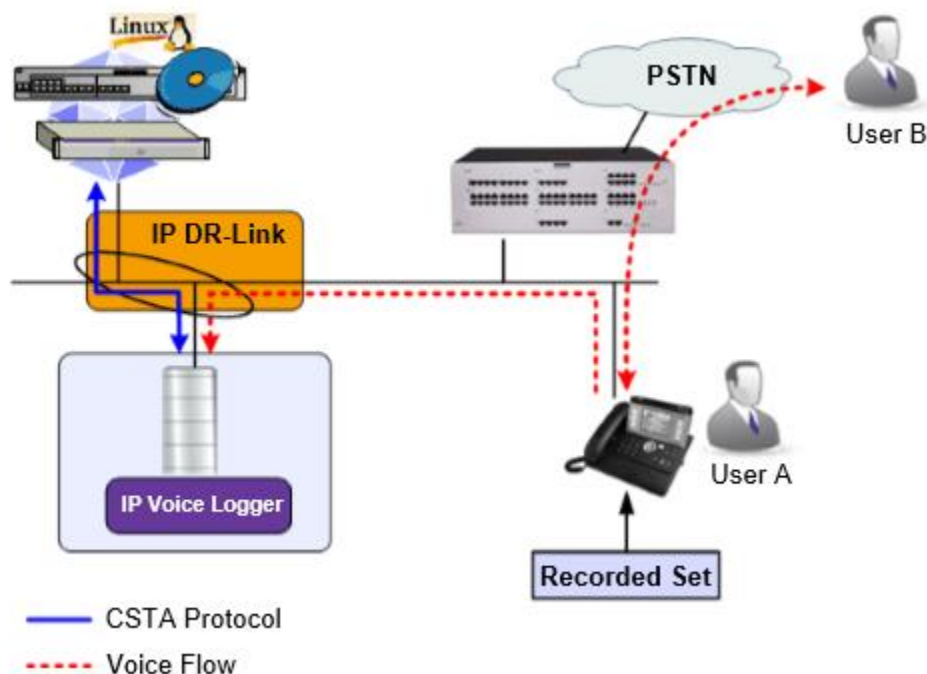
- **AES** — Application Enablement Services. The AES server in an Alcatel contact center hosts software that provides CTI events. NICE Uptivity can use AES as a CTI source.
- **CSTA** — Computer-Supported Telecommunications Application.
- **OXE** — OmniPCX Enterprise. A private switch.
- **OXE CS** — OmniPCX Enterprise Communication Server.
- **TSAPI** — Telephone Services Application Programming Interface. Alcatel TSAPI is the software that provides the call control events and metadata to Uptivity.

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 Alcatel. You may also be responsible for configuring Alcatel system components to support the recording integration. See your specific integration in the [Customer Integration Tasks](#) section for additional information.

Alcatel OXE Integration Overview

The NICE Uptivity-Alcatel OXE recording integration utilizes Alcatel's IP DR-Link (IP Dedicated Recording Link). The IP DR-Link is a dedicated interface to a voice logger that records Alcatel-Lucent IP Touch sets. Additionally, the link is optimized for recording Alcatel-Lucent IP Phones with direct RTP and better resiliency. The recording solution is based on the ability of IP touch sets to send the RTP flows to be recorded directly to a VoIP logger. NICE Uptivity receives metadata and call control events through AES using TSAPI.



Known Limitations

- The G.723 codec is not supported
- SIP phones (including ALE phones) are unable to be recorded by the IP DR-Link

Audio Codec Support

The following codecs are supported by NICE Uptivity for recording. If you have any difficulties enabling a specific codec, please contact your Alcatel support resource for assistance.

- G.711
- G.722
- G.729a
- iLBC

Alcatel OXE Requirements

Hardware

Supported phone types:

- 4008 (NOE)
- 4018 (NOE)
- 4028 (NOE)
- 4038 (NOE)
- 4068 (NOE)
- My Phone IP Desktop 4068 (NOE)
- IP Desktop Softphone (NOE)
- 8018 (NOE)
- 8028 (NOE)
- 8038 (NOE)
- 8068 (NOE)
- 8082 (NOE)
- IP Desktop Softphone IOS (NOE)

Software

Alcatel OXE.

Licensing

An IP DR-Link license. One license per call to record independently of the phone/device and independently of the connected recorder.

NICE Uptivity Requirements

Hardware

Uptivity hardware requirements vary depending on system configurations. Appropriate hardware is identified during the system implementation process. For additional information, search online help for keyword *site requirements*.

Software

- NICE Uptivity.

Additional third-party software is required for this integration:

- CACE WinPcap version 4.1.x (available from the 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

Additional licensing may be needed if optional features (such as inContact Screen Recording) are included in the system.

Customer Configuration Overview

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

Customer Configuration Steps for Alcatel OXE Integrations	
1	Configure CSTA parameters
2	Configure the Record Authorization parameter
3	Declare one or more Recording IP Loggers
4	(Optional) Configure the Quality of Service parameter
5	Configure IP DR-Link Licenses

Customer Integration Tasks

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

Configure CSTA parameters

In the **CSTA** page:

1. Specify **YES** for the **DR-Link of IP supported** parameter.
2. Configure the **End of Recording on end of call** parameter. Valid values are **YES** or **NO**. This setting determines whether or not to continue recording before the end of a call.

By specifying **YES** for this parameter, the recording remains active until "Stop Recording IP" is requested even if the device goes out of service.

This parameter is only available if IP DR-Link is used (not for DR-Link).

```

Telnet 192.168.20.245
Review/Modify: CSTA
Node Number (reserved) : 4
Instance (reserved) : 1
Instance (reserved) : 1
Secret Identity + YES
Set Callback On Calling Device + NO
Automatic Reconnection + NO
Tone Detection For Make-Call + NO
Busy Tone + YES
Commutation On Called Answer + NO
UAD on ISDN connection + YES
Recording Centralizing Node + NO
Associate Recording Node : 2
Answering machine detection by UAD + NO
Transfer answ. machine detected + NO
Logoff agent by CSTA without pswd + NO
DR-Link on IP supported + YES
End of recording on end of call + NO
Use Call Line Identification + NO
Calling Party Name only + NO
  
```

Configure the “Record Authorization” parameter

On the **Phone Facilities Categories** page, specify **1** for the **Record Authorization** parameter.

The Record Authorization parameter allows the System Administrator to authorize recording a category of users.

```

Consult/Modify: Phone Facilities Categories
  Prot.against UIP Private Call : 0
  Prot.against Private Call res1 : 0
  Prot.against Private Call res2 : 0
  Prot.against Automatic answer : 0
    Authorized DISA unlocking : 0
    Temporized Call Release : 0
  Calling name display (CNIP/I-CNAM) : 0
  Int. calls overflow if caller : 0
  Int. calls overflow if called : 0
    Record Authorization : 1
    Casual Conference : 0
  Silence Connection on Agent : 0

  Routing Mode At Off Hook + NO Routing
  Inter-Company Calling Right + False

  Set features

  Immediate forward : 1
  Immediate forward on busy : 1

```

Declare Recording IP Loggers

On the **Recording IP logger** page, enter the IP address of the Uptivity server hosting CTI Core.

```

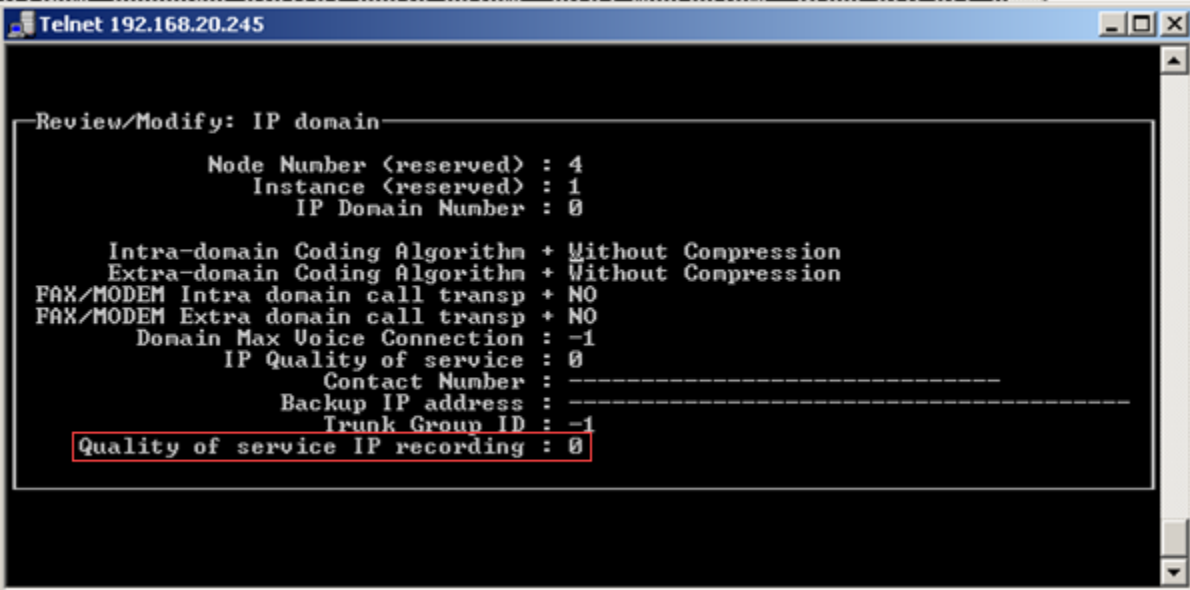
Telnet 192.168.20.245

Review/Modify: Recording IP logger
  Node Number (reserved) : 4
  Instance (reserved) : 1
  Index : 0
  IP address : 192.168.20.44

```

(Optional) Configure the Quality of Service parameter

If necessary, configure the **Quality of service for IP recording** parameter to have a different TOS/DiffServ for recording (in order to not disturb voice communications).



```
Telnet 192.168.20.245

Review/Modify: IP domain
      Node Number (reserved) : 4
      Instance (reserved) : 1
      IP Domain Number : 0

      Intra-domain Coding Algorithm + Without Compression
      Extra-domain Coding Algorithm + Without Compression
      FAX/MODEM Intra domain call transp + NO
      FAX/MODEM Extra domain call transp + NO
      Domain Max Voice Connection : -1
      IP Quality of service : 0
      Contact Number : -----
      Backup IP address : -----
      Trunk Group ID : -1
      Quality of service IP recording : 0
```

Configure IP DR-Link Licenses

There are two software locks that must be configured for the IP DR-Link:

Lock 130: Specifies the type of voice recording system that is being used:

- "0" if no voice recording system is connected
- "1" for NICE recording systems

Alcatel OXE versions **earlier than R12.1 m2.300.17:**

- **OXE lock 130 = 1**
 - serviceversionid: 11
 - csta link: NICE

Alcatel OXE **version R12.1 m2.300.17 and later:**

- **OXE lock 130 = 1**
 - serviceversionid: 11
 - csta link: NICE
- **OXE lock 130 = 3**
 - serviceversionid: 11
 - multiple csta links: NICE

Lock 334: The maximum number of concurrent IP recording flows that can be available.

Customer Administration Tasks

There are no regular, ongoing administrative tasks related to this integration.

If you add channels to your system, your Uptivity administrator will need to increase the channel count on the voice board in the **Web Portal**. For more information on voice board tasks, search online help for keyword *voice boards*.

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

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.