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Customer Guide to Avaya VoIP-MLS Integrations

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Version: Avaya VoIP-MLS versions 6.0-7.6 SP9 are supported. This guide should be used with NICE Uptivity v5.6 and higher.

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Introduction

Audience

This document is written for customers and prospective customers interested in using NICE Uptivity in an Avaya VoIP-MLS 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 MLS, and NICE Uptivity.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Avaya/NICE Uptivity integration using Avaya MLS with VoIP telephony, 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 on the **Customer Administration Tasks** bookmark to jump directly to that section.

To expand and collapse the bookmark pane, click on the bookmark icon on the left side of the document window.

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

This integration relies on passive VoIP recording for audio acquisition. Passive VoIP recording requires additional considerations and is covered in a separate document: the *Customer Guide to Passive VoIP Recording*. You will need to refer to that document for additional information, integration tasks, and administration tasks.

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.
- **CS1000 —** Legacy Nortel contact center PBX. It has been rebranded as Avaya and is still in use.
- **MLS —** Meridian Link Services. MLS is a legacy Nortel product that has been rebranded as Avaya and is still widely used.

Customer Responsibilities

You are responsible for supplying the physical connection(s), IP connection(s), or both to your telephone system, as well as obtaining 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 VoIP-MLS Integration Overview

The Avaya VoIP-MLS integration is used in environments with an Avaya CS1000 PBX. Call control events and metadata are received from the MLS server. The customer mirrors ports 5000 and 5100 for IP phones to a single port on a switch. NICE Uptivity listens to these ports and records any relevant traffic. This type of audio acquisition is known as passive VoIP recording. Components of this integration are:

Component	Function
Avaya Communication Server (CS) 1000	PBX component that controls the audio being presented to and from digital phones, IP phones, or both.
Avaya Contact Center Manager Server (CCMS)	Supports MLS and provides CTI call events such as start/stop to the Uptivity server.
NICE Uptivity Recording Server	Receives call control events, business data, and audio. Provides a CTI interface recording audio. Creates call records and manages recording storage. May also host the Web Portal for playback and system administration.

Avaya Requirements

Hardware

- Avaya Communication Server (CS) 1000
- Phase II or higher IP Phones

Software

- Succession/CS1000 Release 4.5 – 7.5
- Contact Center Manager Server (CCMS) 6.0 – 7.5

Licensing

- Associated Set (AST) licensing is required for any phones to be recorded

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

Licensing

- One (1) Voice seat license per named agent
- 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 Avaya VoIP-MLS integrations. Links are provided for procedures covered in this guide.

Customer Configuration Steps for Avaya VoIP-MLS Integrations	
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	Enable the IPIE Prompt on the CS1000.
4	Configure IP Call Recording CLS.
5	Generate a DN Database List and provide the information to the Uptivity installation team.
6	Complete steps required for passive VoIP audio acquisition. See the *Customer Guide to Passive VoIP Recording* for more information.

Customer Integration Tasks

The information in this section is provided for your reference only. Detailed steps for the Avaya configuration can be found in Avaya's documentation, which is available on the Avaya website. You should always use the appropriate documentation from Avaya to install and configure Avaya components.

In addition to these procedures, refer to the *Customer Guide to Passive VoIP Recording* for tasks related to setting up the audio acquisition.

Enable the IPIE Prompt on the CS1000

The IPIE Prompt on the CS1000 enables or disables IP Call Recording system-wide, and is disabled by default. You must **enable** it for this integration so the PBX sends a modified Application Module Link (AML) message identifying the IP endpoint for each call. The IPIE Prompt is in LD 17 under system parameters (PARM).

After you complete this procedure, return to the Customer Configuration Overview.

Configure IP Call Recording CLS

The CLS ICRD/ICRA responses are used to configure whether or not an IP Phone allows call recording. The CLS must be set to ICRA for each IP phone to allow call recording. You can change the CLS in LD 11.

To determine whether a phone is configured with the proper CLS, perform an LD 20 printout. The **ICRA** flag will be listed in the CLS. To see how many phones have the ICRA CLS enabled, view the ICRA/ICRD responses to the FEAT prompt in LD 81.

Applying ICRA class of service to a non-IP Phone generates error SCH1599.

If you change the class of service on an IP Phone during an active call, the Call Server will disconnect the call to apply the change.

As of Avaya (Nortel) CS1000 Release 7.0, ICRA/ICRD classes of service have been replaced with RECA/RECD, respectively. Attempting to use the older classes in newer releases generates error SCH2381. For details, see Avaya's *Software Input Output Reference –System Messages* guide for Avaya (Nortel) Communication Server 1000 Release 7.0.

After you complete this procedure, return to the Customer Configuration Overview.

Generate a DN Database List

In an Avaya CS1000 environment, each phone can have different DNs (extension numbers) assigned to it. To record ACD calls, the ACID of each phone is needed. The ACID roughly equates to a position ID or line appearance. When an agent signs into the phone, their agent number is attached to this ACID.

Phone have DNs of their own, which are used when an agent places a call or when a non-ACD call is received. These DNs are usually listed with a **TYPE** parameter of ***SL1***. Avaya MLS requires that these monitors be started in a different way.

ACDNs can also be monitored for additional call detail. The ACDN determines the pool of agents to which calls are distributed. This is equivalent to an ACD queue.

You will need to provide each of these values for any phone you want to record to your Uptivity Installation team. Obtaining the DN database that contains these values requires console access to and administrative privileges for the Avaya CS1000.

inContact recommends that you use a terminal program (such as PuTTY or SecureCRT) with a buffer capture feature to capture the printout of this listing for later use. Within such a program, set up and run the following command on the Avaya console:

- **Overlay Number** — LD 20
- **REQ** — PRT
- **TYPE** — DNB

The remaining fields can be left blank.

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 and to the CTI monitors in the **Web Portal**.

The number of voice board channels corresponds to the number of trunks 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.

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 Avaya VoIP-MLS 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 Avaya VoIP-MLS integrations

Setting	Definition	Value
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 keyword *channel assignment*.	Concurrent Licensing: ***Anything*** Per-Seat Licensing: ***Dedicated Record***
Assign Value	If **Assignment Type** is ***Anything***, leave this field blank. If **Assignment Type** is set to a ***Dedicated Record*** option, enter the value for the corresponding device. This value is case sensitive.	
Name	Enter an optional channel name for use in scripting.	

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

CTI Monitors

In this integration, Uptivity requires a list of devices to monitor (CTI monitors). Any phone or device that should be monitored must be configured in this list.

With Avaya VoIP-MLS, Uptivity monitors the **ACD/DN** for login/logoff events, the **Position ID** for ACD (incoming) calls, and the **PBX Extension** for direct and outbound calls. For related information, see Generate a DN Database List.

When you add or reconfigure a channel, you must configure a CTI monitor for each of these values. The Avaya system differentiates the agent logged into the phone from the phone itself.

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