

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', 'C', and 'E'.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's Guide to Avtec Scout Integrations

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Version: Avtec versions 4.4-4.7 are supported. This guide should be used with NICE Uptivity versions 18.x and higher.

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Introduction

Audience

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

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed Avtec-Uptivity integration using Avtec Scout, and to configure the Avtec 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 customer is expected to have a working environment with Avtec Scout.

Terminology

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

- **Console** –A collection of endpoints (radios or phones) that can be used by the dispatcher.
- **Endpoint** – A radio or phone within the Avtec system.

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 Avtec system components to support the recording integration. See your specific integration in the [Customer Integration Tasks](#) section for additional information.

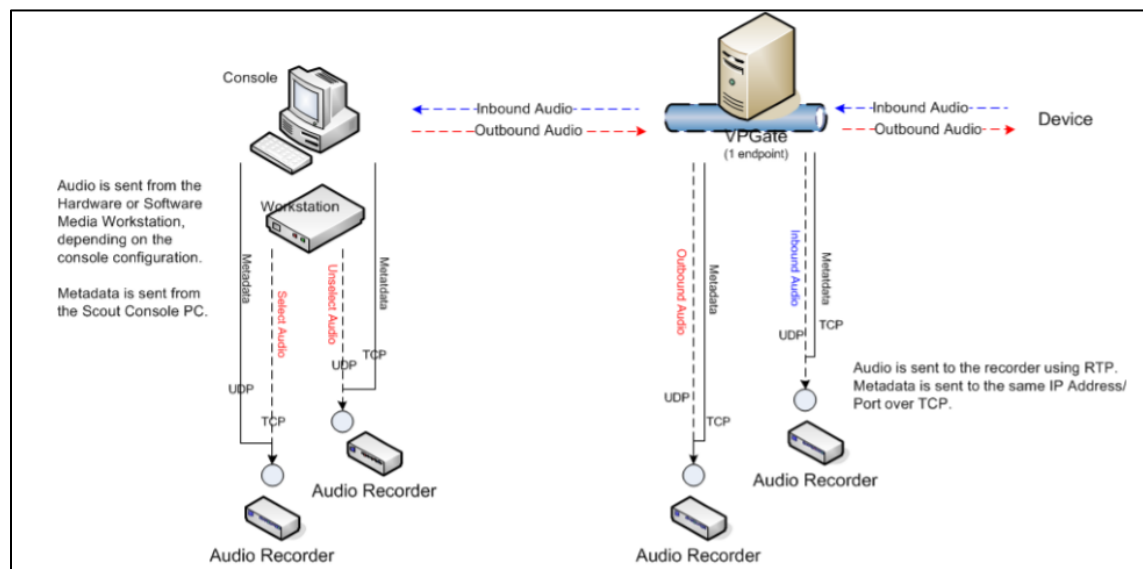
Avtec Scout Integration Overview

Through collaboration with Avtec, NICE Uptivity's certified Avtec Scout call recording solution records voice interactions from endpoints through the VPGate or directly from the Avtec Scout Console using VoIP. The combined solution provides affordable, reliable technology for dispatch communications centers of all sizes. Leveraging open architecture, this solution integrates seamlessly into the existing and evolving infrastructure of Public Safety emergency communications centers. Organizations that employ Avtec Scout Dispatch Console systems can now reliably capture and more effectively leverage their audio recordings to evaluate, analyze and improve interactions.

Recording Flow

With Avtec, you have the ability to record either by console or by endpoint. In either recording scenario, audio resources are managed on an IP-basis by Avtec's software. If audio is active, Avtec forwards Audio/RTP to the recorder along with any available metadata. This direct recording integration results in capture of the entire voice transmission. The recording starts at the beginning of the voice transmission and is automatically terminated when the transmission ends.

An **endpoint** is defined as a radio or phone within the Avtec System. A **console** is used by a dispatcher which contains a collection of endpoints that a dispatcher can use. The same endpoint can be configured to appear on multiple dispatcher consoles. When setting up recording you can choose to record the individual endpoints, a console, or a combination of both.



The above diagram illustrates where Endpoint and Console logging recorders reside in a Scout installation. [1]

Avtec Scout Requirements

Hardware

This is a software-only integration, so no action needs to be taken for system hardware

Software

Avtec Scout 4.6

Software & Licensing

Avtec does not charge for licenses, so no action needs to be taken for Avtec licensing

NICE Uptivity Requirements

Hardware

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

Licensing

- One (1) Voice seat license per named agent or
- One (1) Voice concurrent session license for each simultaneous call to be recorded
- 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 Avtec Scout integrations.

Customer Configuration Steps for Avtec Scout Integrations	
1	Review information about Channel Port Mappings.
2	Configure a Console.
3	Configure Endpoints.

Customer Integration Tasks

These configuration tasks should be performed by your Avtec Administrator.

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

Instructions in these procedures assume that your Avtec environment uses the default settings. You should note any non-default settings and discuss them with your Uptivity installation team.

Channel Port Mappings

Each recording channel in NICE Uptivity will "listen" for RTP/UDP packets on two ports (Uptivity will be setting the starting port at 7000). This means that Uptivity Channel 1 will be listening on ports 7000 and 7001, Uptivity Channel 2 on ports 7002 and 7003 – this pattern continues until you reach your channels limit.

Uptivity recommends that each endpoint's TX and RX are both sent to the same channel. For example, TX using the channels first port 7000 and RX using the channels second port 7001. The next endpoint that needs to be configured would use 7002 and 7003.

For consoles, Uptivity recommends setting the Select Recorder to the channels first port and the Unselect Recorder to the channels second port.

Important: Do not add more than one console or endpoint to a channel. If you accidentally add more than one console or endpoint to a channel, calls will overlap.

Configure a Console

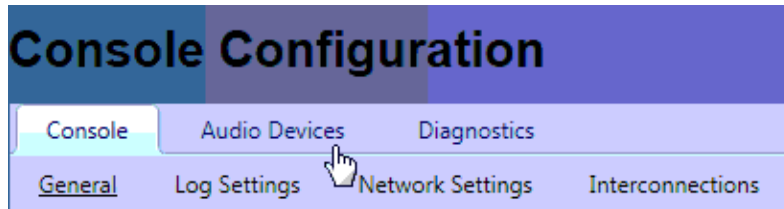
A console contains a collection of endpoints (radios or phones) that a dispatcher can use. To configure a console:

1. Open a web browser and navigate to the Avtec console that you want to configure. For example:

`http://0.0.0.0:3082`

(Change `0.0.0.0` to the **IP address** of your console.)

2. On the Avtec login page, log in with your Avtec username and password.
3. Click **Audio Devices**.



4. In the **New Device** drop-down menu, select *Console Select Recorder*.
5. Click **Add**.
6. On the **Console Select Recorder** page, configure the following settings:
 - a. For the **Destination** setting, select *NETWORK* in the drop-down menu.
 - b. In the **IP Address** field, enter the IP address of the recorder.
 - c. In the **Port** field, enter the port number of the channel that the console will use to record.
 - d. For the **Send Metadata?** setting, select *YES* in the drop-down menu.

Console Audio Devices Diagnostics

Audio Devices > Console Select Recorder

Console Select Recorder

Add

Name

Console Recorder Location

Destination NETWORK

Network Settings

IP Address

Port 7000

VoIP Audio CODEC

Device Settings

Include Microphone?

Field Audio Level

Metadata Settings

Send Metadata? YES

7. Click **Add**. The Console Select Recorder is displayed in the **AP Ports** list.
8. In the **New Device** drop-down menu, select *Console Unselect Recorder*.

9. Click **Add**.
10. On the **Console Unselect Recorder** page, configure the following settings:
 - a. For the **Destination** setting, select **NETWORK** in the drop-down menu.
 - b. In the **IP Address** field, enter the IP address of the recorder.
 - c. In the **Port** field, enter the port number of the channel that the console will use to record.
 - d. For the **Send Metadata?** setting, select **YES** in the drop-down menu.
11. Click **Add**. The Console Unselect Recorder is displayed in the **AP Ports** list.



Configure Endpoints

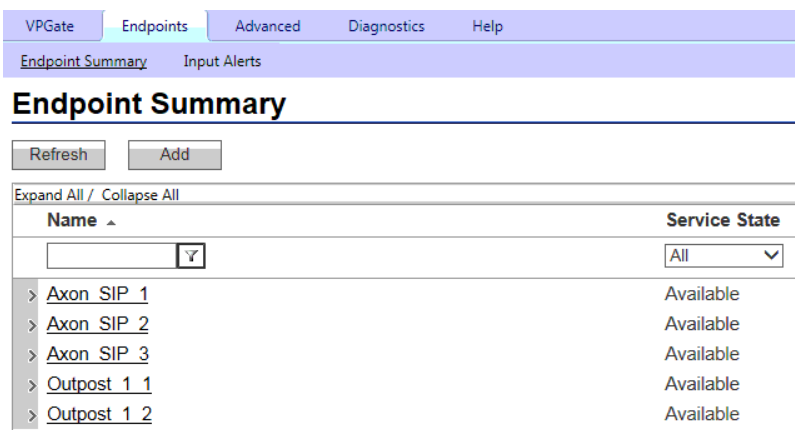
Avtec Endpoint recording is achieved by configuring an Audio Forwarding Driver, which is part of Avtec’s VPGate service.

1. Open a web browser and navigate to the Avtec Console that you want to configure.

http://0.0.0.0:3082

(Change *0.0.0.0* to the **IP address** of your console.)

2. On the login page, log in with your Avtec username and password.
3. Click **Endpoints**.
4. On the Endpoint Summary page, select the endpoint that you want to record.



- On the Endpoint Configuration page, in the Drivers section, select a driver from the drop-down menu.
- Click **Add driver**.

Drivers

Audio Forwarding

Add driver

2 - SIP

Note: If you use the **Audio Forwarding Driver**, you must specify **1** for the **Driver Processing Order** setting.

Audio Forwarding Configuration

Driver Processing Order 1

- In the **Metadata Settings** section, select **YES** for **Send Metadata (General)** and for **Send ANI Alias** settings.
- In the **Audio Transmitted Toward the Endpoint** section, enter the IP address of the recorder in the **IP Address** field.
- In the **UDP Port** field, enter the first port number of the channel that the console will use to record.
- Select **YES** for **Send Metadata**.
- In the **Audio Received From the Endpoint** section, enter the IP address of the recorder in the **IP Address** field.

Audio Transmitted Toward the Endpoint

1. IP Address 0.0.0.0

UDP Port 7010

Send Metadata YES

- In the **UDP Port** field, enter the second port number of the channel that the console will use to record.
- Select **YES** for **Send Metadata**.
- Click **Add**. The endpoint that you configured should appear on the Endpoint Summary page.

Endpoint Summary > Axon SIP 1 > Audio Forwarding

Audio Forwarding

Add

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.

Metadata Reference

List of Metadata Uptivity can collect from Avtec. Some events are only available when using console recording:

Uptivity Field	Avtec Value
Agent	User Login (Console Only)
Group	Talk Group
ACD Gate	VDN
Called Number (DNIS)	Unit ID DNIS
Caller ID (ANI)	Caller ID (ANI)
Device/Port ID	Phone
Agent Number Device Alias	ACD
Call Direction	Audio Direction (Console Only)
User 1	Account Number
User 2	Frequency
User 3	Emergency State
User 4	TX/RX Analog/Digital Mode
User 5	TX/RX Clear/Encrypt Mode
User 6	TX/RX Encryption Key
User 7	P25 NAC
User 8	KEY State
User 9	Talker List
User 10	Patch Number
User 11	Console ID
User 12	Endpoint State (Console Only)
User 13	VOX (Console only)
User 14	Call Type (Console Only)
User 15	End Point Name

It is best practice to modify the Terminology section within Uptivity's Web Portal Settings to map the values.

References

- [1] "Metadata Protocol v1.0 Specification, Document Version: 2.4," Avtec Inc., Lexington, SC, USA, Mar. 2016.