

**NICE**



**UPTIVITY**

Agile WFO for SMB

## **Customer Guide to SIPREC Integrations**

# Customer Guide to SIPREC Integrations

Version: This guide should be used with NICE Uptivity (formerly Premise inContact WFO) 16.2 or later.

Copyright: ©2020 inContact, Inc.

Contact: Send suggestions or corrections regarding this guide to [documentationrequests@incontact.com](mailto:documentationrequests@incontact.com).

# Table of Contents

<b>Introduction.....</b>	<b>5</b>
Audience.....	5
Goals.....	5
Assumptions.....	5
Need-to-Knows.....	5
Terminology.....	6
Customer Responsibilities.....	6
<b>SIPREC Integration Overview.....</b>	<b>7</b>
Customer-Side Requirements.....	8
NICE Uptivity Requirements.....	8
Network.....	8
Hardware.....	8
Software.....	8
Licensing.....	8
Metadata.....	9
Known Limitations.....	9
Customer Configuration Overview.....	9
<b>Customer Integration Tasks.....</b>	<b>10</b>
Adding the Recording Server to the Oracle Acme Packet SBC.....	10
<b>Customer Administration Tasks.....</b>	<b>13</b>
Channel Configuration Settings for Voice Boards.....	13
Customer Guide to SIPREC Integrations.....	3

Introduction

Channel Configuration Settings ..... 14

# Introduction

## Audience

This document is written for customers and prospective customers interested in using NICE Uptivity and SIPREC. Readers who will perform procedures in this guide should have a basic level of familiarity with IP telephony, general networking, the Windows operating system, the SIPREC standard, any hardware and software associated with their telephony environment, and NICE Uptivity.

## Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to understand a proposed NICE Uptivity/SIPREC integration, and to configure the telephony 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.

### Terminology

The following acronyms are used in this document:

- **SIPREC** — Session Initiation Protocol Recording. This is a telecommunications protocol developed by the Internet Engineering Taskforce (IETF) and adopted by multiple vendors.
- **SDP** — Session Description Protocol. Format used in SIPREC for initializing parameters in streaming media.
- **SRC** — Session Recording Client. The audio source in this integration (typically a Session Border Controller, or SBC).
- **SRS** — Session Recording Server. In this integration, the NICE Uptivity server.

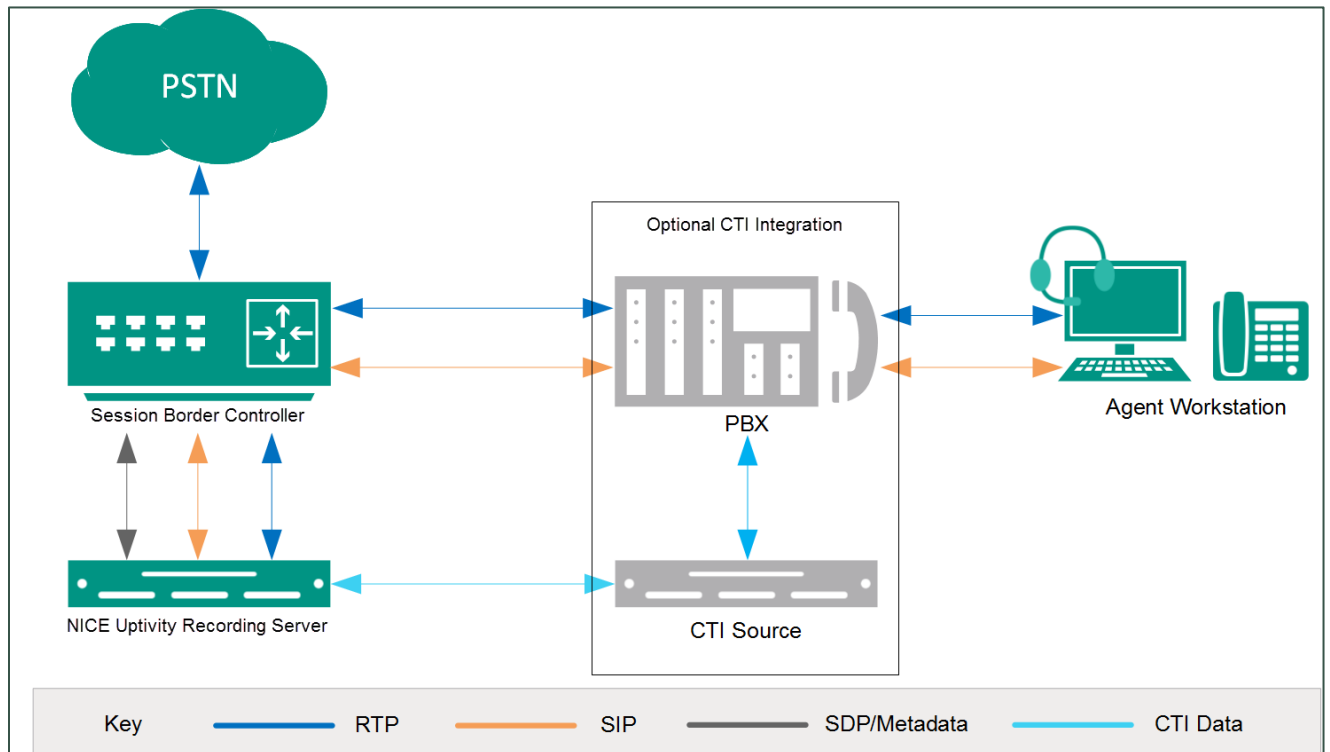
### Customer Responsibilities

You are responsible for configuring the SBC for the integration, as well as supplying the physical connection(s), IP connection(s), or both to your telephone system and your corporate LAN, and for obtaining and loading any licensing required by the SBC vendor.

If an alternative CTI source is used, you are also responsible for configuring that source as well as supplying the required connections and obtaining and loading any licensing required by the telephony/CTI vendor.

## SIPREC Integration Overview

SIPREC is a vendor-agnostic recording protocol that allows VoIP calls to be recorded via SIP messaging sent by a Session Border Controller (SBC). The SBC delivers replicated sessions to Uptivity for recording, and CTI metadata is provided via SIP messaging. Alternatively, the recordings can be paired with a different CTI source to provide recorded calls with additional metadata that would not otherwise be available to Uptivity.



**General architectural example of a SIPREC integration, showing an alternate (optional) CTI source**

## Customer-Side Requirements

The intent of this integration is to support any audio source that uses SIPREC, and to be vendor-agnostic in regard to alternate CTI sources.

The integration has been tested with and supports the following SBCs:

- Oracle Acme Packet SBC v7.x

The integration has been tested with and supports the following alternate CTI sources:

- Avaya Communication Manager v6.3

For information about using other SBCs, CTI sources, or both, talk to your NICE Uptivity representative.

## NICE Uptivity Requirements

### Network

Sufficient network bandwidth is required to support streaming of replicated sessions between the SBC and Uptivity.

### Hardware

Uptivity hardware requirements vary depending on system configuration, anticipated recording volume, and other factors. Appropriate hardware is identified during the system implementation process. For more information, search online help for keyword *site requirements*.

### Software

- NICE Uptivity 16.1 or later

### Licensing

- One (1) Voice seat license per physical device to be recorded
- Additional licensing may be required if the system includes optional features (for example, Uptivity Screen Recording)



## Metadata

This integration is capable of capturing metadata for storage with the call record. Actual metadata may vary depending on the information provided by your ACD/PBX.

## Known Limitations

This integration does not support the following Uptivity features:

- Live Monitoring
- Recording Remote Agents (except those calls routed to a remote agent through the SBC)
- Call Segments
- Call Survey Linking (if you use Uptivity Survey)

## Customer Configuration Overview

The following table provides a high-level overview of the customer configuration steps in SIPREC integrations.

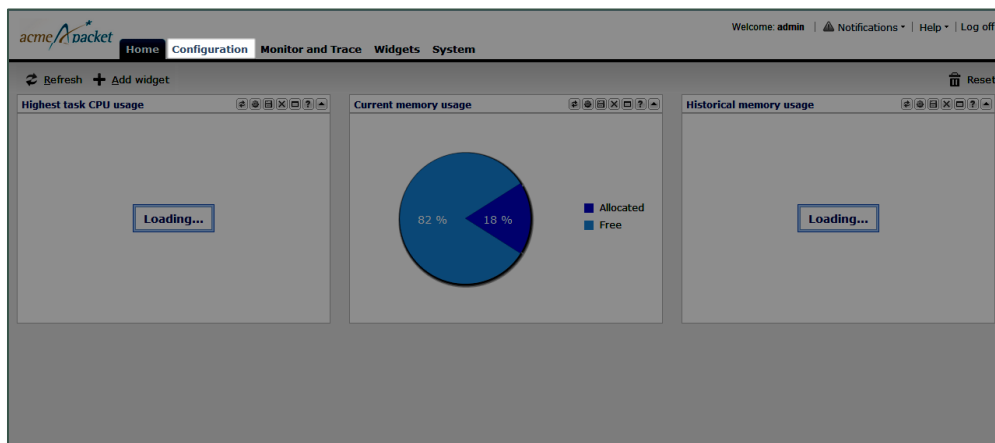
Customer Configuration Steps for SIPREC Integrations	
1	Configure the SBC to act as a Session Recording Client.
2	Configure the CTI source, if applicable, to provide metadata to Uptivity.
3	Provide any necessary information and access to the Uptivity installation team.

# Customer Integration Tasks

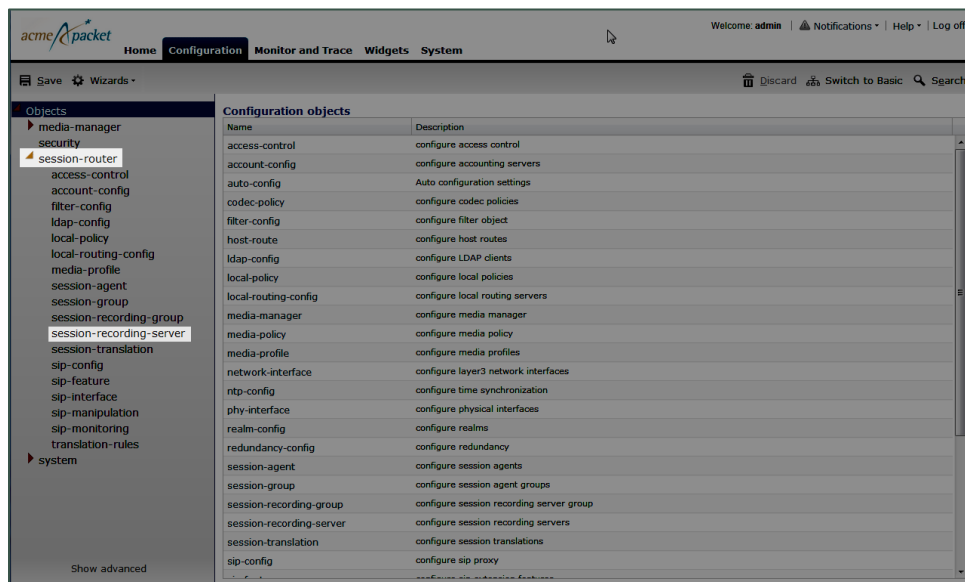
## Adding the Recording Server to the Oracle Acme Packet SBC

 This task applies only if you are using Oracle Acme Packet as your SBC.

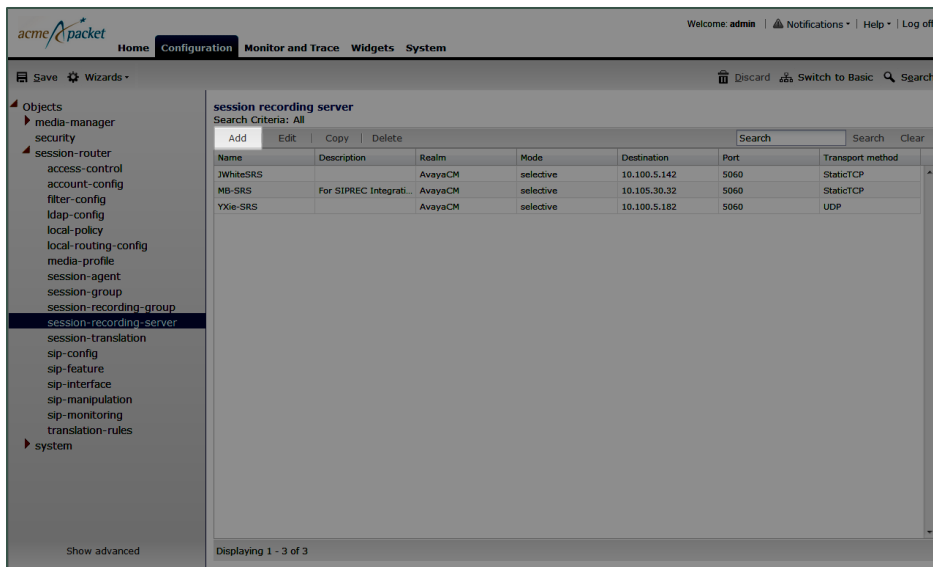
1. Log in to the Acme Packet Web Administration site with an appropriately-permissioned account.
2. Click the **Configuration** tab.



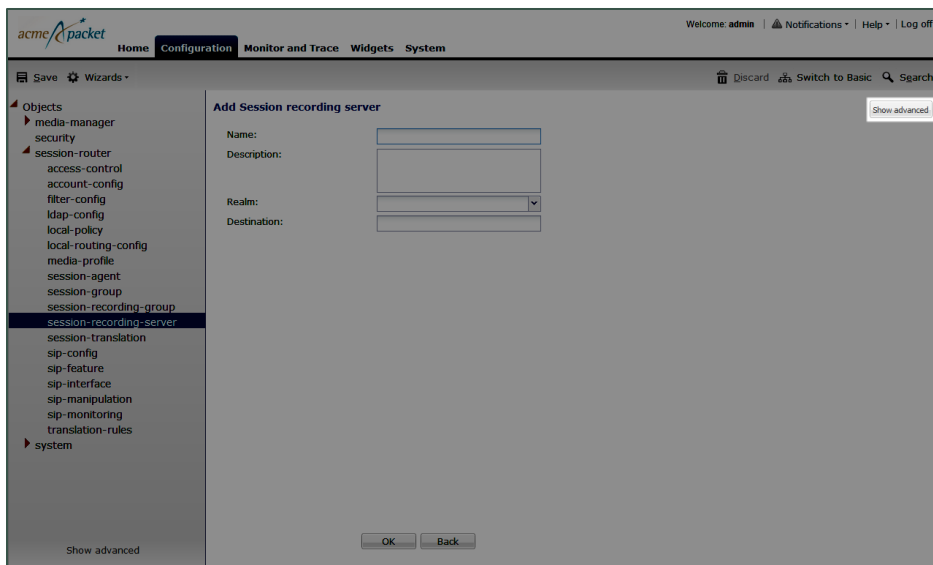
3. In the left pane, expand **session-router** and click **session-recording-server**.



4. Click **Add**.



5. Click **Show Advanced**.



## Customer Integration Tasks

6. In the **Name** field, enter a name for the Uptivity recording server. This name is also used when the installation team configures Uptivity, and should therefore be discussed and agreed upon during project planning.

The screenshot shows a dialog box titled "Add Session recording server" with a "Hide advanced" button in the top right corner. The dialog contains the following fields and controls:

- Name:** A text input field.
- Description:** A text area.
- Realm:** A dropdown menu.
- Mode:** A dropdown menu with "selective" selected.
- Destination:** A text input field.
- Port:** A text input field with "5060" and a range indicator "(Range: 1024..65535)".
- Transport method:** A dropdown menu with "StaticTCP" selected.
- Ping method:** A text input field.
- Ping interval:** A text input field with "0" and a range indicator "(Range: 0..4294967295)".

At the bottom of the dialog are "OK" and "Back" buttons.

7. **Optional:** In the **Description** field, type a description for the SRS.
8. For **Realm**, select the realm for the SRS.
9. For **Mode**, select *Selective* from the drop-down list.
10. In the **Destination** field, type the IP address of the Uptivity server.
11. In the **Port** field, type the port (the default value is **5060**) on which the Uptivity server will listen for SIP messages.
12. For **Transport Method**, choose either *StaticTCP* or *UDP* from the drop-down list.
13. In the **Ping Method** field, enter **OPTIONS**. This is the message the SBC sends to the Uptivity server to verify the connection.
14. In the **Ping Method** field, type a number of seconds. This establishes the interval between ping messages sent from the SBC to the recording server.

**The recommended value for the **Ping Method** field is **0**, which causes the SBC to continuously send messages and ignore timeouts. Otherwise, if the Uptivity server does not respond, the SBC may timeout after a few messages and call recording will stop working.**

15. Click **OK**.

## 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 in the **Web Portal**. If the integration uses an alternate CTI source, additional tasks may be required; refer to the appropriate customer guide for that integration.

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 SIPREC 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 SIPREC integrations.

## Channel Configuration Settings

The following settings apply when configuring channels for a SIPREC integration:

Setting	Definition	Value
<b>Assign</b>	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 more information, search online help for keyword <i>channel assignment</i> .	Concurrent Licensing: <i>Anything</i> Per-Seat Licensing: <i>Dedicated Record</i>
<b>Assign Value</b>	If Assignment Type is Anything, leave this field blank. If Assignment Type is set to a Dedicated Record option, type the value for the corresponding device. This value is case sensitive.	
<b>Name</b>	Type an optional name for the channel that can be used in channel scripting.	

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