

Avaya Solution & Interoperability Test Lab

# **Application Notes for Avaya IP Office Release 11.0 with TCC Atradis Balance to Collect Call Detailed Records - Issue 1.0**

#### Abstract

These Application Notes contain configuration steps required for TCC Atradis Balance to interoperate with Avaya IP Office Release 11.0.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as any observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

TCC Atradis Balance is a Call Detail Recording (CDR) tool which provides call classification and billing information gathered from Avaya IP Office Release 11.0.

# 2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**. DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointlydefined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

## 2.1. Interoperability Compliance Testing

During Interoperability Compliance testing, several call routing scenarios were testing to ensure that Atradis Balance could capture SMDR data.

SMDR data collected included:

- Local internal call handling
- Local calls between Primary and Expansion over SCN trunk
- Handling of Incoming Network calls over PRI and SIP trunks
- Handling of External Calls
- Call Forwarding on busy or No Answer
- Transfers –Blind and Supervised
- Conference Calls
- Call Park and Call Pick Up
- Mobile Twining
- Account Codes
- Serviceability

#### 2.2. Test Results

The testing was successful except for the following observations which were noted:

- 1. Mobile Twining This is an issue with SMDR not display record with U MT cause for mobile twinning scenario. SMDR show incorrectly External call when Twin user answers at Original. This issue is being investigated by Avaya.
- 2. Conference Calls This is an issue with SMDR display no duration (00:00:00) for 1 Party in Conference. This issue is being investigated by Avaya.
- 3. Conference Calls This is an issue when creating Conference Calls with primary users and expansion users. This is internal call but SMDR show incorrectly External call for 1 Party. This issue is being investigated by Avaya.

#### 2.3. Support

Support for TCC Atradis Balance can be obtained through the following: E-mail: service@atradis.net Phone: +49 2202 9542 200

# 3. Reference Configuration

**Figure 1** illustrates a sample configuration that consists of Avaya IP Office 11 and Atradis Balance server.TCC Atradis Balance was installed on a VMware virtual appliance for Windows Server 2012.



Figure 1: Test Configuration for TCC Atradis Balance

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# 4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya IP Office 500v2 Expansion	11.0.0.0 Build 849
System	
Avaya IP Office Manager running	11.0.0.0 Build 849
on a Windows 7 PC	
Avaya IP Office Server Edition on	11.0.0.0 Build 849
VMware	
Avaya Digital 1408	Application R48
Avaya 9641 H323	6.5.0.06 V474
Avaya 9621 H323	6.5.0.06 V474
Avaya 9611 H323	6.5.0.06 V474
Avaya 9620 H323	3.2.2
Avaya J129	R2_0_0_45
Avaya Communicator for	2.1.4.0
Windows	
TCC Atradis Balance running on	8.2
Window Server2012	

# 5. Configure of Avaya IP Office

Configuration and verification operations on the Avaya IP Office illustrated in this section were all performed using Avaya IP Office Manager. The information provided in this section describes the configuration of the IP Office for this solution. It is implied a working system is already in place with the necessary licensing. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Launch Avaya IP Office Manager (Administration)
- Configure SMDR
- Save Configuration

#### 5.1. Launch Avaya IP Office Manager (Administration)

From the Avaya IP Office Manager PC, go to **Start** > **Program** > **IP Office** > **Manager** to launch the Manager application. Log into **Avaya IP Office** using the appropriate credentials to receive its configuration.

#### 5.2. SMDR configuration on IPO Server Edition Primary

Select **IPO Server Edition (Primary) > System** followed by the **SMDR** tab and enters the following:

Configuration	System	2 005056B3FCAD*
▲ BooTP (9)           ➡ Operator (2)           ➡ Operator (2)           ■ User(7)           ▲ User(7)           ➡ Operator (2)           ■ Operator (2)	Name See 0050688FCAD	System     LANU     LANU     Voicemail     Telephony     Directory Services     System Events     SMDR     VolP     VolP     Contact Center

- Output Select SMDR Only from the drop box.
- IP Address Enter the IP Address of the Atradis Balance Server.
- TCP Port Enter 1470.
- Records to buffer Enter 3000. This is maximum available.
- Click the OK button to save.

## 5.3. SMDR Configuration on Avaya IP Office 500V2 (Expansion)

Select **IPO 500V2** (**Expansion**) > System followed by the **SMDR** tab and enters the following:



- Output Select SMDR Only from the drop box.
- IP Address Enter the IP Address of the Atradis Balance Server.
- TCP Port Enter 1471.
- Records to buffer Enter 3000. This is maximum available.
- Click the OK button to save.

#### 5.4. Save Configuration

Once all the configurations have been made it must be sent to IP Office. Click on the Save icon as shown below:



Once the Send Multiple Configurations Window opens, click the OK button:

Select	IP Office	Change Mode		RebootTime	Incoming Call Barring	Outgoing Call Barring	Error Status	Progress
	005056B3FCAD	Merge	-	11:42 AM			8	0%
V	00E00707151C	Merge	-	11:42 AM			8	0%

## 6. Configure TCC Atradis Balance

This section describes the configuration steps required for Atradis Balance and Atradis Receiver to interoperate with IP Office. It is presumed that Atradis Balance and Atradis Receiver has been installed correctly and is ready for the initial configuration to be completed.

## 6.1. Atradis Receiver Configurations.

Start the Atradis Receiver Configuration.



The Atradis Receiver Configuration dialog will be shown. Press "+" ("Neu hinzufügen") Button to add receiver for IPO Server Edition Primary

- Insert a Receiver name for IPO Server Edition Primary (free description of the interface).
- Select the folder and insert the output file name which should be created when the SMDR's from the IPO Server Edition Primary will be received.
- Insert the port 1470.
- Use the check box 'Enable' to active the settings of this entry.
- Store the setting by using 'Save'.

	2		Atrad	is <receiv< th=""><th>er Configura</th><th>ation</th><th>- 🗆 X</th></receiv<>	er Configura	ation	- 🗆 X
ł	M 4	1	of 1   ▶ - ▶∥	÷ ×			
		Name	LocalPo	opt	OutoutEjle	Enabled	DebugEna
	►	<b>IPOPrimary</b>	1470	Neu hinzu	ufügen am Files	· 🗹	
	<			ш			>
	Data	Source Setting	js				
	Reice	ever Name:	IPOPrimary				
	Outp	ut Filename:	C:\Program Fil	es (x86)\Atra	dis\work\IPOPrin	nary.txt	Select
	Lister	ning Port:	1470	~	Logging Mode	✓ Enable	Save
				Ca	incel		

Press "+" ("Neu hinzufügen") button to add receiver for IPO 500V2 Expansion.

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- Insert a Receiver name for IPO 500V2 Expansion (free description of the interface).
- Select the folder and insert the output file name which should be created when the SMDR's from the IPO Expansion will be received.
- Insert the port 1471.
- Use the check box 'Enable' to active the settings of this entry.
- Store the setting by using 'Save'.

•	Atradis<	Receiver Configura	tion	- 🗆 X
	of 2 📔 🕨 🕌	×		
Name	LocalPor	eu hinzufügen	Enabled	DebugEna
IPOExpansio	on 1471	C:\Program Files .		
IPOPrimary	1470	C:\Program Files .		
<				>
Data Source Setting	IS			
Reicever Name:	IPOExpansion			
Output Filename:		R6)\Atradie\work\IPOEvoa	aneion tyt	Select
oupar hierane.	c. a rogidin Files (		analon.txt	Jeieu
Listening Port:	1471	Logging Mode	<ul> <li>Enable</li> </ul>	Save
		Cancel		
		Cancer		

Restart Window Server to start Atradis Receiver with port 1470 and 1471.

From now on, all data of the IPO sent to the configured port will be stored in the output file and can be used for import into Atradis Balance.

#### 6.2. Installing the License

First copy the License file to your Atradis installation folder (C:\..\Atradis\image). Select the Function 'Atradis<license import'.





		Atradis<< <kon< th=""><th>figurator 8.2.</th><th>000</th><th></th><th>D X</th></kon<>	figurator 8.2.	000		D X
Atra how If th exte	dis only works with a valid license th many clients may work concurrent e license limit is exceeded, you will re nsion from your supplier.	at defines which module y, and how much data m cceive a timely warning s	is of Atradis are a ay be stored. Th o that you can e	available, e license also serves to relex ither reduce the amount of	ase or lock interfaces. data or order a licens	e
Clicl Sele	ting the [Next] button will open a fil ct the license file and click [Accept].	e browser to select the lic	ense file.			
Database:	atradis@localhost:5432_atradis		Page:	4 of 5		

Click on 'Next>>'. Now you are able to select your License file. Select the .lic file (in this example nsm100.lic) from menu and click on 'OK'.

« Fil	e Se	lection	x
Directories:		File Name	
c/		nsm100.lic	
🔄 c:\	^	cdr100.ctl	$\sim$
📄 Srecycle.bin		nsm100.lic	
documents and settings			
📄 dokumente und einstellungen			
📄 perflogs			
📄 performance test			
📄 program files			
📄 program files (x86)			
📄 programdata	¥		$\sim$
Drives:		File Type:	
📻 с	~	All files (*.*)	$\sim$
ОК		Cancel	

The License is now activated.

	X
i	The license has been loaded successfully
	OK

Click on '**OK**' and then '**Next**>>'. The Configuraton Wizard will be closed.

#### 6.3. Patch import

Start the Configuration Wizard. To import the patches (if available), copy the patch files to the folder C:\..\Atradis\image\patches. Select "**Patch import**" and click on '**Next**>>'.

<b>«</b>	Atradis<<<	Konfigurator 8.2.000	_ <b>D</b> X
∎ Ple	ase select the individual configuration steps you want to	perform. We recommend performing all configuration st	teps.
D	efault Settings ☑ Patch Import ↓ Atradis< license import ☐ Base settings	To start-up Atradis you need a license file, which is delivered by your vendor. Please notice that a license f must be loaded within ten days after delivery.	ile
Se	ttings		
Sv	SMMP Agent Settings SMTP Settings vitch Configuration Import ariff table Import SIP Enpoint XML file Configure switch Configure OpenScape Business Configure Extension Blocks	The system needs at least one tariff. After that, the pho system(s) can be configured.	one
-Tr	ansfer of call-charge data and data processing Define transfer settings for call-charge data Configure Welcome THOMAS interface Configure General Administration functions	The parameters for the transfer of call-charge data will defined and then entered in the Atradis scheduler. Optionally you may also define the settings for the interface to THOMAS.	be
М	aster Data Administration Import master data once Master data synchronization via ODBC Configure OpenScape Manager-Synchronization Configure HiPath User Management Synchronization Configure OpenScape User Management Synchronization DOpenScape Business-Abgleich konfigurieren	Optionally you may import once master data (custom extensions, cost center,) or configure a scheduled synchronization of master data.	er,
-w	eb Server	Configuration and dimensioning of the Atradis web se	rvice
_0	Generale SSE Certificate		
ľ	Scanner Configuration		
Database:	atradis@localhost:5432_atradis	Page: 3 of 5	
	<< Back	Next >> Can	cel

In the next Window, all available patches were shown and can be imported using the "Load all **Patches**" button.

Click on 'Next>>' and restart the server after importing the patches.

- On	this page, you may load t	the current patches to A	tradis. Select the directo	ry where the pate	:h files are loc	ated.
You	ı may load all or just sing	le patches.				
Patch di	rectory					
c:\Pro	ogram Files (x86)\Atradis\	\image\patches				
- Patches	available in the database					
Nur	mber Patch Name	Patch Release				^
-						
_						
<						>
< Patches	in the input directory					× >
Patches	in the inport directory				_	v > Load patch
Patches	in the inport directory —				^	Load patch
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Patches	in the inport directory —				^	✓ Load patch
Patches	in the inport directory —					Load patch
Patches	in the inport directory —				^ ~	Load patch Load all patches
Patches	in the inport directory	2,atradis	Page:	4 of 5	×	Load patch

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## 6.4. Importing Vlist (Costplan)

The Vlist is used for calculating the cost of a call and showing the location name of the dialed number.

For this testing, only a default Vlist based on German locations was used. Change to the folder where the standard Vlist is located

 $(C:\..\Atradis\finance\vlist\Deutsch\Dauerberechnung\Deutsch\and\Nicht-E164). Select the file called "import.ini" with the notepad and change two entries in the file.$ 

Cityname= --- insert an City name (you can choose whatever you want) AreaCode= --- the area code fitting to the city name

You also can change the CountryFullName and the CountryShortName if wanted.

#### **Example:**

[Options] Use=True AskUser=True AutomaticShow=True [VList1] PricesFor=Duration CountryFullName=DEUTSCHLAND CountryShortName=BRD CityName=Bergisch Gladbach InternationalAccessCode=00 NationalAccessCode=0 CountryCode=49 AreaCode=2202

Save the file.

Open the Configuration Wizard and select the option "Import tariff table".

<b>«</b>	Atradis<<<	Konfigurator 8.2.00	00	-	x
i	Please select the individual configuration steps you want to	perform. We recommen	d performing all configuration steps.		
	Default Settings Patch Import Atradis< license import Base settings	To start-up Atradis yo delivered by your veno must be loaded withir	u need a license file, which is dor. Please notice that a license file n ten days after delivery.		
	Settings				
	SNMP Agent Settings SMTP Settings				
	Switch Configuration Import tariff table Import SIP Enpoint XIML file Configure switch Configure OpenScape Business Configure Extension Blocks	The system needs at le system(s) can be conf	east one tariff. After that, the phone igured.		
	Transfer of call-charge data and data processing Define transfer settings for call-charge data Configure Welcome TholM&S interface Configure General Administration functions	The parameters for the defined and then enter Optionally you may al interface to THoMAS.	e transfer of call-charge data will be red in the Atradis scheduler. Iso define the settings for the		
	Master Data Administration Import master data once Configure OpenScape Manager-Synchronization Configure HiPath User Management Synchronization Configure HiPath User Management Synchronization DDAP Synchronization OpenScape Business-Abgleich konfigurieren	Optionally you may in extensions, cost cente synchronization of ma tion	nport once master data (customer, r,) or configure a scheduled aster data.		
	Web Server Web server settings Generate SSL Certificate	Configuration and din	mensioning of the Atradis web service		
	Observe Settings				
	Scanner Configuration				
Databa	ase: atradis@localhost:5432_atradis	Page: 3 d	of 5	-	
	<< Back	Next >>	Cancel		

Click on "Next>>".



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Solution & Interoperability Test Lab Application Notes ©2018 Avaya Inc. All Rights Reserved. 14 of 23 TCCAtradisIPO11 Press "Next>>".

On the next page, select from pull down menu while using "Select File" the modified import.ini file.

The settings from import.ini file will be shown in the UI after selecting.

« <b>«</b>		Atradis<< <konfi< th=""><th>gurator 8.2.000</th><th></th><th>_</th><th>□ X</th></konfi<>	gurator 8.2.000		_	□ X			
		V P AL 1 - 1 - 1		B 111 1001					
Ini-File:	c:\program files (x8b)\atradis\fir	hance\vlist\deutsch\dauerb	erechnung\deutschlar	nd\nicht-e164\ir	mport.ini Sele	ct File			
Tariff Area:	a: Bergisch Gladbach								
Carrier: nicht-e164 V									
Country code	(without international access cod	e):			49				
Area code (wit	thout national prefix):				2202				
International a	ccess code:				00				
National acces	ss code:				0				
- National pret	fiver		-International access		L				
As in file	ikes		<ul> <li>As in file</li> </ul>						
🔿 with cour	ntry code		+ instead of inter	mational access					
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		Ru	ו						
Database:	atradis@localhost:5432_atradis		Page: 5 of 6						
	<< Back	Next	·>		Cancel	Cance			

Click on "**RUN**". The Vlist will be imported now.



When the import is finished, press "Next>>"

#### 6.5. Creating the IPO Switch in Atradis

Now you will be able to start and log into Atradis Balance. Start Atradis Balance and insert the standard user/password. Click on 'Login'. Select the tab 'Balance'— 'Interfaces' and select "Switches".

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The table switches will be opened (at the first time there will be only the entry DEF).

~~	r -			Switches	l	- 🗆 🗙	
St	andard Setting	<sup>js</sup> <b> </b>	unsorted			<b>≤</b> ②	
	Name DEF OSV_Testanlag System	PID-Datei c:\program file	Knotennumm 37329 0-1-909 1	Tarif Bergisch Gladt DEF			~
<	-					>	Ŷ

Click on the icon 'New' and the dialog 'Switch' will be opened.

Insert "1" in "**Switch ID**" and in "**Name**" use for example "IPO". Any other name may be used. Next, select your IPO PID file from list box while using the button "PID File". On the tariff list box select the tariff based on the Vlist you inserted before (Bergisch Gladbach).

« <b>«</b>	Switch:	X
Switch Acce	ess code Carrier Statistic Extension Rules	
Switch ID:	1 Name: IPO	
PID file: SIP-XML:	c:\program files (x86)\atr;	
Tariff:	Bergisch Gladbach ? Type: Unknown	~
Comment:		<u>^</u>
		¥
🖋 Edit	Save X Cancel	

Select tab "Carrier" and click on the icon 'New'.

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~~		S	witch:			X
Switch Access	code Carrier	Statistic E	xtension Rules			
	i pi	+	補い		$\bigcirc$	
all rows	~	unsorted	~			4
Carrier	Number	From Trunk	To Trunk	Gateway Name	Туре	Gatew ^
						~
<						>
🖋 Edit		B Save		<b>X</b> (	Cancel	

In the dialog "**Carrier**" select the carrier name from the list box based on the Vlist (nicht-e-164) which you imported before. Activate in the section '**Assignment** by' the check box '**Trunks from**' and insert for this test 1 to 9999.

~~	Carrier: DEF	x
Carrier: nicht-e164		~
2nd Carrier:		~ 面
Assignment by O Number:		
Trunks from:	1 to: 999999 PSTN?	
O IP Gateway:		~
Note:		^
		$\sim$
B Save	X Cancel	

Save the settings.

The created trunks will be shown in the table.

Switch Access code Carrier Statistic Extension Rules	
all rows v unsorted v 1 🕇 📰 🔛	
Carrier Number From Trunk To Trunk Gateway Nam Type Gate	N. ^
nicht-e164 1 99999	-
C 2010 100 100 100 100 100 100 100 100 10	>
✓ Edit Save Cancel	

Select the tab '**Extension Rules**'. Extension Rules will be needed for creating automatically the extensions by importing the SMDR.

<<	Switch:	x
Switch Access code Carrier	Statistic Extension Rules	
all rows		
Name Typ	Muster	^
-		
<	2	Υ.
Extension O PIN		•
		_
🖋 Edit	Save X Cancel	

Click on the icon 'New'.

Insert a Value as "Name" and insert  $d^*$  as Rule.  $d^*$  means, accept all Extensions coming up with the Call Data Records. Save the settings.

<b>«</b>	Extension Rule:
Name:	All
Туре:	Extension O PIN
Rule:	\d*
Input Test:	•
💾 Save	cancel

The new Rule is shown in the table Switch.

<b>«</b>		Switch:	x
Switch Access	code Carrier	Statistic Extension Rules	
1 <b>S</b> Di	i pi	<b>₽</b> = <b>i : : = ∠</b> ②	
all rows	~		9
Name	Тур	Muster	^
All	Nebenstelle	\d*	
_			
_			
-			
<			>
Extension (	) PIN		
💉 Edit		P Save X Cancel	
~			lii

Click on the icon 'New' again and do the same settings by activating the option PIN. Save the settings.

The new switch is now ready to use and is shown in the table Switches.



# 7. Verification Steps

#### 7.1. Verify SMDR data is being received by the Atradis Balance

Make incoming and outgoing calls and on completion of the calls SMDR file is created in the folder you selected in **Section 6.1** 

 $(Ex: C: \... \Atradis \work)$ 

🌆 l 💽 📓 🖛 l	work					
File Home Share	e View					
🔄 🍥 🔻 🕯 🕨 T	This PC 🔸 Local Disk (C:) 🔸 Program	Files (x86) > Atradis > work				v Ċ Se
🔆 Favorites	Name	Date modified	Туре	Size		
Desktop	퉬 importiert	6/21/2018 3:19 PM	File folder			
〕 Downloads	IPOExpansion.txt	6/18/2018 3:56 PM	Text Document	1 KB		
🔛 Recent places	IPOPrimary.txt	6/21/2018 3:38 PM	Text Document	1 KB		
🌉 This PC						
隆 Desktop						
Documents						
〕 Downloads						
🜗 Music						
📔 Pictures						

## 7.2. Importing Call Data Records into Atradis Balance

To import the SMDR's manually you only need to mark your Switch and click on the "import" icon.

~~				Switch	es					-		x	
St	andard Setting	js											
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	all rows	~	unsorted		$\sim$	t≣				8			
	Name	PID-Datei	Knotennumm	Tarif									$\wedge$
	DEF		37329										
	OSV_Testanlag	c:\program file	0-1-909	Bergisch (	Gladk								
	System		1	DEF									
	IPO	c:\program file	111	Bergisch (	Gladk								
_													
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In the dialog box, select the file which contains the SMDR's by using the list box.

~~~	Import call data
File:	
Switch:	IPO     ~       Error file?
	Start Import Close

Click on 'Start Import' and the import will be started.

#### 7.3. Checking the imported SMDRs

After you have imported the SMDR's the easiest way to check/analyse the calls is by using the 'Connection' table. This is located at tab *Balance – Analysis - Connections*.

Atradis - User: syscable (atradis@localhost:5432_atradis)										
Login/Logout	Balance	ETB R	eportWriter	Administration						
Analysis	Master Data	System	Cost Model	ling Interfaces	Welcome	Device Management				
	<u>(p)</u>	5	5	ക്ര	69					
Reporting	Connec- tions	Service Costs	SEPA Export	Call-Export	Select alternative currency					

Click on 'Connections' to view all important information of your calls/SMDR's. In this table, search and filter are available.

<b>(</b> (	✓ Verbindungen (Währung: €)														_ □						
St	Standard Einstellungen																				
	C Pr Hoe Bac 0																				
	alle Zeilen		~	DS Nr	~		B														
	Gesprächsri	cht Anlage	Trunk	Datum	Start time	End time	Duration	extension	Vermitte	Gewa	Anrufe	Zweite Neben	Teilnehmer	Ort	Tarif	Kosten	Gesprächsart	Keine	PIN Teilnehme	1N Teilnehmer2Nan	r Grund ext. Ziel F
	INTERNAL	IPO	56002	18.06.2018	16:19:15	16:19:54	0:00:39	56002				56001	DEF			0,00000	Dienst	false	Ext56001	Ext56002	4
	INTERNAL	IPO		18.06.2018	16:19:15	16:19:40	0:00:25	56002				56002	DEF			0,00000	Dienst	false	Ext56001	Ext56001	0
	INTERNAL	IPO		14.06.2018	14:48:23	14:48:33	0:00:10	56001				56021	DEF			0,00000	Dienst	false	Ext56001	Ext56021	2
►	INTERNAL	IPO		14.06.2018	14:48:13	14:48:32	0:00:19	56001				56002	DEF			0,00000	Dienst	false	Ext56001	Ext56002	2
	INTERNAL	IPO		14.06.2018	14:47:54	14:48:13	0:00:19	56001				56002	DEF			0,00000	Dienst	true	Ext56001	CO Channel 10.3	l 0
	INTERNAL	IPO		14.06.2018	14:50:39	14:50:49	0:00:10	56001				56021	DEF			0,00000	Dienst	false	Ext56001	CO Channel 10.1	0
	INTERNAL	IPO		14.06.2018	14:48:37	14:51:03	0:02:26	56001				56021	DEF			0,00000	Dienst	false	Ext56001	CO Channel 10.2	2 0

You can configure automatically import of SMDR's follow document in location "C:\...\Atradis\Documentation".

## 8. Conclusion

These Application Notes describe the procedures for configuring TCC Atradis Balance with Avaya IP Office Server Edition. Testing was successful with observations outlined in **Section 2.2**.

## 9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <u>http://support.avaya.com</u> or from your Avaya representative.

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SPOC 7/30/2018	©2018 Avaya Inc. All Rights Reserved.	TCCAtradisIPO11

- *i.* Deploying IP Office Essential Edition (IP500 V2) IP Office™ Platform 11.0, Issue 33g, May 22, 2018
- *ii.* Deploying Avaya IP Office<sup>™</sup> Server Edition Solution (English), Release 11, May 2018.
- iii. Administering Avaya IP Office with Manager (English), Release 11, May 2018.
- iv. Administering Avaya IP Office with Web Manager (English), Release 11, May 2018.

Product documentation for Atradis be obtained in the installed software or at https://www.tcc.de/

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