



Avaya Solution & Interoperability Test Lab

Application Notes for NICE Trading Recording R6.x or NICE Inform Recorder R8.x to interoperate with Avaya Aura® Communication Manager R7.1 and Avaya Aura® Application Enablement Services R7.1 using DMCC Service Observation to record calls - Issue 1.0

Abstract

These Application Notes describe the configuration steps for the NICE Trading Recording R6.x or NICE Inform Recorder R8.x to interoperate with the Avaya solution consisting of an Avaya Aura® Communication Manager R7.1 and Avaya Aura® Application Enablement Services R7.1 using Service Observation.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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

These Application Notes describe the configuration steps for the NICE Trading Recording R6.x or NICE Inform Recorder R8.x to interoperate with the Avaya solution consisting of an Avaya Aura® Communication Manager R7.1 and Avaya Aura® Application Enablement Services R7.1. NICE Trading Recording R6.x or NICE Inform Recorder R8.x uses Communication Manager's Service Observation feature via the Application Enablement Services (AES) Device, Media, and Call Control (DMCC) interface and the Telephony Services API (TSAPI) to capture the audio and call details for call recording on various Communication Manager H.323 and Digital endpoints, listed in **Section 4**.

DMCC works by allowing software vendors to create soft phones, in memory on a recording server, and use them to monitor and record other phones. This is purely a software solution and does not require telephony boards or any wiring beyond a typical network infrastructure. The DMCC API associated with the AES server monitors the digital and VoIP extensions. The application uses the AE Services DMCC to 'Observe' the target extension using Virtual Extensions on Communication Manager to do so. When the target extension joins a call, the application using Service Observe receives the call's aggregated RTP media stream via the recording device and records the call.

The NICE Trading Recording R6.x or NICE Inform Recorder R8.x is fully integrated into a LAN (Local Area Network), and includes easy-to-use Web based applications (i.e. Nice Application) that works with the Microsoft .NET framework and used to retrieve telephone conversations from a comprehensive long-term calls database. This application registers an extension with Communication Manager and waits for that extension to be dialed. The NICE Trading Recording R6.x or NICE Inform Recorder R8.x contains tools for audio retrieval, centralized system security authorization, system control, and system status monitoring. Also included is a call parameters database that tightly integrates via CTI link PABXs and ACD's including optional advanced audio archive database management, search tools, a wide variety of Recording-on-Demand capabilities, and comprehensive long-term call database for immediate retrieval.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of the NICE Trading Recording R6.x or NICE Inform Recorder R8.x to carry out call recording in a variety of scenarios using DMCC Service Observation with AES and Communication Manager. A range of Avaya endpoints were used in the compliance testing all of which are listed in **Section 4**.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined 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.

For the testing associated with these Application Notes, the interface between Avaya systems and NICE Trading Recording R6.x or NICE Inform Recorder R8.x did not include use of any specific encryption features as requested by NICE.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- **Inbound/Outbound calls** – Test call recording for inbound and outbound calls to the Communication Manager to and from PSTN callers.
- **Hold/Transferred/Conference calls** – Test call recording for calls transferred to and in conference with PSTN callers.
- **Feature calls** - Test call recording for using features such as Call Park, Call Pickup, Supervisor Observe.
- **Calls to Elite Agents** – Test call recording for calls to Communication Manager Agents, these include calls to VDN's and to Hunt Groups.
- **Serviceability testing** - The behavior of NICE Trading Recording R6.x or NICE Inform Recorder R8.x RX under different simulated failure conditions.

2.2. Test Results

All functionality and serviceability test cases were completed successfully. The following observations were noted.

1. **Call Recordings.** For Conference or transferred calls there may be multiple recordings present as each of the endpoints may be monitored and would result in duplicate recordings.
2. **CLID.** The following call scenario showed incorrect CLID information. Call from A to B and B transfers to C. The information for the CTI Calling Party is incorrect for leg 3. It shows B and C and not A and C. NICE are aware of this issue and are investigating this.
3. **Serviceability Tests.** As an observation the NICE server fails to automatically recover from a LAN disruption this may be from the AES or from the NICE server itself. For the most part services on the NICE server were restarted and on one occasion the server required a reboot. NICE are aware of these issues and are investigating this.

2.3. Support

Technical support can be obtained for NICE Trading Recording R6.x or NICE Inform Recorder R8.x from the website <http://www.nice.com>

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test NICE Trading Recording R6.x or NICE Inform Recorder R8.x with the Avaya solution using DMCC Service Observation to record calls. The NICE server is setup for DMCC Service Observation mode and connects to the AES.

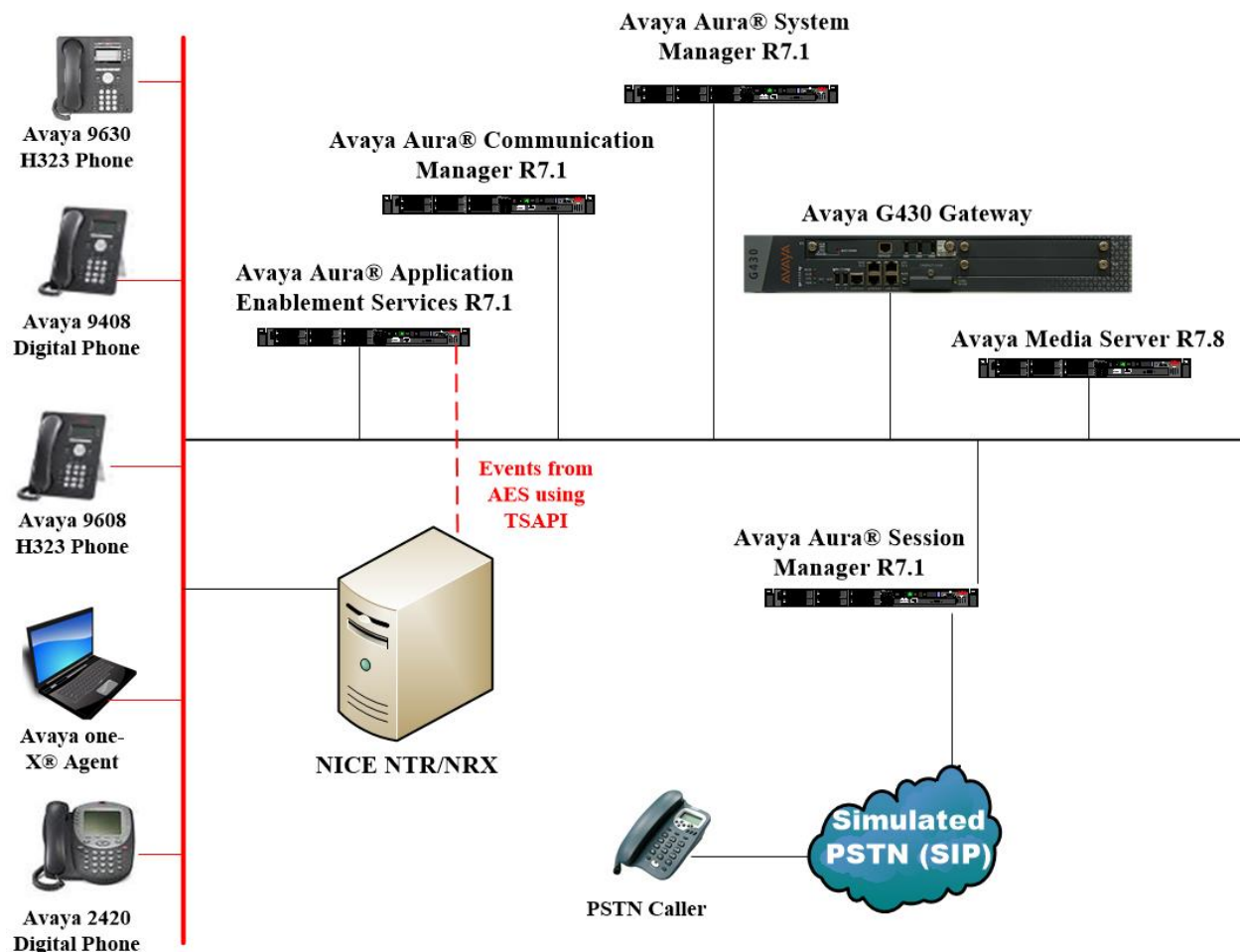


Figure 1: Connection of NICE Trading Recording R6.x or NICE Inform Recorder R8.x with Avaya Aura® Communication Manager R7.1 and Avaya Aura® Application Enablement Services R7.1

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on Virtual Server	R7.1.0.0 Build 7.1.0.0.1125193 SW Update Revision No. 7.1.0.0.116654
Avaya Aura® Session Manager running on Virtual Server	R7.1.0.0.710028
Avaya Aura® Communication Manager running on Virtual Server	R7.1 Build 017x.01.0.532.0
Avaya Aura® Application Enablement Services running on Virtual Server	R7.1 Build No – 7.1.0.0.0.17-0
Avaya Media Server running on a virtual server	7.8.0.240
Avaya G430 Gateway	37.42.0 /1
Avaya 9608 H323 Deskphone	96x1 H323 R6.6.028
Avaya 9630 H323 Deskphone	96xx H323 S3.220A
Avaya one-X® Agent (H323)	R2.5.50022.0
Avaya 9408 Digital Deskphone	FW Version 2
Avaya 2420 Digital Deskphone	FW Version 5
NICE Trading Recording R6.x or NICE Inform Recorder R8.x running on a Windows 2012 R2 NTR 6.6.10 with Avaya Integration 10.5	Windows 2012 R2 NTR 6.6.10 Avaya Integration 10.5

5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

5.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

display system-parameters customer-options		Page	3 of 11
OPTIONAL FEATURES			
Abbreviated Dialing Enhanced List?	y	Audible Message Waiting?	y
Access Security Gateway (ASG)?	n	Authorization Codes?	y
Analog Trunk Incoming Call ID?	y	CAS Branch?	n
A/D Grp/Sys List Dialing Start at 01?	y	CAS Main?	n
Answer Supervision by Call Classifier?	y	Change COR by FAC?	n
ARS?	y	Computer Telephony Adjunct Links?	y
ARS/AAR Partitioning?	y	Cvg Of Calls Redirected Off-net?	y
ARS/AAR Dialing without FAC?	y	DCS (Basic)?	y
ASAI Link Core Capabilities?	n	DCS Call Coverage?	y
ASAI Link Plus Capabilities?	n	DCS with Rerouting?	y
Async. Transfer Mode (ATM) PNC?	n	Digital Loss Plan Modification?	y
Async. Transfer Mode (ATM) Trunking?	n	DS1 MSP?	y
ATM WAN Spare Processor?	n	DS1 Echo Cancellation?	y
ATMS?	y		
Attendant Vectoring?	y		

5.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**aes71vmpg**).

display node-names ip		Page	1 of 2
IP NODE NAMES			
Name	IP Address		
SM100	10.10.40.52		
aes71vmpg	10.10.40.43		
default	0.0.0.0		
g450	10.10.40.15		
procr	10.10.40.47		

5.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** Should be set to **AESVCS**.
- **Enabled:** Set to **y**.
- **Local Node:** Set to the node name assigned for the procr in **Section 5.2**.
- **Local Port:** Retain the default value of **8765**.

change ip-services				Page	1 of 4
IP SERVICES					
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	procr	8765		

Go to **Page 4** of the **ip-services** form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes71vmpg**.
- **Password:** Enter a password to be administered on the AES server.
- **Enabled:** Set to **y**.

Note: The password entered for **Password** field must match the password on the AES server in **Section 6.2**. The **AE Services Server** should match the administered name for the AES server; this is created as part of the AES installation, and can be obtained from the AES server by typing **uname -n** at the Linux command prompt.

change ip-services				Page	4	of	4
AE Services Administration							
Server ID	AE Services Server	Password	Enabled	Status			
1:	aes71vmpg	*****	y	idle			
2:							
3:							

5.4. Configure CTI Link for TSAPI Service

Add a CTI link using the **add cti-link n** command. Enter an available extension number in the **Extension** field. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

add cti-link 1		Page 1 of 3	
CTI LINK			
CTI Link: 1			
Extension: 2002			
Type: ADJ-IP			
Name: aes71vmpg		COR: 1	

5.5. Configure Communication Manager for Service Observation

Type **display cor x**, where x is the COR number in the screen above, to check the existing Class of Restriction. Ensure that **Can be Service Observed** and **Can Be A Service Observer** are set to **y**, if not type **change cor x** to make a change to the Class or Restriction. This value needs to be enabled in order for Service Observe to work for call recording.

display cor 1		Page 1 of 23
CLASS OF RESTRICTION		
COR Number: 1		
COR Description:		
FRL: 0		
APLT? y		
Can Be Service Observed? y		
Calling Party Restriction: all-toll		
Can Be A Service Observer? y		
Called Party Restriction: none		
Time of Day Chart: 1		
Forced Entry of Account Codes? n		
Priority Queuing? n		
Direct Agent Calling? y		
Restriction Override: all		
Facility Access Trunk Test? n		
Restricted Call List? n		
Can Change Coverage? n		
Unrestricted Call List: 1		
Access to MCT? y		
Fully Restricted Service? n		
Group II Category For MFC: 7		
Hear VDN of Origin Annc.? n		
Send ANI for MFE? n		
Add/Remove Agent Skills? n		
MF ANI Prefix:		
Automatic Charge Display? n		
Hear System Music on Hold? y		
PASTE (Display PBX Data on Phone)? n		
Can Be Picked Up By Directed Call Pickup? y		
Can Use Directed Call Pickup? y		
Group Controlled Restriction: inactive		

Type **change system-parameters features**, on **Page 11** ensure that **Allow Two Observes in Same Call** is set to **y**.

change system-parameters features		Page 11 of 19
FEATURE-RELATED SYSTEM PARAMETERS		
CALL CENTER SYSTEM PARAMETERS		
EAS		
Expert Agent Selection (EAS) Enabled? y		
Minimum Agent-LoginID Password Length:		
Direct Agent Announcement Extension:		
Delay:		
Message Waiting Lamp Indicates Status For: station		
VECTORIZING		
Converse First Data Delay: 0		
Second Data Delay: 2		
Converse Signaling Tone (msec): 100		
Pause (msec): 70		
Prompting Timeout (secs): 10		
Interflow-qpos EWT Threshold: 2		
Reverse Star/Pound Digit For Collect Step? n		
Available Agent Adjustments for BSR? n		
BSR Tie Strategy: 1st-found		
Store VDN Name in Station's Local Call Log? n		
SERVICE OBSERVING		
Service Observing: Warning Tone? y		
or Conference Tone? n		
Service Observing/SSC Allowed with Exclusion? n		
Allow Two Observers in Same Call? y		

Type **change feature-access-codes** to access the feature codes on Communication Manager. Scroll to **Page 5** in order to view or change the **Service Observing** access codes. Note the **Service Observing Listen Only Access Code** is ***56**; this will be required in **Section 7.1** during the setup of NICE NTR/NRX.

change feature-access-codes	Page 5 of 10
FEATURE ACCESS CODE (FAC)	
Call Center Features	
AGENT WORK MODES	
After Call Work Access Code:	#36
Assist Access Code:	
Auto-In Access Code:	#38
Aux Work Access Code:	#39
Login Access Code:	#40
Logout Access Code:	#41
Manual-in Access Code:	#42
SERVICE OBSERVING	
Service Observing Listen Only Access Code:	*56
Service Observing Listen/Talk Access Code:	*57
Service Observing No Talk Access Code:	
Service Observing Next Call Listen Only Access Code:	
Service Observing by Location Listen Only Access Code:	
Service Observing by Location Listen/Talk Access Code:	
AACC CONFERENCE MODES	
Restrict First Consult Activation:	Deactivation:
Restrict Second Consult Activation:	Deactivation:

5.6. Configure H323 Stations for Service Observation

All endpoints that are to be monitored by NICE will need to have IP Softphone set to y. IP Softphone must be enabled in order for DMCC Service Observe and Single Step Conference to work. Type **change station x** where x is the extension number of the station to be monitored also note this extension number for configuration required in **Section 7**. Note the **Security Code** and ensure that **IP SoftPhone** is set to y.

change station x	Page 1 of 6
STATION	
Extension: x	Lock Messages? n
Type: 9608	Security Code: 1234
Port: S00101	Coverage Path 1:
Name: Extension	Coverage Path 2:
	Hunt-to Station:
STATION OPTIONS	
Loss Group: 19	Time of Day Lock Table:
	Personalized Ringing Pattern: 1
	Message Lamp Ext: 1591
Speakerphone: 2-way	Mute Button Enabled? y
Display Language: english	
Survivable GK Node Name:	
Survivable COR: internal	Media Complex Ext:
Survivable Trunk Dest? y	IP SoftPhone? y
	IP Video Softphone? n
	Short/Prefixed Registration Allowed: default

5.7. Configure Virtual Stations for Service Observation

Add virtual stations to allow NICE Trading Recording R6.x or NICE Inform Recorder R8.x record calls using Service Observe. Type **add station x** where x is the extension number of the station to be configured also note this extension number for configuration required in **Section 7**. Note the **Security Code** and ensure that **IP SoftPhone** is set to **y**. Note also the **COR** for the stations, this will be set to that configured in **Section 5.5**.

add station 78100		Page 1 of 6
STATION		
Extension: 78100	Lock Messages? n	BCC: 0
Type: 4624	Security Code: 1234	TN: 1
Port: S00101	Coverage Path 1:	COR: 1
Name: Recorder	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
	Time of Day Lock Table:	
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 781--	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english		
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	

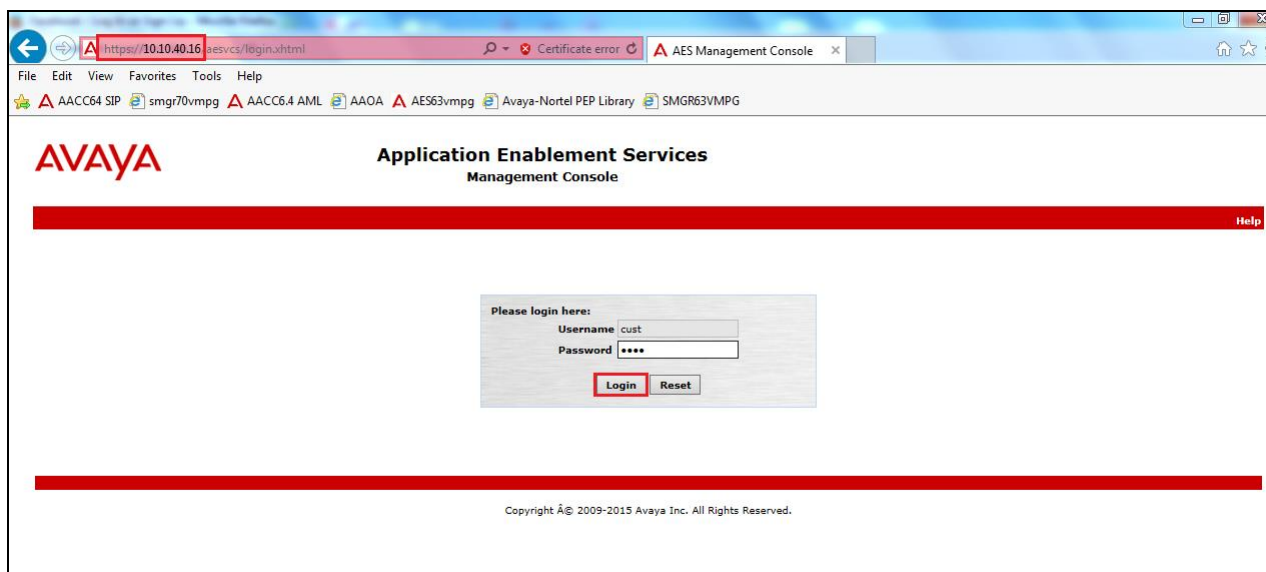
6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures fall into the following areas:

- Verify Licensing
- Create Switch Connection
- Administer TSAPI link
- Identify Tlinks
- Enable TSAPI and DMCC Ports
- Create CTI User
- Associate Devices with CTI User

6.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.



The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

AVAYA Application Enablement Services Management Console

Welcome: User cust
Last login: Tue Nov 17 10:07:45 2015 from 10.10.40.222
Number of prior failed login attempts: 1
HostName/IP: aes70vmppg
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.0.0.0.13-0
Server Date and Time: Tue Nov 24 16:15:51 GMT 2015
HA Status: Not Configured

AE Services Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▶ TSAPI
- ▶ TWS
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management
- ▶ Utilities
- ▶ Help

AE Services

IMPORTANT: AE Services must be restarted for administrative changes to fully take effect. Changes to the Security Database do not require a restart.

Service	Status	State	License Mode	Cause*
ASAI Link Manager	N/A	Running	N/A	N/A
CVLAN Service	OFFLINE	Running	N/A	N/A
DLG Service	OFFLINE	Running	N/A	N/A
DMCC Service	ONLINE	Running	NORMAL MODE	N/A
TSAPI Service	ONLINE	Running	NORMAL MODE	N/A
Transport Layer Service	N/A	Running	N/A	N/A
AE Services HA	Not Configured	N/A	N/A	N/A

For status on actual services, please use [Status and Control](#)

* -- For more detail, please mouse over the Cause, you'll see the tooltip, or go to help page.

License Information
You are licensed to run Application Enablement (CTI) release 7.x

6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** → **Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.

AVAYA Application Enablement Services Management Console

Communication Manager Interface | Switch Connections

▶ AE Services

▼ Communication Manager Interface

Switch Connections

▶ Dial Plan

▶ High Availability

▶ Licensing

▶ Maintenance

Switch Connections

CM71vmppg x Add Connection

Connection Name	Processor Ethernet	Msg Period

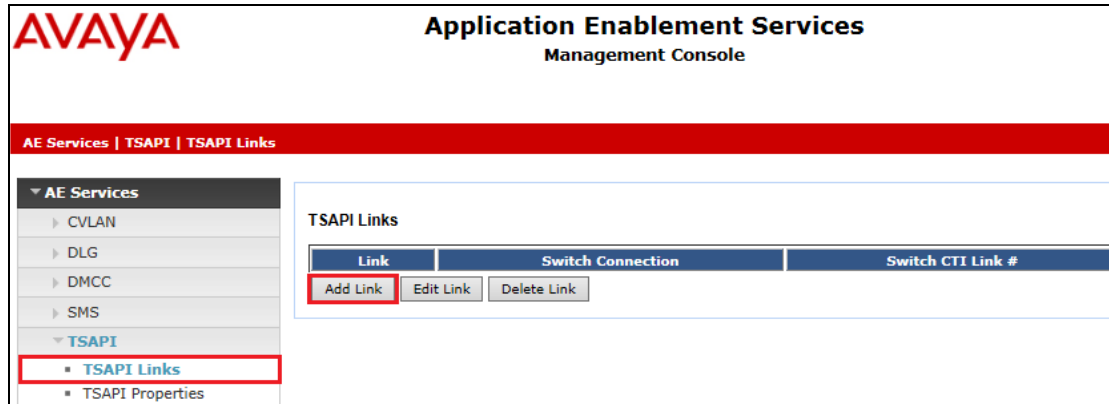
Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 5.3**. Default values may be accepted for the remaining fields. Click **Apply** to save changes.

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button (not shown, see screen at the bottom of the previous page). In the resulting screen, enter the IP address of the procr as shown in **Section 5.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

6.3. Administer TSAPI link

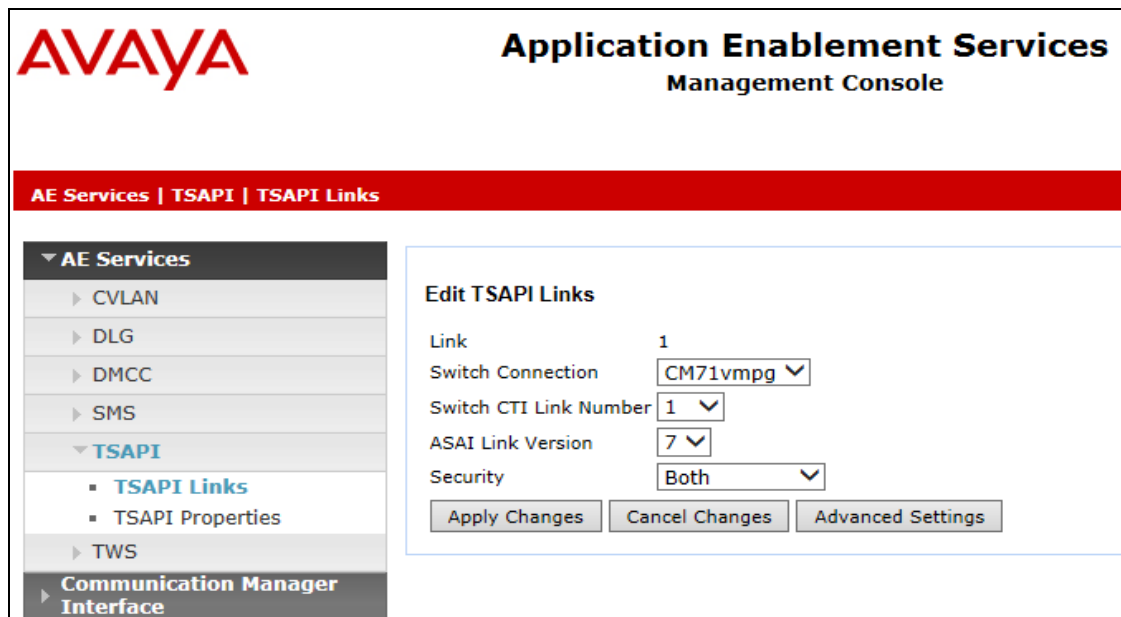
From the Application Enablement Services Management Console, select **AE Services** → **TSAPI** → **TSAPI Links**. Select **Add Link** button as shown in the screen below.



On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- **Link:** Use the drop-down list to select an unused link number.
- **Switch Connection:** Choose the switch connection **cm71vmppg**, which has already been configured in **Section 6.2** from the drop-down list.
- **Switch CTI Link Number:** Corresponding CTI link number configured in **Section 5.4** which is **1**.
- **ASAI Link Version:** This can be set to **7**.
- **Security:** This can be left at the default value of **both**.

Once completed, select **Apply Changes**.



Another screen appears for confirmation of the changes made. Choose **Apply**.

The screenshot shows the AVAYA Application Enablement Services Management Console. The left sidebar contains a navigation menu with 'AE Services' expanded, showing 'CVLAN', 'DLG', 'DMCC', 'SMS', 'TSAPI' (selected), 'TSAPI Links', 'TSAPI Properties', 'TWS', and 'Communication Manager Interface'. The main content area displays a confirmation dialog titled 'Apply Changes to Link'. The dialog text reads: 'Warning! Are you sure you want to apply the changes? These changes can only take effect when the TSAPI server restarts. Please use the Maintenance -> Service Controller page to restart the TSAPI server.' At the bottom of the dialog are 'Apply' and 'Cancel' buttons.

When the TSAPI Link is completed, it should resemble the screen below.

The screenshot shows the AVAYA Application Enablement Services Management Console. The left sidebar is the same as the previous screenshot. The main content area displays the 'TSAPI Links' section. It contains a table with the following data:

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	CM71vmpg	1	7	Both

Below the table are buttons for 'Add Link', 'Edit Link', and 'Delete Link'.

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance** → **Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

The screenshot shows the AVAYA Application Enablement Services Management Console. The left sidebar has 'Maintenance' expanded, showing 'Date Time/NTP Server', 'Security Database', 'Service Controller' (selected), 'Server Data', 'Networking', and 'Security'. The main content area displays the 'Service Controller' page. It contains a table with the following data:

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

Below the table is a link: 'For status on actual services, please use [Status and Control](#)'. At the bottom are buttons for 'Start', 'Stop', 'Restart Service' (highlighted with a red box), 'Restart AE Server', 'Restart Linux', and 'Restart Web Server'.

6.4. Identify Tlinks

Navigate to **Security** → **Security Database** → **Tlinks**. Verify the value of the **Tlink Name**. This will be needed to configure the NICE Trading Recording R6.x or NICE Inform Recorder R8.x in **Section 7**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header features the Avaya logo and the title "Application Enablement Services Management Console". A red navigation bar contains the links "Security | Security Database | Tlinks". On the left, a sidebar menu lists various services, with "Security" expanded to show "Security Database", which in turn has "Tlinks" selected. The main content area, titled "Tlinks", shows a "Tlink Name" field with two radio button options: "AVAYA#CM71VMPPG#CSTA#AES71VMPPG" (selected) and "AVAYA#CM71VMPPG#CSTA-S#AES71VMPPG". A "Delete Tlink" button is located below the options.

AVAYA Application Enablement Services Management Console

Security | Security Database | Tlinks

Tlinks

Tlink Name

☒ AVAYA#CM71VMPPG#CSTA#AES71VMPPG

☐ AVAYA#CM71VMPPG#CSTA-S#AES71VMPPG

Delete Tlink

6.5. Enable TSAPI and DMCC Ports

To ensure that TSAPI ports are enabled, navigate to **Networking → Ports**. Ensure that the TSAPI ports are set to **Enabled** as shown below. Ensure that the **DMCC Server Ports** are also **Enabled** and take note of the **Unencrypted Port 4721** which will be used later in **Section 7**.

AVAYA Application Enablement Services Management Console

Networking | Ports

Ports

CVLAN Ports

			Enabled	Disabled
Unencrypted TCP Port	9999		<input checked="" type="radio"/>	<input type="radio"/>
Encrypted TCP Port	<input type="text" value="9998"/>		<input checked="" type="radio"/>	<input type="radio"/>

DLG Port

TCP Port	
5678	

TSAPI Ports

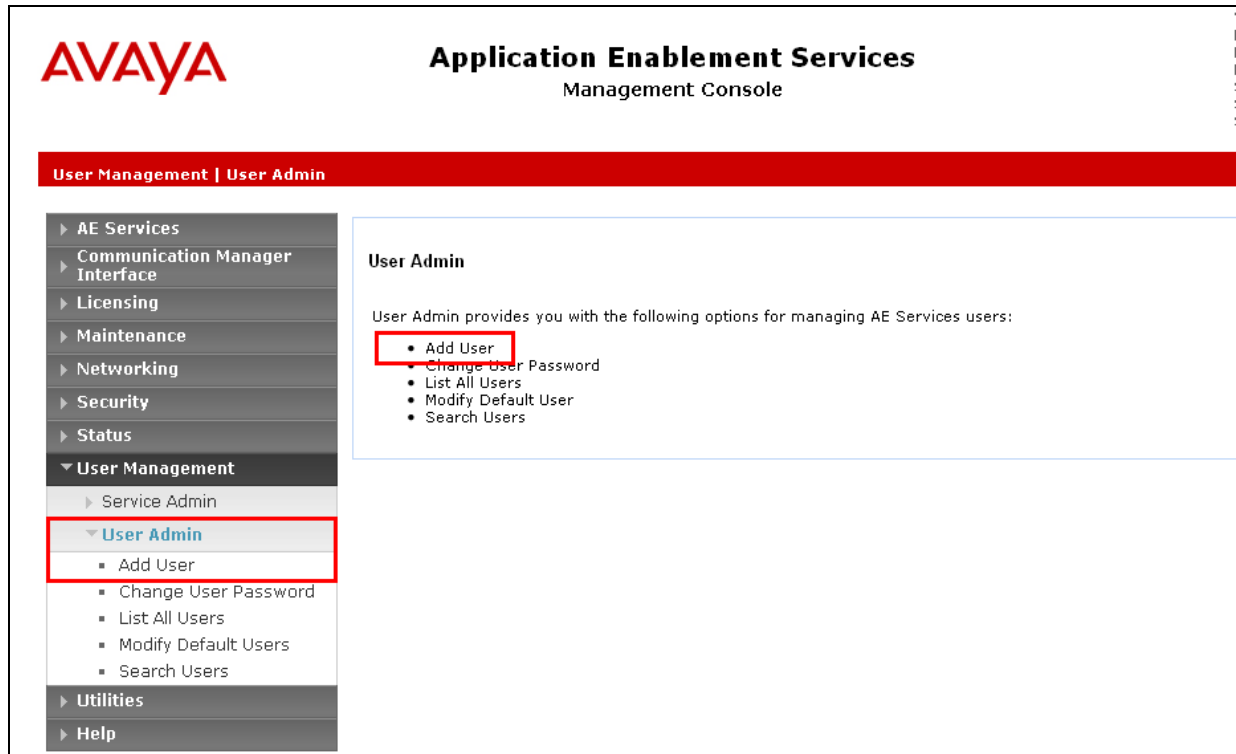
		Enabled	Disabled
TSAPI Service Port	450	<input checked="" type="radio"/>	<input type="radio"/>
Local TLINK Ports			
TCP Port Min	1024		
TCP Port Max	1039		
Unencrypted TLINK Ports			
TCP Port Min	<input type="text" value="1050"/>		
TCP Port Max	<input type="text" value="1065"/>		
Encrypted TLINK Ports			
TCP Port Min	<input type="text" value="1066"/>		
TCP Port Max	<input type="text" value="1081"/>		

DMCC Server Ports

		Enabled	Disabled
Unencrypted Port	<input type="text" value="4721"/>	<input checked="" type="radio"/>	<input type="radio"/>
Encrypted Port	<input type="text" value="4722"/>	<input checked="" type="radio"/>	<input type="radio"/>
TR/87 Port	<input type="text" value="4723"/>	<input checked="" type="radio"/>	<input type="radio"/>

6.6. Create CTI User

A User ID and password needs to be configured for the NICE Trading Recording R6.x or NICE Inform Recorder R8.x to communicate with the Application Enablement Services server. Navigate to the **User Management** → **User Admin** screen then choose the **Add User** option.



In the **Add User** screen shown below, enter the following values:

- **User Id** - This will be used by the NICE Trading Recording R6.x or NICE Inform Recorder R8.x setup in **Section 7**.
- **Common Name** and **Surname** - Descriptive names need to be entered.
- **User Password** and **Confirm Password** - This will be used with NICE Trading Recording R6.x or NICE Inform Recorder R8.x setup in **Section 7**.
- **CT User** - Select **Yes** from the drop-down menu.

AVAYA Application Enablement Services Management Console

User Management | User Admin | Add User

Add User

Fields marked with * can not be empty.

* User Id: NICE

* Common Name: NICE

* Surname: NICE

* User Password:

* Confirm Password:

Admin Note:

Avaya Role: None

Business Category:

Car License:

CM Home:

Cms Home:

CT User: Yes

Department Number:

Display Name:

Employee Number:

Employee Type:

Scroll down and click on **Apply Changes**.

CM Home:

Cms Home:

CT User: Yes

Department Number:

Display Name:

Employee Number:

Employee Type:

Enterprise Handle:

Given Name:

Home Phone:

Home Postal Address:

Initials:

Labeled URI:

Mail:

MM Home:

Mobile:

Organization:

Pager:

Preferred Language: English

Room Number:

Telephone Number:

Apply Changes Cancel Changes

6.7. Associate Devices with CTI User

Navigate to **Security** → **Security Database** → **CTI Users** → **List All Users**. Select the CTI user added in **Section 6.6** and click on **Edit Users**.

The screenshot shows the Avaya Application Enablement Services Management Console. The top navigation bar includes 'Security | Security Database | CTI Users | List All Users'. The left sidebar shows the 'Security Database' menu with 'CTI Users' and 'List All Users' highlighted. The main content area displays a table of CTI Users:

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> asc	asc	NONE	NONE
<input type="radio"/> cube	cube	NONE	NONE
<input type="radio"/> emc	emc	NONE	NONE
<input type="radio"/> jacada	jacada	NONE	NONE
<input checked="" type="radio"/> nice	nice	NONE	NONE
<input type="radio"/> presence	presence	NONE	NONE

Below the table are 'Edit' and 'List All' buttons. The 'Edit' button is highlighted with a red box.

In the main window ensure that **Unrestricted Access** is ticked. Once this is done click on **Apply Changes**.

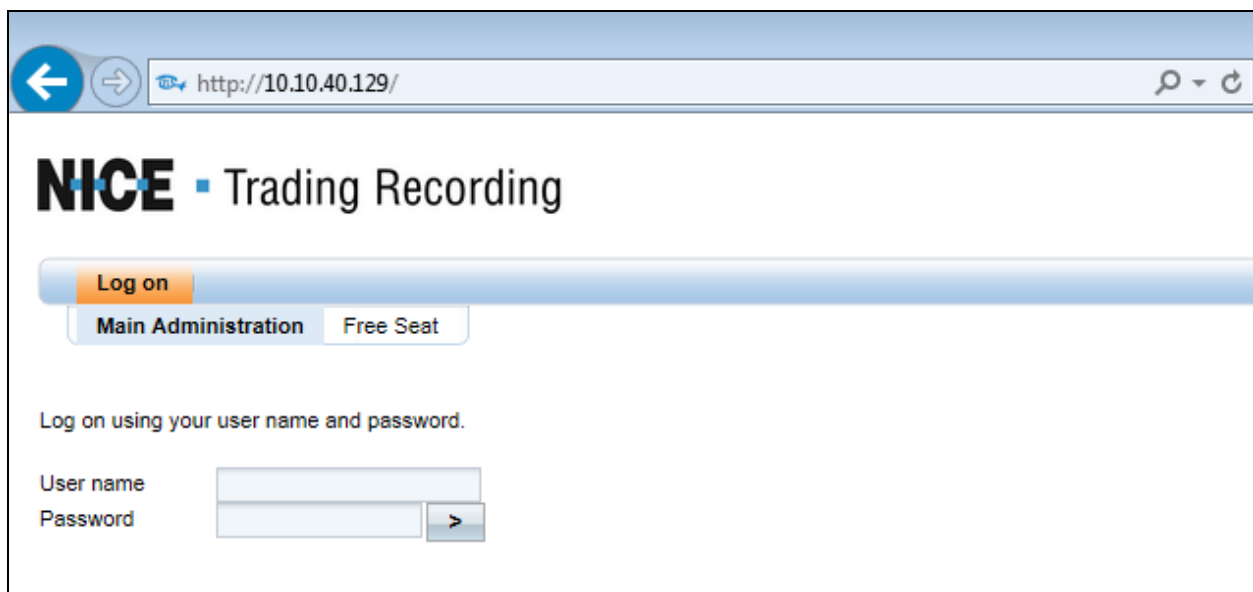
The screenshot shows the 'Edit CTI User' page for the 'nice' user. The 'User Profile' section shows the 'Unrestricted Access' checkbox is checked. The 'Call and Device Control' section shows 'Call Origination/Termination and Device Status' set to 'None'. The 'Call and Device Monitoring' section shows 'Device Monitoring' set to 'None', 'Calls On A Device Monitoring' set to 'None', and 'Call Monitoring' set to 'None'. The 'Routing Control' section shows 'Allow Routing on Listed Devices' set to 'None'. The 'Apply Changes' button is highlighted with a red box.

Note: The AES Security Database (SDB) provides the ability to control a user's access privileges. The SDB stores information about Computer Telephony (CT) users and the devices they control. The DMCC service, the TSAPI service, and Telephony Web Services use this information for permission checking. Please look to **Section 10** for more information on this.

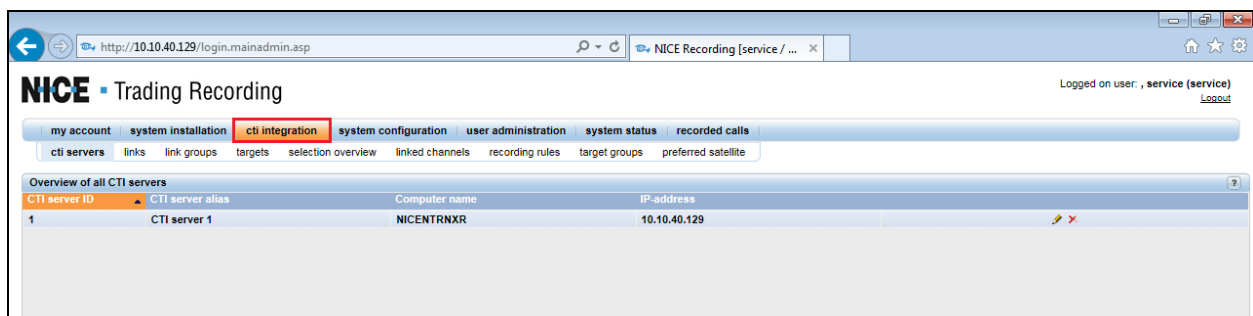
7. Configure NICE Trading Recording R6.x or NICE Inform Recorder R8.x

The installation of NICE Trading Recording R6.x or NICE Inform Recorder R8.x is usually carried out by an engineer from NICE and is outside the scope of these Application Notes. For information on the installation of the NICE Trading Recording R6.x or NICE Inform Recorder R8.x contact NICE as per the information provided in **Section 2.3**.

The following sections will outline the process involved in connecting the NICE Trading Recording R6.x or NICE Inform Recorder R8.x to the Avaya Solution. All configuration of the NICE Trading Recording R6.x or NICE Inform Recorder R8.x for connection with the AES is performed using a web browser connecting to the NICE Trading Recording R6.x or NICE Inform Recorder R8.x Application Server. Open a web browser as shown navigate to **http://<NICE ServerIP>/** as shown below and enter the appropriate credentials and log in.



Once logged in click on the **cti integration** tab. Within this tab there are other tabs as shown in the screen below, **cti servers**, **links**, **link groups**, **targets** etc.



Note: Information on the connection to Avaya is gathered prior to any installation. This information includes the connection to the AES as well as devices to be monitored along with any AES usernames, passwords that need to be used for the connection. During the installation the connections to AES/CM are setup and created and therefore these Application Notes can only show the existing connections that were created during setup.

Clicking on **cti servers** tab will show the CTI server setup during the installation. By clicking on the edit icon highlighted changes can be made to this if deemed necessary.

The link to AES is configured during the installation of NICE Trading Recording R6.x or NICE Inform Recorder R8.x, however this connection may need to be altered and if so click on the edit icon as shown below.

Under the links tab the existing link to AES is shown and can be edited by clicking on the icon opposite the link as highlighted.

Pressing the edit button above will allow changes to be made to the following.

The screenshot displays two side-by-side configuration windows. The 'General link settings' window on the left has fields for 'Link alias' (Avaya7), 'Link name' (AVAYALNK01), 'CTI server name' (CTI server 1), 'Link enabled' (checked), and 'Auto-discovery enabled' (unchecked). The 'Link parameters' field contains a multi-line text area with the following values: SwitchName=CM71vmpg, TSAPIServerName=AVAYA#CM71VMPG#CSTA#AES71VMPG, ConnectionProtocol=7.0.0, LogLevel=INFO, UseSRTP=No, ForceG729=No, and ObserveCode=56. The 'Connection settings' window on the right includes fields for 'Connection host' (10.10.40.43), 'IP port' (4721), 'Connection user' (NICE1), 'Connection password' (masked with dots), 'Password (retype)' (masked with dots), 'SSL enabled' (unchecked), and 'Link group' (Avaya7). At the bottom right of the 'Connection settings' window are 'Cancel' and 'Save changes' buttons.

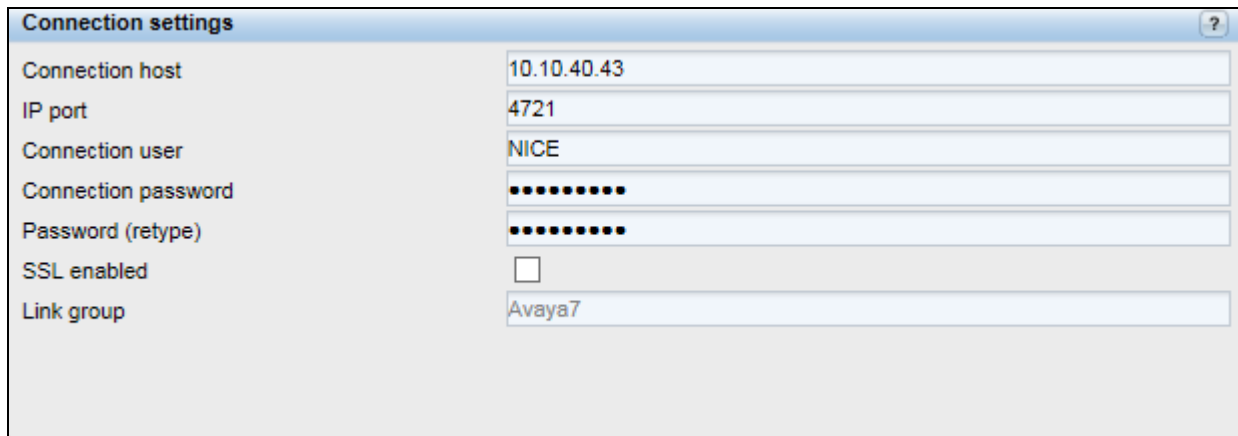
These are the parameters that were used during compliance testing. The information shown here was taken from the AES settings as outlined throughout **Section 6**.

This screenshot shows the 'General link settings' window. The fields are: 'Link alias' (Avaya7), 'Link name' (AVAYALNK01), 'CTI server name' (CTI server 1), 'Link enabled' (checked), and 'Auto-discovery enabled' (unchecked). The 'Link parameters' field is a text area containing: SwitchName=CM71vmpg, TSAPIServerName=AVAYA#CM71VMPG#CSTA#AES71VMPG, ConnectionProtocol=7.0.0, LogLevel=INFO, UseSRTP=No, and ForceG729=No.

The following extras need to be added in order for Service Observation to work properly. The Service Observe Code from **Section 5.5** is added along with the Virtual Extensions from **Section 5.7**.

This screenshot shows the 'General link settings' window with the same fields as the previous one. The 'Link parameters' field now includes additional lines: ObserveCode=*56 and DMCCPhoneRange=78100-78105. These two lines are enclosed in a red rectangular box to highlight them.

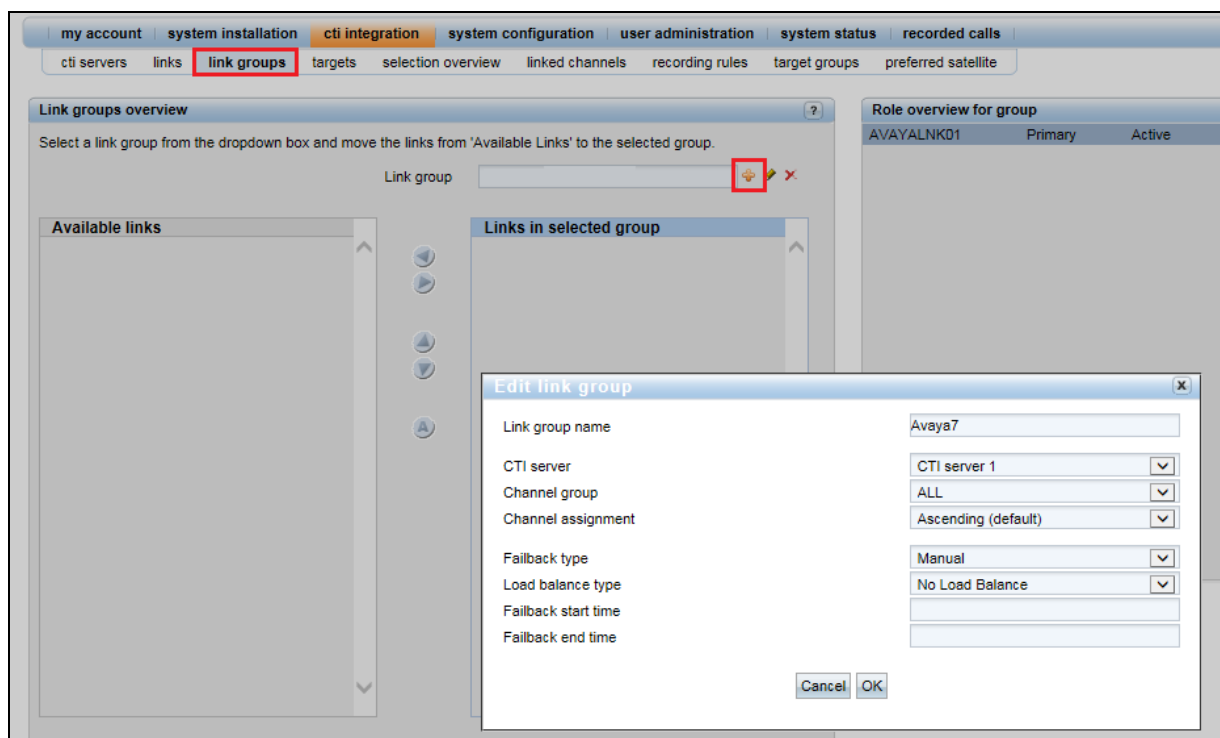
The **Connection host**, **IP port**, the **Connection user** and **password** should not need any editing as these will be added as part of the original installation. In the even that there is a bad connection these fields can be re-entered as shown below.



The 'Connection settings' dialog box contains the following fields and values:

Field	Value
Connection host	10.10.40.43
IP port	4721
Connection user	NICE
Connection password
Password (retype)
SSL enabled	<input type="checkbox"/>
Link group	Avaya7

A link group must be added and this is done by first clicking on the link groups tab as shown below. Then click on the + icon highlighted, this will open a new window where the link information can be entered and saved by clicking on **OK**. A suitable **Link group name** is given, the **CTI server** that was added during the installation is chosen. The **channel assignment** was **ALL** for compliance testing, the others were left as default as shown below.

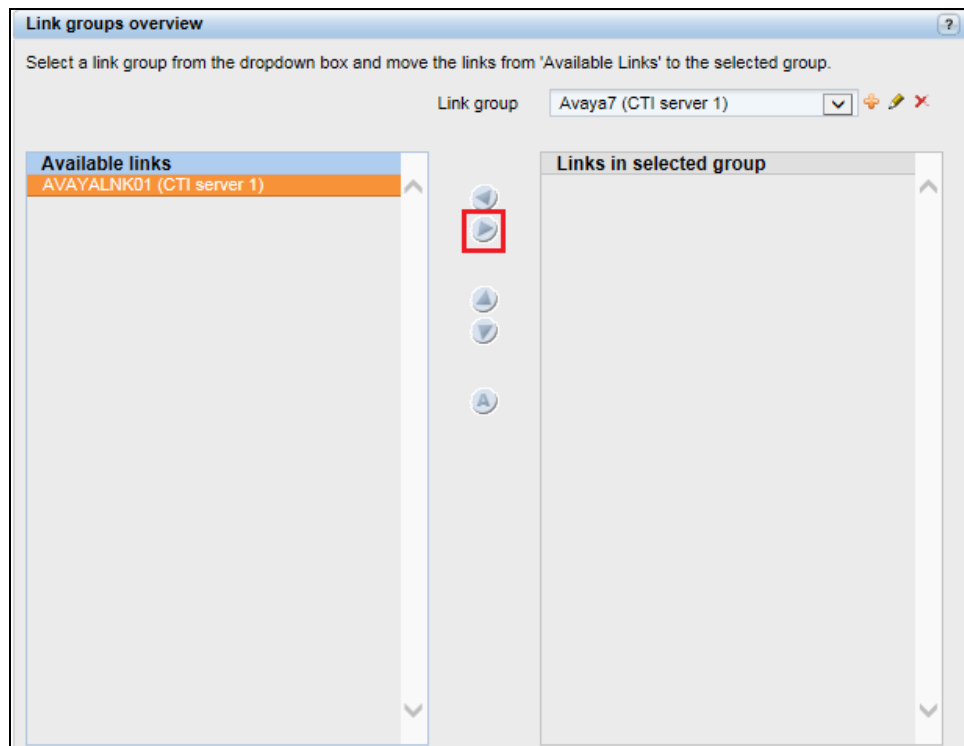


The screenshot shows the 'Link groups overview' window with the 'link groups' tab selected. The 'Edit link group' dialog box is open, showing the following configuration:

Field	Value
Link group name	Avaya7
CTI server	CTI server 1
Channel group	ALL
Channel assignment	Ascending (default)
Failback type	Manual
Load balance type	No Load Balance
Failback start time	
Failback end time	

The 'Edit link group' dialog box also includes 'Cancel' and 'OK' buttons at the bottom right.

The existing link that was created during installation is now added to the newly created link group.



Targets can be added by clicking on the targets tab and clicking on the + icon highlighted below. Targets are Avaya phones that need to be monitored. The screen below shows an existing list of phones that are already being monitored but clicking on the + icon will add a new phone.

NICE - Trading Recording Logged on user: , service (service) [Logout](#)

my account system installation **cti integration** system configuration user administration system status recorded calls

cti servers links link groups **targets** selection overview linked channels recording rules target groups preferred satellite

Overview of all link targets

Target name	Target selection	Link group	Target type	Target value	Date last modified	
H323 Desk 4000	✓	Avaya7	Extension MR	4000	2017-06-23	
H323 Desk 4001	✓	Avaya7	Extension MR	4001	2017-06-23	
OneX Agent 4011	✓	Avaya7	Extension MR	4011	2017-06-23	
Digital Desk 4051	✓	Avaya7	Extension MR	4051	2017-06-23	
Digital Desk 4052	✓	Avaya7	Extension MR	4052	2017-06-23	
Hunt VDN	✓	Avaya7	ACD Split / Hunt Group	4901	2017-06-16	
Hunt VDN 4911	✓	Avaya7	ACD Split / Hunt Group	4911	2017-06-16	

Once the + icon is pressed a new window is opened as shown below. Here the information on the new Avaya extension is entered, this new extension being **4002**. Note that the **Target Type** can be chosen from the list as shown below. For “Service Observation” recording **Extension SO** is selected as shown below.

This newly added target is displayed below.

NICE - Trading Recording Logged on user: , service (service) [Logout](#)

my account system installation **cti integration** system configuration user administration system status recorded calls

cti servers links link groups **targets** selection overview linked channels recording rules target groups preferred satellite

Target name	Target selection	Link group	Target type	Target value	Date last modified	
H323 Desk 4000	✓	Avaya7	Extension MR	4000	2017-06-23	✎ ✕
H323 Desk 4001	✓	Avaya7	Extension MR	4001	2017-06-23	✎ ✕
Ext 4002	✓	Avaya7	Extension MR	4002	2017-06-23	✎ ✕
OneX Agent 4011	✓	Avaya7	Extension MR	4011	2017-06-23	✎ ✕
Digital Desk 4051	✓	Avaya7	Extension MR	4051	2017-06-23	✎ ✕
Digital Desk 4052	✓	Avaya7	Extension MR	4052	2017-06-23	✎ ✕
Hunt VDN	✓	Avaya7	ACD Split / Hunt Group	4901	2017-06-16	✎ ✕
Hunt VDN 4911	✓	Avaya7	ACD Split / Hunt Group	4911	2017-06-16	✎ ✕

The selection overview tab provides a list of all the monitored devices as well as any VDN's hunt groups or any other monitored endpoints on Communication Manager.

Target name	Link group	Target type	Target value	Target state	Date last modified
H323 Desk 4000	Avaya7(CTI server 1)	Extension MR	4000	Selected	2017-06-23
H323 Desk 4001	Avaya7(CTI server 1)	Extension MR	4001	Selected	2017-06-23
OneX Agent 4011	Avaya7(CTI server 1)	Extension MR	4011	Selected	2017-06-23
Digital Desk 4051	Avaya7(CTI server 1)	Extension MR	4051	Selected	2017-06-23
Digital Desk 4052	Avaya7(CTI server 1)	Extension MR	4052	Selected	2017-06-23
Hunt VDN	Avaya7(CTI server 1)	ACD Split / Hunt Group	4901	Selected	2017-06-16
Hunt VDN 4911	Avaya7(CTI server 1)	ACD Split / Hunt Group	4911	Selected	2017-06-16

This concludes the setup of the NICE Application Server for DMCC Service Observation recording.

8. Verification Steps

This section provides the steps that can be taken to verify correct configuration of the NICE Trading Recording R6.x or NICE Inform Recorder R8.x and Avaya Aura® Application Enablement Services.

8.1. Verify Avaya Aura® Communication Manager CTI Service State

Before checking the connection between the NICE Trading Recording R6.x or NICE Inform Recorder R8.x and AES, check the connection between Communication Manager and AES to ensure it is functioning correctly. Check the AESVCS link status by using the command **status aevcs cti-link**. Verify the **Service State** of the CTI link is **established**.

```
status aevcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	7	no	aes71vmpg	established	18	18

8.2. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.

AVAYA

Application Enablement Services
Management Console

Welcome: User Cost
Last login: Tue Nov 24 16:15:05 2015 from 10.10.40.222
Number of prior failed login attempts: 0
HostName/IP: aes70vmpg
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 7.0.0.0.0.13-0
Server Date and Time: Wed Nov 25 14:33:01 GMT 2015
HA Status: Not Configured

Status | Status and Control | TSAPI Service Summary

Home | Help | Logout

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Status

Alarm Viewer

Log Manager

Logs

Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

Switch Conn Summary

TSAPI Service Summary

User Management

Utilities

Help

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	cm70vmpg	1	Talking	Mon Nov 23 10:28:15 2015	Online	17	8	15	15	30

Online Offline

For service-wide information, choose one of the following:
TSAPI Service Status TLink Status User Status

8.3. Verify DMCC link on AES

Verify the status of the DMCC link by selecting **Status** → **Status and Control** → **DMCC Service Summary** to display the **DMCC Service Summary – Session Summary** screen. The screen below shows that the user **NICE** is connected from the IP address **10.10.40.126**, which is the NICE server.

The screenshot shows the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with categories: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, and Status. The 'Status' category is expanded, showing 'Alarm Viewer', 'Log Manager', 'Logs', 'Status and Control', 'CVLAN Service Summary', 'DLG Services Summary', 'DMCC Service Summary' (highlighted with a red box), 'Switch Conn Summary', 'TSAPI Service Summary', 'User Management', 'Utilities', and 'Help'. The main content area displays the 'DMCC Service Summary - Session Summary' page. It includes a 'Please do not use back button' warning, a checkbox for 'Enable page refresh every 60 seconds', and session summary statistics: 'Generated on Tue Dec 15 14:45:11 GMT 2015', 'Service Uptime: 1 days, 0 hours 46 minutes', 'Number of Active Sessions: 1', 'Number of Sessions Created Since Service Boot: 1', 'Number of Existing Devices: 3', and 'Number of Devices Created Since Service Boot: 11'. Below this is a table with columns: Session ID, User, Application, Far-end Identifier, Connection Type, and # of Associated Devices. The table contains one row with Session ID '1C06ED1F66D641627 7F0F0805747B4AF-0', User 'NICE', Application, Far-end Identifier '10.10.40.126', Connection Type 'XML Unencrypted', and # of Associated Devices '3'. At the bottom of the table are buttons for 'Terminate Sessions' and 'Show Terminated Sessions', and a pagination control showing 'Item 1-1 of 1' and a 'Go' button.

8.4. Verify calls are being recorded

From any of the monitored Avaya endpoints make a series of inbound and outbound calls. Once these calls are completed they should be available for playback through a web browser to the NICE Trading Recording R6.x or NICE Inform Recorder R8.x server.

Open a browser session to the NICE server as is shown below. Enter the appropriate credentials and log in.

The screenshot shows a web browser window with the address bar displaying 'http://10.10.40.129/'. The page title is 'NICE - Trading Recording'. Below the title is a 'Log on' button and a 'Main Administration' button. The page instructs the user to 'Log on using your user name and password.' and provides input fields for 'User name' and 'Password', followed by a login button.

Click on **recorded calls** at the top of the screen. Select **Submit query** from the bottom of the screen as shown below.

The screenshot displays the NICE Trading Recording application interface. At the top, the user is logged in as 'service (service)' with a 'Logout' link. The main navigation bar includes tabs for 'my account', 'system installation', 'cti integration', 'system configuration', 'user administration', 'system status', and 'recorded calls' (which is highlighted). Below this, a sub-navigation bar shows 'calls search', 'column selection', 'calls listing', and 'call statistics'. The left sidebar contains a 'Search form' with expandable sections for 'Date span', 'Call', 'User details', 'Duration', 'Remarks', 'Connectivity', 'Number info (CLI)', 'Marks', 'Custom database fields', and 'Online storage'. The main content area is divided into two panels. The right panel, titled 'Stored search queries', contains a table with the following data:

Query name	Shared	Created	Owner
Default query: Calls made last week	✓	2009-01-23	
All	✓	2017-06-15	service
Example: All 555-1234 calls in Q1 2005	✓	2009-01-23	
Example: All long incoming calls to Mike Johnson	✓	2009-01-23	
Example: Incoming calls on channels 1-10	✓	2009-01-23	
Example: Outgoing calls with mark 0 in the last month	✓	2009-01-23	

At the bottom of the interface, there are three buttons: 'Reset form', 'Store query', and 'Submit query' (which is highlighted with a red box). Navigation controls for the query list are also visible at the bottom right.

Click on whatever recording is required for play back and this will play back the recording using the sound device on that PC to play back the call.

NICE • Trading Recording Logged on user: , service (service) [Logout](#)

my account system installation **cti integration** system configuration user administration system status **recorded calls**

calls search column selection **calls listing** call statistics

Search results

Cal...	Chan...	Voice metric	Start date	Durat...	Direc...	Status	All parties	CTI Called Party	CTI Calling Party	CTI Call ID
381	1	96	2017-06-23 11:22...	00:00:07	→	Available	4000, 4050	4000	4050	04444001341498213374
380	4	88	2017-06-23 11:22...	00:00:08	→	Available	4050, 4051	4051	4050	04444001331498213324
379	1	70	2017-06-23 11:19...	00:00:06	→	Available	4000, 4050	4000	4050	04444001301498213152
378	4	81	2017-06-23 11:19...	00:00:05	→	Available	4050, 4051	4051	4050	04444001291498213144
377	1	94	2017-06-23 11:16...	00:00:05	→	Available	4000, 4050	4000	4050	04444001281498213005
376	1	40	2017-06-23 10:59...	00:00:31	→	Available	4000, 4050	4000	4050	04444001271498211959
375	4	34	2017-06-23 10:57...	00:00:25	→	Available	4050, 4051	4051	4050	04444001261498211846
374	4	64	2017-06-23 10:50...	00:00:41	→	Available	4050, 4051	4051	4050	04444001111498211420
373	1	74	2017-06-23 10:04...	00:00:15	→	Available	4000, 4051	4051	4000	04444001101498208656
372	4	71	2017-06-23 10:04...	00:00:15	→	Available	4000, 4051	4051	4000	04444000891498206337
371	3	0	2017-06-23 09:26...	00:00:15	→	Available	4000, 4011, 4051, 4403, 78100	4051	4011	04444000891498206337
370	1	86	2017-06-23 09:26...	00:00:15	→	Available	4000, 4011, 4051, 78103	4000	4011	04444000891498206337
369	4	86	2017-06-23 09:26...	00:00:14	→	Available	4000, 4011, 4051, 78100, 78103	4051	4011	04444000891498206337
368	3	0	2017-06-23 09:26...	00:00:00	→	Available	4000, 4011, 4403	4000	4011	04444000891498206337
367	4	74	2017-06-23 09:25...	00:00:09	→	Available	4011, 4051	4051	4011	04444000901498206356
366	1	75	2017-06-23 09:25...	00:00:28	→	Available	4000, 4011	4000	4011	04444000891498206337
365	3	84	2017-06-23 09:25...	00:00:09	→	Available	4011, 4051, 4403	4051	4011	04444000901498206356
364	3	78	2017-06-23 09:25...	00:00:09	→	Available	4000, 4011, 4403	4000	4011	04444000891498206337
363	1	79	2017-06-23 09:23...	00:00:06	→	Available	4000, 4050	4000	4050	04444000871498206239
362	1	88	2017-06-22 16:42...	00:00:08	→	Available	4000, 4051	4051	4000	04444000861498146164
361	4	80	2017-06-22 16:42...	00:00:08	→	Available	4000, 4051	4051	4000	04444000861498146164
360	1	42	2017-06-22 16:37...	00:00:38	→	Available	4000, 4050	4000	4050	04444000541498145867
359	1	80	2017-06-22 16:36...	00:00:24	→	Available	4000, 4050	4000	4050	04444000461498145811
358	1	77	2017-06-22 16:35...	00:00:08	→	Available	4000, 4051	4051	4000	04444000461498145811

Audio player 00:00:01.137

Call details

Main properties

Call ID	381	Start date	2017-06-23 11:22:58
End date	2017-06-23 11:23:05	Duration	00:00:07
Direction	Incoming	Channel	1
User handle	AutoUser4000	Status	Available
Mark	Normal calls		
CLI Data			
CTI Call ID	04444001341498213374	CTI Calling Party	4050
CTI Called Party	4000		

15:44:41 The call is available for playback (return code 3: Fingerprint matches, file is authentic).

9. Conclusion

These Application Notes describe the configuration steps required for NICE Trading Recording R6.x or NICE Inform Recorder R8.x to successfully interoperate with Avaya Aura® Communication Manager R7.1 using Avaya Aura® Application Enablement Services R7.1 to connect to using DMCC Service Observation to record calls. All feature functionality and serviceability test cases were completed successfully with some issues and observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and NICE product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Document ID 03-300509
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide* Release 7.1

Product documentation for NICE products may be found at: <http://www.nice.com/>

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