

Avaya Solution & Interoperability Test Lab

Application Notes for configuring NICE Engage Platform R6.4 to interoperate with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0 using DMCC Multi-Registration to record calls - Issue 1.0

Abstract

These Application Notes describe the configuration steps for the NICE Engage Platform to interoperate with the Avaya solution consisting of an Avaya Aura® Communication Manager R7.0, an Avaya Aura® Session Manager R7.0, and Avaya Aura® Application Enablement Services R7.0 using Multi-Registration.

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 Engage Platform R6.4 to interoperate with the Avaya solution consisting of an Avaya Aura® Communication Manager R7.0, an Avaya Aura® Session Manager R7.0, and Avaya Aura® Application Enablement Services R7.0. NICE Engage Platform uses Communication Manager's Multiple Registrations 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 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 service to register itself as a recording device at the target extension. When the target extension joins a call, the application automatically receives the call's aggregated RTP media stream via the recording device and records the call.

The NICE Engage Platform 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 Engage Platform contains tools for audio retrieval, centralized system security authorization, system control, and system status monitoring. Also included is a call parameters database (Nice Application Server) 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 Engage Platform to carry out call recording in a variety of scenarios using DMCC Multi-Registration 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.

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.
- Forwarded calls Test call recording for calls that were forwarded to various endpoints.
- **Feature calls** Test call recording for calls that are parked or picked up using Call Park and Call Pickup.
- Calls to Elite Agents Test call recording for calls to Communication Manager agents logged into one-X® Agent.
- **Serviceability testing** The behavior of NICE Engage Platform under different simulated failure conditions.

2.2. Test Results

Most functionality and serviceability test cases were completed successfully. The following issues were noted.

- 1. **Call Pickup**. There is an issue with "Call Pickup" using SIP Phones to pick up the call. If the DMCC registration API (GetDeviceID, Monitor, RegisterTerminal) are performed **before** the call picked up, RTP packets and Media Start event are missing. If the DMCC registration API performed **after** the call picked up, RTP and Media Start event received as expected. Logs were taken and a ticket was raised with the AES team here in Avaya. Avaya Ticket AES-14000 has been opened via DevConnect to investigate this issue.
- 2. **Transfer/Conference**. If a transfer or conference is attempted the NICE recorder receives two RTP streams destined for the same port and this is an issue as one of the RTP streams is empty and there is not recording present. This affects all "supervised" transfer and conference calls to any unmonitored devices. A fix for this issue will be included in CM 7.0.1.0.0 which is planned for release in May 2016.
- Call Park. The un-parked call is not being recorded. It appears that there are no events being sent for un-parking a call by Communication Manager. Modification Report [CM-9860] has been raised with the Communication Manager support team. A fix for this issue will be implemented for release 7.1 of Communication Manager.

2.3. Support

Technical support can be obtained for NICE Engage Platform from the website <u>http://www.nice.com/support-and-maintenance</u>

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test NICE Engage Platform with the Avaya solution using DMCC Multi-Registration to record calls. The NICE Application Server is setup for DMCC Multi-Registration mode and connects to the AES.



Figure 1: Connection of NICE Engage Platform R6.4 with Avaya Aura® Communication Manager R7.0, Avaya Aura® Session Manager R7.0 and Avaya Aura® Application Enablement Services R7.0

4. Equipment and Software Validated

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

Fauinment/Software	Release/Version
Avaya Aura® System Manager running on Virtual Server	R7.0.0.0.0 Build 7.0.0.0.16266-7.0.9.9.902 SW Update Revision No. 7.0.0.0.3873
Avaya Aura® Session Manager running on Virtual Server	R7.0.0.700007
Avaya Aura® Communication Manager running on Virtual Server	R7.0 Build 017x.00.0.441.0.22477
Avaya Aura® Application Enablement Services running on Virtual Server	R7.0 Build No – 7.0.0.0.13-0
Avaya G450 Gateway	37.19.0 /1
Avaya 9608 H323 Deskphone	96x1 H323 Release 6.6.028
Avaya 9641 SIP Deskphone	96x1 SIP Release 6.5.0.17
Avaya 9630 SIP Deskphone	R2.6.13.1
Avaya one-X® Communicator H.323	R6.2.4.07-FP4
Avaya one-X® Agent	R 2.5.50022.0
Avaya 9408 Digital Deskphone	FW Version 2
NICE Engage Platform - Application Server - Advanced Interactions Recorder	R6.4

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
                                                   DCS Call Coverage? y
         ASAI Link Core Capabilities? n
         ASAI Link Plus Capabilities? n
                                                    DCS with Rerouting? y
     Async. Transfer Mode (ATM) PNC? n
 Async. Transfer Mode (ATM) Trunking? n Digital Loss Plan Modification? y
             ATM WAN Spare Processor? n
                                                              DS1 MSP? y
                               ATMS? y
                                                  DS1 Echo Cancellation? 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 (**aes70vmpg**).

display node-names	ip			Page	1 of	2
		IP NODE	NAMES			
Name	IP Address					
SM100	10.10.40.34					
aes63vmpg	10.10.40.16					
default	0.0.0.0					
g450	10.10.40.15					
procr	10.10.40.13					

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-s	services				Page	1 of	4
Service Type AESVCS	Enabled Y	Local Node procr	IP SERVICES Local Port 8765	Remote Node	Remote Port		

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 aes70vmpg.
- **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-serv:	ices			Page	4 of	4
	AE	Services Adminis	stration			
Server ID	AE Services Server	Password	Enabled	Status		
1: 2: 3:	aes70vmpg	******	У	idle		

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

      CTI LINK

      Extension: 2002

      Type: ADJ-IP

      COR: 1

      Name: aes70vmpg
```

5.5. Configure H323 Stations for Multi-Registration

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 Multi-Registration 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 8.1.** 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	BCC: 0
Type: 9608		Security Code: 1234	TN: 1
Port: S00101		Coverage Path 1:	COR: 1
Name: Extension		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:	1591
Speakerphone:	2-way	Mute Button Enabled?	У
Display Language:	english		
Survivable GK Node Name:			
Survivable COR:	internal	Media Complex Ext:	
Survivable Trunk Dest?	У	IP SoftPhone?	У
		IP Video Softphone?	n
	Short/	Prefixed Registration Allowed:	default

5.6. Configure SIP Stations for Multi-Registration

Any SIP extension that is to be recorded requires some configuration changes to allow call recording using multiple registration. Changes of SIP phones on Communication Manager must be carried out from System Manager. Access the System Manager using a Web Browser by entering http://<FQDN >/SMGR, where <FQDN> is the fully qualified domain name of System Manager or http://<IP Adddress >/SMGR. Log in using appropriate credentials.

Note: The following shows changes a SIP extension and assumes that the SIP extension has been programmed correctly and is fully functioning.

a suite and gowhit upsets to be	M - Q Certificate andr Q	System Manager	. M		54004
e Edit View Favorites Tools Help					
A AACC64 SP @ ungr70vmpg A AACC64 AML @ AAOA A AE963vmpg	Averya-Nortel PEP Library	SMGR63VMPG			
ra ^r System Manager 7.0					
Recommended access to System Manager is via FQDN.					
Go to central losis for Single Sids-On		Linew ID	admin		
If ${\mathbb P}$ address access is your only option, then note that withertication will fail is the following (ases:		Paasword		1	
First time login with "edmin" account Expired/Reset passwords		te	og On Cancel		
Use the "Change Password" hyperink on this page to change the password manually, and then login.				Charles, Sales and	
Also note that angle sign-on between servers in the same security domain is not supported when accessing via IP address.		Supported Browsers: 3nt 37.0 and 38.0.	ernet Explorer 9.x, 10.x or 11.x	or Firefox 36-0.	
This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.					
Unauthorized users are subject to company disciplinary probedures and or criminal and civil panulties under state, federal, or other applicable domestic and foreign laws.					
The use of this system may be monitorial and recorded for administrative and accenty reasons, Ampore accessing this system expressly comments to such monitoring and recording, and is advised that if it events possible workness of comma attricts, the avidence of auch activity may be provided to law enforcement officials.					
A3 users must comply with all corporate instructions reparding the protection of information assets.					

From the home page click on **User Management** highlighted below.



Click on Manager Users in the left window. Select the station to be edited and click on Edit.

AVAVA Aura [®] System Manager 7.0					
Home User Management	¢				
🔻 User Management 🕯	Home / Users / User Manag	ement / Manage Users			
Manage Users	Search				
Public Contacts					
Shared	liser Managem	ent			
Addresses	oser managem	ciit			
System					
Presence ACLs	Users				
Communication		New & Duplicat		7	
Profile					
Password Policy	15 Items 🤃 Show A				
	Last Name	First Name	Display Name	Login Name	SIP Handle
	7100	SIPExt	7100, SIPExt	7100@devconnect.local	7100
	7101	SIPExt	7101, SIPExt	7101@devconnect.local	7101
	7200	Ascom i62	7200, Ascom i62	7200@devconnect.local	7200
	7201	Ascom i62	7201, Ascom i62	7201@devconnect.local	7201
	7202	Ascom i62	7202, Ascom i62	7202@devconnect.local	7202
	7203	Ascom i62	7203, Ascom i62	7203@devconnect.local	7203

Click on the **Communication Profile** tab. Ensure that the **Communication Profile Password** is known and if not click on edit to change it.

mi the Hampstort	-					
User Management	Humo J Deers / Dane M	responsed / Managa Units				
Menage Users Public Contacts	User Profile	Edit: 7100@devconnect.k	scal			Earning & Continue
Shared Addresses	Jalensity +	www.atkie Brakie Marsharday	Custorits			10 45 M
System Presence ALLs	Communic	communication Pro	fie Pausword:	648		
Prulile	©New 0	Done Cancel				
Passwurd Palicy	Rame					
	(e) Primary					
	Seed Home					
			* Name: Primary			
			Default : 🖻			
		Communication Address				
		Offere Cotterne				
		Type .	Hand		Domain	
		Avaya 539	7100		de-connect-local	
		Select L44, Mone				

From the same page scroll down to **CM Endpoint Profile** click on **Endpoint Editor** to make further changes.

CM Endpoint Profile 🖲	
* System	cm70vmpg
* Profile Type	Endpoint 🗸
Use Existing Endpoints	
* Extension	Q 7100 Endpoint Editor
Template	9641SIPCC DEFAULT CM 7 0
Set Type	9641SIPCC
Security Code	
Port	Q 500003
Voice Mail Number	
Preferred Handle	(None)
Calculate Route Pattern	
Sip Trunk	aar
Enhanced Callr-Info display for 1-line phones	
Delete Endpoint on Unassign of Endpoint from User or or Delete User	
Override Endpoint Name and Localized Name	
Allow H.323 and SIP Endpoint Dual Registration	

In the General Options tab ensure that Type of 3PCC Enabled is set to Avaya as is shown below.

ait Enapoint			Dgen [Sac
			[Seen As Temple
System	cm70vmpg	Extension	7100
Template	9641SIPCC_DEFAULT_CM_7_0[]	Set Type	96415/PCC
Port	500003	Security Code	·
Name	7100, SIPExt		
General Options (0) Fracture Options (/) Glass of Restriction (COR)	Site Data (5) Aldrevorted Call Oraling	(4) Extransed Gall Field (E) Sutton Assignment (8) Pr Class Of Service (COS)	rofile Settings (H) Group Hambership (H)
Central Options (0) Class of Restriction (COR) Class of Restriction Ext	Site Data (5) Aldersvertet Call Ording h × 7100	(4) Enhanced Call Fiel (E) Button Assignment (8) Pr Class Of Service (COS) Message Lamp Ext.	rofile Settings (II) Group Hambership (II)
Class of Restriction (COR) Class of Restriction (COR) Emergency Location Ext Tenant Number SIP Trunk	Site Data (3) Abbreviated Call Dualing 1 × 7100 1 Q.aar	(4) Enhanced Cell Fiel (E) Button Assignment (8) Fr Class Of Service (COS) Message Lamp Ext. Type of 3PCC Enabled	rofile Settings (F) Group Hambership (H)
Conseal Optimes (0) Fusihere Optimes (9) Class of Restriction (COR) Emergency Location Ext Tensant Number SIP Trunk Coverage Path 1	Site Data (3) Abbreviated Call Dualing 1 × 7100 1 Q aar	(4) Enhanced Call Fiel (E) Button Assignment (8) Pr Class Of Service (COS) * Message Lamp Ext. Type of 3PCC Enabled Coverage Path 2	rofile Settings (F) Group Hambership (H)
Canasal Optimus (0) Feature Optimus (F) Class of Restriction (COR) Emergency Location Ext Tenant Number SIP Trunk Coverage Path 1 Lock Message	Site Data (1) Aldressated Call During	(4) Exhanced Cell Feel (E) Settion Assignment (B) Pr * Class Of Service (COS) * Message Lamp Ext. Type of 3PCC Enabled Coverage Path 2 Localized Display Name	Tofile Settings (F) Group Hendership (H)

Click on the **Feature Options** tab and ensure that **IP Softphone** is ticked as shown. Click on **Done**, at the bottom of the screen, once this is set.

WI Served User Type	single (4)	Auto Answer Coverage After Forwarding	sone W
Per Station CPN - Send Calling Number	None U	Display Language	engluh 💌
IP Phone Group ID		Hunt-to Station	
Remote Soft Phone Emergency	as-on-local V	Loss Group	19
WC Reception	874 V	Survivable COR	Internal [W]
AUDIX Name		Time of Day Lock Table	None 4
short/Prefixed Registration Allowed	dafault 🗸		
/oice Mail Number		Music Source	
Features		_	
Always Use		Idle Appearance Preferen	ce
🗆 IP Audio Hairpinning		IP SoftPhone	
Bridged Call Alerting		EWC Activation	
🗆 Bridged Idle Line Preferen	ce	CDR. Privacy	
Se Coverage Message Retriev	val		
Data Restriction		🗹 Direct IP-IP Audio Connel	ctions
🗹 Survivable Trunk Dest		H.320 Conversion	
Bridged Appearance Origin	nation Restriction	IP Video Softphone	
		Per Button Blog Control	

Click on **Commit** once this is done to save the changes.

AVAYA		jaat jugger on an features 23, 2227 Lait W
None Des Maragement .		
* User Hanapement	Hums / Harre / Han Hangament / Managa Hann	0
Manage Users Public Contacts Shared	User Profile Edit: 7100@devconnect.local	Earner & Carrier Control
Addresses System Prosence ACLs Communication	Meetity * Commenced and Brother Revolution Contacts. Communication Profile = Communication Profile Password: Internet Lat	
Profile Password Policy	New Oceanor Marro Marro Marro Marro Marro Marro Marro Marro Marro	
	• Name: Primary Opfault : Communication Address +	

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
- Set Up Security Database on AES
- 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.

	Αναγα	File Edit View Favorites Tools Help A AACC64 SD 🗊 umgr70xmpg 🛕 AA	C + A 10.10.40.15	And in the local day of the local days
	Applica	d ACCEA AME 📄 AACA 🛕 AESED	e-dast	
Please login here: Unername cost Passmond ==== Login Reset Login Reset Copyright Ä& 2008–2015 Araya Inc. All Rights Reserved.	ition Enablement Services Management Console	mpg 👸 Aceye Nonel PEP Library 👸 SMGRE3VMPG	0 = 0 Certificate anno 0 🗛 AES Management Con	
			ude -×	
			0.0	(#:B 🗰

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 Enal Monagem	blement Services ent Console		Helesmei Ober turf Last Joger Tur Hen 17 2010 Render of prior failed login Heldflätter/Mitael/Mitael/Oring Berler Offer Tuber (MITAel NY Weissen 7.0.0.0.1.2-0 Server Offer and Yotes Tue Heldflätter Rend Yotes Tue Heldflätter Rend Yotes Tue	7143 2013 feam 18.15 attainplat 1 _amin_takes_con_view feam 14 16:15:51 GMT
d Services					Home Hole
AT Service CAUM + DLG	AE Services	freestrative charges to fully take effect.			
= DMCC	Changes to the Security Detabase do not require	a restart.			
1 545	Service	Serius	Date	Literan Mode	Course*
TEAR	ASSAS Link Manager	En/A	Ramming	11/4	N/A
TWS	CVLAB Service	COFFLINE .	Istring	In/A	h/A
Communication Manager	DLG Service	OFFLINE	Aussing	In/A	IL/A
they Assibulity	DMCC Service	CRUM	Auroneg	NORMAL HODE	N/A
A REAL PROPERTY AND A REAL	TSARI Service	CHLINE	Running	NORMAL HODE	14/A
Coloradio	Transport Layer Service	N/A	Remaine	BUA .	N/A
Plaintenance.	AE Services-HA	Thet Configured	14/A	14/A	N/04
		100 Mar 100			

6.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** \rightarrow **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				Wakatamin John Laine Laine Laint Vogen Ther Kon 37 still 20145 2015 Reven 13.55.45.25 Revender of price Tabled Tagla attension: 1 Martinera(201:ass7070mg Barner Offer Type: VIRTURA_APRILMECE_OR_VMMWRE EW Verbans 7.06.00.03.31 Berner Data prof Timesi Taa Nov 34 (81.56.56 OPT 2015 WA Status: Het Configured
Communication Manager Interface	Switch Connections				Hame Help Logo
+ AE Services					
. Communication Manager Interface	Switch Connections				
IWALD CONNECTIONS	em?tivespg =	Add Cannection			
Dial Flat	Cananaction In	wine Processo	r Ethernet	Hug Partial	Number of Active Connections
High Availability		The Design of th	100 H 10 V 1		
+ Licensing	Edit Connection Edit 1	FE/CLAN 3/s Edit 4, 300 Gatelanser	Delete Contraction	Support States	
• Hainfimance	San Lord Street	and the price selecteds	Sector Association		
+ Networking					
+ Secondly					
+ Status					
+ User Hanagement					
+ Utilities					
+ 19stp					

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.

Αναγα	Application Enablement Services Management Console				
Communication Manager Interface	Switch Connections				
 AE Services Communication Manager Interface 	Connection Details - cm70vmpg				
Switch Connections	Switch Password	•••••]		
▶ Dial Plan	Confirm Switch Password	••••••]		
High Availability	Msg Period	30	Minutes (1 - 72)		
Licensing	Provide AE Services certificate to switch				
Maintenance	Secure H323 Connection				
Networking	Processor Ethernet	\checkmark			
 Security 	Apply Cancel				
▶ Status					
▶ User Management					
→ Utilities					
▶ Help					

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.

Αναγα	Application Enablement Services Management Console			
AE Services	Switch Connections			
Communication Manager Interface	Edit Processor Ethernet IP - cm70vmpg			
Switch Connections	10.10.40.13 Add/Edit Name or IP			
i Dial Plan	-Name or 1P Address			
High Availability	10.10.40.13			
+ Licensing	Back			
Maintenance				
Networking				
Security				
> Status				
User Management				
• Utilities				
+ Help				

6.3. Administer TSAPI link

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

Αναγα	Application Enablement Services Management Console			
AE Services TSAPI TSAPI Links				
* AE Services	TAADLUNE			
+ CVLAN	I SAPI LINKS			
> DLG	Link Switch	Connection	Switch CTI Link #	
+ DMCC	Add Link Edit Link Delete Link	1. 1. 5988 000990095	Cardoney of the constraints	
> SMS				
T TSAPL				
 TSAPI Links 				
 TSAPI Properties 				
) TWS				
Communication Manager Interface				

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 cm70vmpg, 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 left at the default value of **5**.
- Security: This can be left at the default value of both.

Once completed, select Apply Changes.

Αναγα	Application Enablement Services Management Console			
AE Services TSAPI TSAPI Links				
▼ AE Services				
> CVLAN	Edit TSAPI Links			
> DLG	Link 1			
► DMCC	Switch Connection Cm70vmpg V			
> SMS	Switch CTI Link Number 1 💙			
* TSAPI	ASAI Link Version 5 V			
TSAPI LinksTSAPI Properties	Security Both Apply Changes Cancel Changes Advanced Settings			
▶ TWS				
Communication Manager Interface				

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



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

Αναγα	Application Enablement Services Management Console			Weinverse under zum Latt fauger. Hen Hay 12 10:077-95 2012 fram 10:10-06 Nurriker of prior fielde loger attacepts. 1 Hentflären/12:san72/srep2 Sarter Giffer Typer 1017241_a00_5162E_OP_UMMAR 2014 forstrong 2014/2012/2015 Sarter Data and There: Two Ree 24:16:20:03 0017.25 Hol Estatus Tata Canfigued		
AE Services TSAPE TSAPE Unio						Home Hole Logor
* AE Services	TSAPILINKS					
+ DLG	Link	Switch Connection	Switch CTT L	ink #	ASAI Link Yersion	Security
1 DMCC	1 int	Numpg	2	3		Both
I SMS	Add Unk Edit Unit	Celete Unk				10
- ISAPI.						
 TSAPI Properties 						
i tws						
Communication Manager Interface						
High Availability						
+ Licensing						
+ Meintenance						
a Metworking						
Security						
+ Status						
- User Management						
+ Utilities						

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

Αναγα	Application Enablement Services Management Console				
Maintenance Service Controller					
AE Services Communication Manager Interface	Service Controlle	r			
High Availability	Service	Contro	ller Status		
 Licensing 	ASAI Link Man	ager Running	1		
 Maintenance Date Time/NTP Server Security Database Service Controller Server Data Networking Security Status 	DMCC Service CVLAN Service DLG Service Transport Lays TSAPI Service For status on actual s Start Stop	Running Running er Service Running Running ervices, please use j Restart Service	9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Restart Linux	Restart Web Server
 > User Management > Utilities > Help 					

6.4. Identify Tlinks

Navigate to Security \rightarrow Security Database \rightarrow Tlinks. Verify the value of the Tlink Name. This will be needed to configure the NICE Engage Platform in Section 7.1.

Αναγα	Application Enablement Services Management Console
Security Security Database Tlin	ks
AE Services	
Communication Manager	Tlinks
High Availability	Tlink Name
▶ Licensing	AVAYA#CM70VMPG#CSTA#AES70VMPG
Maintenance	O AVAYA#CM70VMPG#CSTA-S#AES70VMPG
Networking	Delete Tlink
▼ Security	
Account Management	
> Audit	
Certificate Management	
Enterprise Directory	
▶ Host AA	
▶ PAM	
Security Database	
Control	
CTI Users	
 Devices 	
 Device Groups 	
 Tlinks 	
 Tlink Groups 	
 Worktops 	

6.5. Enable TSAPI and DMCC Ports

To ensure that TSAPI ports are enabled, navigate to **Networking** \rightarrow **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 7.1**.

AVAYA	Application Enablement Services Management Console				
Networking Ports					
 AE Services Communication Manager Interface High Availability 	Ports CVLAN Ports			Enabled Disabled	
 Licensing Maintenance 		Unencrypted TCP Port Encrypted TCP Port	9999 9998	 O O 	
✓ Networking AE Service IP (Local IP)	DLG Port	TCP Port	5678		
Network Configure Ports	TSAPI Ports	TSAPI Service Port	450	Enabled Disabled	
Security Status		TCP Port Min TCP Port Max Unencrypted TLINK Ports	1024 1039		
 > User Management > Utilities > Help 		TCP Port Min TCP Port Max Encrypted TLINK Ports TCP Port Min TCP Port Max	1050 1065 1066 1081		
	DMCC Server Ports	Unencrypted Port	4721	Enabled Disabled	
		Encrypted Port TR/87 Port	4722	• • • •	

6.6. Create CTI User

A User ID and password needs to be configured for the NICE Engage Platform to communicate with the Application Enablement Services server. Navigate to the User Management \rightarrow 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 Engage Platform setup in Section 7.1.
- Common Name and Surname Descriptive names need to be entered.
- User Password and Confirm Password This will be used with NICE Engage Platform setup in Section 7.1.
- **CT User -** Select **Yes** from the drop-down menu.

Αναγα	Application Enablement Services Management Console
User Management User Admin Ad	l User
 > AE Services > Communication Manager Interface > High Availability > Licensing > Maintenance > Networking > Security 	Add User Fields marked with * can not be empty. * User Id NICE * Common Name NICE * Surname NICE * User Password ••••••• * Confirm Password •••••••
 Status User Management Service Admin User Admin Add User Change User Password List All Users Modify Default Users Search Users Utilities User 	Admin Note Avaya Role None Business Category Car License CM Home CSS Home CT User Yes Department Number Display Name Employee Number

Scroll down and click on Apply Changes.

- Horr Admin	and areased	
a Add there	CM Hame	
 Add User Chappe liner Decruppet 	Cas Home	
List All Users	CT User	Yes 💙
 Hodify Default Users 	Department Number	
 Search Users 	Display Name	
* Utilities	Employee Number	E
s Help	Employee Type	
	Enterprise Handle	[
	Given Name	
	Home Phone	1
	Home Postal Address	
	Initials	É.
	Labeled URI	[
	Mail	F
	MM Home	Ĩ
	Mobile	-
	Organization	
	Pager	E
	Preferred Language	English
	Room Number	
	Telephone Number	L
	Annie Changer /	anosi Channet

6.7. Associate Devices with CTI User

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

	Application I Mana	Enablement Services Igement Console	Cart Ingen The Marriller of ann Marriller (Service) Service (Ner 1) SW Versener 5 Service Date of HA Station: Net	Nov 27 13:38-48 2014 from 10:10:40 r failed hope attempter o Astronomerica, and an anti- per vigitual_ano(LineE_Gw_viewaa 3.3.1.10-0 d Time: Hen Sec 01 10:05:02 GHT 21 Configured Home Help Log
AE Services Communication Manager Interface	CTIUsers	75	75-	
High Availability	User 10	Common Name	Worktop Name	Device ID
• Licinsing	O and	asc	NOME	NONE
 Maintenance Naturables 	O cube	rubė	NOME	NOME
* Security	O emc	emc	NONE	NONE
Account Hanagement	🗇 jacada	jacada	NONE	NONE
Certificate Hanapement	I nice	nice	WONE	NONE
Enterprise Directory	O presence	presence	NONE	NONE
: Host AA	SST List al			
+ DAM				
· Security Database				
 Control 				
G CII Users				
 Search Users 	- 10 M			

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

AVAYA	Application Ena Managem	blement Services ent Console	Last ingin: The New 22 13:36-43 2024 From 10. Bumber of prove Divided login strength: 0 Hosthamid/IP: AE86304HPG/55.10.40.30 Server Offer Type: VIRTUAL, APPLIA/CE_OR_VI SW Verson: 6.1.3.1.0-0 Server Date and Time: New Dec 01 10:05:37 G HA Statum: Net Centigured	10.40.50 MWARE NT 2014
Security Security Database C	TI Users List All Users		Home Help	Logoot
 AE Services Communication Manager Interface 	Edit CTI User			
High Availability	User Profile:	User ID	nice	
+ Licensing		Workton Name	NONE	
+ Maintenance		Uprestricted Access	94 I	
• Networking			10	
* Security	Cell and Device Controls	Cell Origination/Termination and Device Status	Nome 😪	
Account Management	Call and Device Nanitorine:	Device Manitoring	None Y	
+ Audit	discussion of the second	Calls On A Device Honitoring	Nome V	
Certificate Management		Call Monitoring		
Enterprise Directory				
Host AA	Routing Control:	Allow Routing on Listed Devices	None 😪	
PAH	Apply Changes Cancel Changes			
- Security Database				
Control CTT Users List All Users				

7. Configure NICE Engage Platform

The installation of NICE Engage Platform 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 Engage Platform contact NICE as per the information provided in **Section 2.3**.

The following sections will outline the process involved in connecting the NICE Engage Platform to the Avaya Solution. All configuration of the NICE Engage Platform for connection with the AES is performed using a web browser connecting to the NICE Engage Application Server. Open a web browser as shown navigate to

http://<NICEEngageApplicationServerIP>/Nice as shown below and enter the proper credentials and click on Login.

C + @ messeppoint2012 ***	Same Daniel and Statistica and Prof. Stranpport2012	n * 0 - 0
	Welcome to NICE Engage Solutions	
	Username: nice	
	Password Show password Plagat war password	

Once logged in expand the **Administration** dropdown menu and click on **System Administrator** as highlighted.

🕝 🗇 🥑 tetta / inicespe-win2012. Nicest pail a thuns: Decktop: Xilop Appl	colors/facelestop.im P + C Sincepp-init2002	*	19 19 19 19 19 19 19 19 19 19 19 19 19 1
NICE [®] My Universe Reporter Reporter Menther Imodel Manage	Chardight /HC Requests Tools	Advention (Loper Advention ()	Business Analyzer
Interactions	Conception: Conception:	Autoritaria Pasal Adventor Rules Namager Autoentication Center System Adventorier Unry Adventorier	

Before any changes can be made, switch to Technician Mode by clicking into Settings at the top of the screen as shown below.

Hello NICE, Superuser Help Se	ttings Logout	System Administrator
Tools Administra	Change Password	
	Technician Mode	

7.1. New CTI Connection

Navigate to Master Site \rightarrow CTI Integration in the left window then right-click on CTI Integration and select New CTI Connection as shown below.



The **New CTI Connection Wizard** is opened and this will go through the 16 steps required to setup the connection to the AES for DMCC Multi-Registration type of call recording. Click on **Next** to continue.



The value for **Regular Interactions Center** (**IC**) is a value that was already created during the installation of the NICE Engage platform. This value is therefore pre-chosen for the CTI connection being created below.

The **Telephony Switch** must be selected and this will be **Avaya CM**. Enter a suitable name for this **Switch Name**. Click on **Next** to continue.

•	
•	
•	
*	
Advanced >>	
	Advanced >>

Select **AES TSAPI** for the **Avaya CM CTI Interface**, ensure that **Active Recording** is ticked and select the **DMCC** (**Advanced integration Recorder**) from the dropdown menu. Click on **Next** to continue.

ew CTI Connection		
Set New CTI Connec	tion Wizard Stage 3 of 16	
Interface Type		
CTI Interface Type		
Avaya CM CTI Interface:	AES TSAPI	•
	Aveya Communication Manager Aveya Application Enablement Services (AES) / Avaya	CT - TEAPI
VolP Mapping:	AES SMS	-
Additional VolP Mapping	Generic SIP Mapper	
Z Active Recording	DMCC (Advanced Interaction Recorder)	-
	Averya Communication Manager Device Media and Call Control	
	Back	Next Cancel

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. 29 of 63 NICE64_AES70MR Each of the values below must be filled in. Double-click on each **Parameter** to enter a value for that parameter.

New CTI Connection	×
Set New CTI Connection Wiz	zard Stage 4 of 16
Interface Parameters	
CTI Interface Details	
Interface Connection Details	8
Mandatory fields are marked in bold	
Parameter	Value
ServerName	
Login ID Password	
UseWarmStandBy	No
Description: Server connection name.	
Additional Interface Parameters	le 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1
	Back Next Cancel

Double-click on ServerName and enter the TSAPI link Value from Section 6.4.



Double-click on **LoginID** and enter the username that was created in **Section 6.6**. Click on **OK**.

nterface Parame	ters		
CTI Interface Deta Interface Conne	ails ction Det	ails	6
Mandatory fields ar	Set Parame	ter Value	
Parameter	Inte	rface Connection Parameter	
ServerName LoginID	Set Pa	arameter Value	
Password UseWarmStandBy	Name:	LoginID	
Description: User	Value:	nice	
Additional Inter			8
		OK Cancel	

Double-click on **Password** and enter the value for the password that was created in **Section 6.6**.

nterface Parame	ters		
CTI Interface Det	ails		
Interface Conne	ection Det	ails	Ø
			(TTT)
Mandatory fields a	Set Parame	ter Value 😡	
Parameter	Inte	rface Connection Parameter	
ServerName LoginID	Set P	arameter Value	
Password UseWarmStandBy	Name:	Password	
Description: Use	Values	*******	
Additional Inter	f		8
		OK Cancel	

Click on **Next** once these values are all filled in.

CTI Interface Details Interface Connection Details Mandatory fields are marked in bold Parameter Value ServerName AVAYA#CM70VMPG#CSTA#AES70VMPG LoginID Password UseWarmStandBy No Description: Is warm standby supported? Additional Interface Parameters	iterface Parameters		
Interface Connection Details Mandatory fields are marked in bold Parameter Value ServerName AVAYA#CM70VMPG#CSTA#AES70VMPG LoginID nice Password UseWarmStandBy No Description: Is warm standby supported? Additional Interface Parameters	CTI Interface Details		
Mandatory fields are marked in bold Image: Constraint of the second	Interface Connection De	tails	0
Parameter Value ServerName AVAYA#CM70VMPG#CSTA#AES70VMPG LoginID nice Password	Mandatory fields are marked	in bold	
ServerName AVAYA#CM70VMPG#CSTA#AES70VMPG LoginID nice Password	Parameter	Value	
UseWarmStandBy No Description: Is warm standby supported? Additional Interface Parameters ()	ServerName LoginID Password	AVAYA#CM70VMPG#CSTA#AES70VMPG nice	
Description: Is warm standby supported? Additional Interface Parameters	UseWarmStandBy	No	
Additional Interface Parameters	Description: Is warm stands	ay supported?	
	Additional Interface Para	ameters	0

The values below must be filled in by double-clicking on each **Parameter**.

New CTI Connection		
Set New CTI Connectio	n Wizard Stage 8 of 16	and the state of the second
Active Recording		
Active Recording Interface De	tails	
Interface Connection Detail	5	
Mandatory fields are marked in b	old	
Parameter	Value	A
PrimaryAESServerAddress		=
PrimaryAESDMCCPort	4722	
PrimaryAESUserName		
PrimaryAESPassword		+
Description:	TOUE	
Additional Interface Parame	ters	S
Media Provider Controllers - L	ocation	0
	_	Back Next Cancel

Enter the **Value** for the **AESServerAddress**, note this is the IP address of the AES server. Click on **OK**.

cuve Recording		
Active Recording	Interface Details	
Interface Conne	ection Details	0
Mandatory fields a	Set Parameter Value	
Parameter	Interface Connection Parameter	
PrimaryAESServer/ PrimaryAESDMCCF	Set Parameter Value	E
PrimaryAESUserNa PrimaryAESPasswo Description: AES	Name: PrimaryAESServerAddress	
Additional Inter		3
Media Provider Co	OK Cancel	(

Enter the **Value** for the **AESDMCCPort**, note this will be the same port that was configured in **Section 6.5**. In this example the unencrypted port **4721** is entered.

ctive Recording			
Active Recording In Interface Connec	nterface I	Details ils	
Mandatory fields ar	Set Paramet	er Value	
Parameter	Inter	face Connection Parameter	
PrimaryAESServerA PrimaryAESDMCCP	Set Pa	rameter Value	E
PrimaryAESUserNar PrimaryAESPasswor	Name:	PrimaryAESDMCCPort	
Description: DMC	Value:	4721	
Additional Interf			8
Media Provider Cor		OK Cancel	
Ľ			

As before enter the username that was created in **Section6.6** and click on **OK**.

Active Recording			
Active Recording I Interface Connec	nterface	Details	8
Mandatory fields ar	Set Parame	ter Value	
Parameter	Inte	rface Connection Parameter	•
PrimaryAESDMCCP PrimaryAESUserNar	Set Pa	srameter Value	E
PrimaryAESPasswor PrimaryAESSecured	Name:	PrimaryAESUserName	
Description: User	Value:	nice	
Additional Interf			۲
Media Provider Co	r.	OK Cancel	
	<i></i>		

Enter the password that was created in **Section 6.6** and click on **OK**.

face Details Details I det	©
Details	S
arameter Value	
arameter Value	
ntarface Connection Darameter	
interface connection Parameter	
et Parameter Value	
	=
ne: PrimaryAESPassword	
Je: ******	
	۲
OK Cancel	á
e 1	et Parameter Value

Because the unencrypted port was chosen select **False** for the **AESSecuredConnection**. Click on **OK** and then **Next** to continue.

Active Recording			
Active Recording	Interface	Details	
Interface Conne	ction Det	ails	6
Mandatory fields a	e	- Konta	
Mandatory fields a	Set Parame	ter Value	3
Parameter	Inte	rface Connection Parameter	*
PrimaryAESDMCCP PrimaryAESUserNa	Set Pa	arameter Value	
PrimaryAESPasswo PrimaryAESSecure	Name:	PrimaryAESSecuredConnection	
Description: Indi			on must be set)
Additional Inter	f	FALSE	8
Media Provider Co		OK Cancel	
	1 77.		

Click on **Media Provider Controllers – Location** to expand this.

w CTI Connection		
Set New CTI Connection	Wizard Stage 8 of 16	and the second second
Active Recording		
Active Recording Interface De	tails	
Interface Connection Datail		0
Interface Connection Details		
Additional Interface Parame	ters	⊗
Mandatory fields are marked in b	old	
Parameter	Value	×
EnableNATManipulation	no	E
ObservationCode		_
LinkFIFOSize	500	
ResourceCleanupDelay	0	
Description:		
Media Provider Controllers - Lo	ocation	
		Ĭ
		Back Next Cancel

Enter the **IP/Hostname** of the Nice Advanced Interactions Server. Click on in + icon to add this.

New CTI Connection					×
Set New CTI Conne	ction Wizard	Stage 8 of	f 16		
Active Recording					
Active Recording Interfa	ce Details				
Interface Connection (Details				8
Additional Interface Pa	rameters				8
Media Provider Controlle	rs - Location				
Media Provider Location					
Server IP/Hostname	NICEActive2012				
Connection Manager Port:	62094				
Media Provider Controllers:					
IP/Hostname	CM	Port			
				Back Next	Cancel

Click on **Next** to continue.

ctive Recording		
Active Recording Interface Detail	s	
Interface Connection Details		
Additional Interface Parameter	s	
Media Provider Controllers - Loca	tion	Additional Interface Parameters
Media Provider Location Server IP/Hostname		
Connection Manager Port: 62094		
Media Provider Controllers:	,	10
IP/Hostname	CM Port	
NICEActive2012	62094	

On the following screen, click on Add, to add the Communication Manager devices.

		(
lable devices		
Q	Add Add Range Ad	d From Switch
CTI Trunk ID	Туре	
	lable devices CTI Trunk ID	lable devices CTI Trunk ID Type

The **Device Type** should be **Extension** and insert the correct extension number. Expand **Advanced Device Parameters** and ensure that the **Value** for **Observation Type** is set to **Non-Resourced-Based**. Click on **OK** to continue.

8	wwilable Device		18		
New CTI Connection				22	
Set New CTI Cc	Add Device				Appl
Devices					
Available Devices	Name			-	
Provide telephony switt	Device Type:	Edension	•		
0 devices	Device Number:	2000		Inge Add From Switch	
Device Number/IP	1p1		11		
	Advanced Device Par	ameters	Set	Parameter Value	100
	Display Read Only Information			Device Additional Par	ameter
	Name	Value	-	Set Deservates Value	annexer
	Observation Type	Resource-Based		Set Parameter vame	
			N	lamer ObservationType	
	Description: Obser	ation Type. Non-Resource	. 8 .		
	sased - can be recorded without the			Value: Non-Resource-Based	
					OK Cancel
		OK	Cancel		
1					

Next enter the correct **Value** for **SymbolicName**. Double-click on **SymbolicName** to set the value. This should be the same as the switch name entered in **Section 6.2**.

	Available Device		12		-
New CTI Connection	Add Davies	1000		1	
Servew cri ce	AGO DEVICE				
Devices					-
Available Devices Provide telephony swit	Set Parameter Value	and the second division of the second divisio	1		
	Device Addition	al Parameter		1	
0 devices	Set Parameter Val	10		Add Fram Switch	
Device Number/1P	Name: SymbolicName Value: cm7Dvmpg				
		OK	Cancel		
	Name Observation Type Symbolic Name Password Codecet int Description: Symbol	Velue Non-Resource Based n ic Name.	·	k Next Canzel	
		OK	Cancel	Cancer	

Enter the correct **Password** and note this is the password for the extension that is being added here. This is the station password which was entered during the creation of the station. A printout of an extension can be found in **Section 5.5** of these Application Notes.

	Available Device		18.8	
New CTI Connection	7			- 53
Set New CTI Co	Add Device			= = = 0,=0,=0,
Devices Available Devices Provide telephony swite	Name Device Type:		•	()
-7.753207770 (1	Set Parameter Value		1	Rental International Anticipation
Device Number/IP	Driver Additiona	Parameter		
	Set Parameter Value	1		
	Valuer www			
		OK	Cancel	
	SymbolicName Pasaword Codecelist Description: Registra	CM63vmpg n tion password.		
			In the second	k Next Cancel
		ОК	Cancel	

Double-click on **CodecsList** and ensure that all the values are ticked as shown below. Click on **OK** to continue.

	Available	e Device				13	
New CTI Connection		Set Parame	ter Values		E	3	83
Set New CTI Co	Add	Code	ecsList	1.000	1		The second s
Devices		Set Pa	arameter \	/alues			
Available Devices Provide telephony switc 0 devices Device Number/IP	Nar Der IP:	List of su Name V G711A V G711U V G729 V G729A V G723	ipported code	cs.	Cancel		nge Add From Switch
	Nar	ne		/alue	Annalistication	-Ľ	
	Pas	sword		••••			
	Cod	leasList		D		=	
	Enc	AgList		D		-	
	Des	cription:	List of suppo	orted codeca	•	0	
-					OK Ca	ncel	k Next Cancel

Double-click on **EncAlgList** and ensure both options are ticked as shown below. Click on **OK** to continue.

New CTI Connection Set Parameter Values Set New CTI Cc Add Devices Set Parameter Values Available Devices Set Parameter Values Provide telephony switc De Devices Name Device Number/IP Name Iv AES_128_COUNTER No_ENCRYPTION Image Adv Device Number/IP Name Device Supported encryption algorithms. Password TencAlgList Description: List of supported encryption Becomposition of the supported encryption Image Adv Description: List of supported encryption Image: Add From Switch	/	Available Device			23		in f
Set New CTI Cc Add Devices Set Parameter Values Available Devices Na Devices Devices Devices Devices Device Number/IP Image: Add From Switch Image: Add From Switch Image: Add From Switch Adv Image: Add From Switch Image: Add From Switch Image: Add From Switch	New CTI Connection	Set Param	eter Values			_	23
Devices Set Parameter Values Available Devices National set of supported encryption algorithms. Devices Device Number/IP Device Number/IP VAES_128_COUNTER VNo_ENCRYPTION Adv Name Name Device Number/IP Vo_ENCRYPTION Adv Device Set OK CodecsList 31 EncAlgList O Description: List of supported encryption algorithms. K Nat Nation	Set New CTI Co	Add Enc	AlgList		-		
Available Devices Na List of supported encryption algorithms. Provide telephony swite De 0 devices De Device Number/IP Provide Telephony Swite Name Provide Telephony Swite Description: List of Supported Encryption algorithms. Provide Telephony Swite K Next	Devices	Set P	arameter Values				
0 devices Device Number/IP IP: AES_128_COUNTER IP: No_ENCRYPTION Adv IP: Adv IP: Adv IP: Material OK Cancel K Next K	Available Devices Provide telephony swite	Nai List of s	upported encryption al	gorithms.			0
Device Number/IP P AES_128_COUNTER Adv No_ENCRYPTION Adv D Adv D D Nar Password CodecsList 31 EncAlgList 0 Description: List of supported encryption algorithms. k Next Cancel K Next Cancel	0 devices	De Name			ang	ge Add Fro	om Switch
Adv Adv Adv Nar Password CodecsList EncAlgList Description: List of supported encryption algorithms. K Next Cancel	Device Number/IP	IP: AES_ No_E	128_COUNTER NCRYPTION		Di		
Nar OK Cancel Password **** CodecsList 31 EncAlgList 0 Description: List of supported encryption algorithms. *		Adv					
Password CodecsList 31 EncAlgList 0 Description: List of supported encryption algorithms. k Next Cancel		Nar	OK	Cancel			
EncAlgList 0 Description: List of supported encryption algorithms. k Next Cancel OK Cancel		Password CodecsList	31	=			
Description: List of supported encryption algorithms. K Next Cancel		EncAlgList	0	l.			
k Next Cancel		Description:	List of supported enc algorithms.	ryption *			
OK Cancel						1	
				OK Canc	el	Next	Cancel

Select the new extension and click on the >> icon as shown. Click on Next to continue.

New CTI Connection				×
Set New CTI Co	onnection Wizard	Stage 11	of 16	1 1 1 1 1 1 1 1 1
Monitor				
Please select the device Double click on a monit	es to be monitored tored device for further co	ofiguration		
Double click on a monit		ingulation		
Available Devices:	0 devices		Monitored Devices:	1 devices
Device	Туре	Ø	Device	Туре
		>>	2000	Extension
		<		
		<<		
			E	Back Next Cancel

This is optional, but for better analysis tick on **Call Flow Analysis** and click on **Next** to continue.



Select a different **Port** number as shown below **62095** is chosen simply because **62094** was already in use.

Requireme	ints				
The Interact Create a new	ions Center serv w Connection Ma	er selected alre nager, or select	ady has a Conr t an existing one	ection Manager. e.	
Oreate a Port:	new Connection 6209 <mark>5</mark>	Manager			
Select av Ports in u	ailable Connecti se:	on Manager			
62094					

Click on Finish to complete the New CTI Wizard.



Click on **Apply** at the top right of the screen to save the new connection.

NICE		nicks http:// page	telp i setting i Laurer	System Administrator
Ny Universe Business Analyzer Repor	sen Handar Insight Hanager De	arSight #60 Requests Tools		
(Almail # []] #	Data has been saved but not applied 0	Sch 'Apply to make the changes effective		Apply (g)
Drgenization Drgenization Drgenization Drgenization Drgenization Drgenization Drgenization	DevConnectCM	ACTIVATION COLOR		
Distributed Cashe Distributed Cashe Distributed Cashe Distributed Cashe Distributed D	Component Type CTI Interface CTI Interface Connection Manager Connection Manager Driver Hada Provider Controller	Component Name DevConnextOM ANS TSAFT Interface DevConnextOM DMCC (Advanced Interaction DevConnextOM receptorem2D12 Advantage DevConnextOM receptorem2D12 On DevConnextOM receptorem2D12 Driver DevConnextOM receptorem2D12 MPC 1	IP Address/Host Name nosespp-wn2012 nosespp-wn2012 nosespp-wn2012 nicespp-wn2012	

Click on **Yes** to proceed.

evConnectCM			
<u>0-0</u>			
Component Type	Component Name IP	Address/Host Name	
CTI Interface	· ·		
CTI Interface	Apply Configuration		
Connection Manager		2	
Connection Manager	This updates devices and mapping configura	ation. It 2	
Driver	may take several minutes and affect record	ings. 2	
Media Provider Controlle	This step is recommended when the system	is not 2	

The following shows that the save was successful. Click on **OK** to continue.

vConnectCM			
<u>×</u>			
Component Type	Component Name	IP Address/Host Name	
CTI Interface	DevConnectCM AES TSAPI Interface		
CTI Interface	Apply Complete	8	
Connection Manager	Abbil complete	2	
Connection Manager		2	
Driver	All components have been notified	2	
Media Provider Controlle		2	

From the NICE Application Server, open **Services** and restart the **NICE Integration Dispatch Service**.

è.		Services				-	*
File Action View	r Help						
** []	s 🗟 🖬 📰 🕨 💷 🕪						
C. Services (Local)	Name *	Description	Status	Startup Type	Log On As		1
	Q Network Location Awareness	Collects an	Running	Automatic	Network S		
	Q Network Store Interface Service	This service	Running	Automatic	Local Service		
	S NICE AA Search Controller	Audio Anal	Running	Automatic	Aadministr		
	C. NICE Agent Center	Monitors an	Running	Automatic	.Nadministr		
	🔍 NICE Audit Trail Service	Enables add	Running	Automatic	Aadministr		
	Q Nice BSF Server	Enables the	Running	Autometic	Administr		
	C NICE Coaching Server	Manages C	Running	Automatic	Aadministr		
	Q NICE Deployment Manager Agent	NICE Deplo	Running	Automatic	Aadministr		
	CA NICE Enrollment Service	NICE Encull	Running	Automatic	.\administr		1.00
	G NICE Evaluation Forms Server	Manages Ev	Running	Automatic	.\administr		-
	NICE FTF Query Server	Performs a	Running	Autometic	Aadministr.		1
	Q NICE Integration Dispatch Service	Lauraches a	Rünning	Automatic	Administra		
	Interactions Center Core	Acts as the	Kunning	Automatic	Aadministr		
	Q NICE Interactions Center DBSrvr	Manages th	Running	Automstic	Aadministr		
	Q NICE Interactions Center Monitor	Report failo	Running	Automatic	.\administr		
	Q NICE Interactions Center RCM	Responsible	Running	Automatic	Aadministr		
	NICE Interactions Center TRS	Insert missi-	Running	Automatic	.\administr		
	C NICE Investigations Server	Manages an	Running	Automatic	Aadministr		
	S NICE IP Phone Applications	Performs IP	Running	Automatic	Aadministr		
	G NICE Keep Alive Service	Nice Keep A	Running	Automatic	Aadministr		
	G NICE Lagging Service	A service de	Running	Automatic	.\administr		
	C NICE Media Provider Control Manager	An online re	Running	Automatic	Local Syste		
	Q NICE MediaCollectionServer	Manages an	Running	Automatic	.\administr		~

7.2. System Mapping

From the web browser navigate to Master Site \rightarrow System Mapping \rightarrow Recorder Pools. In the main window click on New Pool.

			parts MICT. B	LANT HATE I	addings _ \$ linesse
Intranse Business Analyzer Repo	fer Hentor	Dunght Hanager GearSight PBD Raus	Toola	and the statement	interation in the
	-				
	Data was not	end but not applied. To complete changes a	educt the CTI being shows branch	and clash Apply:	
II Constantia	Advanced	Interaction Recorder Pool Summary		and the second second	
Active Directory	This system	hast	License Type	Availa	able Licenses
Agent Center Customer Center Distributed Cache Import/Export	Total Reco Maga Union Acadebia F	nder pools 0 pet 0 appod 0 Veccenters 0	Audio Scient Encryption Redundancy	94 100 100 100	
Storage Nanter Ste Popications Content Analysis Do CTI Interactions	Group by:	Note • Find:			New Pool
Deta Marte	Nazal	form		Δ 7mm	No. of Reporters
Database Servers	Yes	AIR Ad		Basi:	
Insight to Impact	Yas	pens		Basic	
- G Interactions Centers	Yes	Pfezychassive		. Seeic	

Enter a suitable **Name** for the **Recorder Pool** and select the **Active_Logger** from the list of **Available Recorders** and click on **Update** to continue.

IF Edit Advanced Interaction Recorder Pool Name: AIR Act Pool type: Basic	×
Name: AIR Act Pool type: Basic	
Pool type: Basic	
Interactions Center: IC	
Select Recorders You can add Recorders to the pool. A basic pool must have a minimum of 1 Recorder. Available Recorders Active_Logger Active_Logger	
Update Can	cel

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. 44 of 63 NICE64_AES70MR From the left navigation window select **Source Pools** and from the main window click on **New Pool**.

NICE*		Harns South Distances	mile Settings Lounal
Ny Universe Business Analyser Report	ter Hueller Draght Meneger CheerSight 190 Research	tools +	Contraction in the
	1		
Antonio III Composition	Data was sorethat natapplied. To complete changes which Source Pool Summary	the CTI Integrations brench and click	Andra.
Adive Directory	Tabli system base Tabli source podia 0 Moçeel 0 Unimagend 0	Loonse Type Autio Screet Ercrypton Returdercy	Available Licenses 54 100 100 100
Water Just Water Just Content Analyse Content Analyse	Group by None • Pindi Propped Teams • Piedla 7	De Com Source Type	South

Click on Next to continue to add a new Source Pool.

💷 New Source Pool Wizard	×
Introduction	
This wizard helps you create a new source pool.	
Important: - In this wizard, screen sources can be defined. All audio sources must be defined before running this wizard. - When configuring the source pool, the switch must be associated with the same Interactions Center selected for the Recorder pool.	
1. Define the name, media type, switch, and source type.	
2. Select the relevant sources.	
3. Verify the summary and approve it.	
Next	el

Enter a suitable Name and the other values were left as default. Click on Next to continue.

<section-header></section-header>	ol Wizard				
Define Source	Define Source Pool				
Define the source	pool details. After completing this wizard, the media type, switch, and source type cannot be changed.				
Name:	DevConnectPool				
Media type:	Audio				
Switch:	DevConnectCM (ID = 1075)				
Source type:	Device				
	Back Next Cancel				

Select the extensions that were created in **Section 7.1**, note only one extension number is shown in the example below but this is not typical. Click on **Next** to continue.

🖘 New Source Pool Wizard					×
Select Sources					
Find:	Clear		Selecte	ed: 1/1 Select All	Clear Selection
Name	Device Nur	nber I	Unique Device ID	IP Address	
V	2000				
				Back	ut I Cancell
				Васк	Cancel

Click on Finish to complete the New Source Pool Wizard.



To implement these new changes, navigate to **Master Site** \rightarrow **CTI Integrations** in the left window and in the main window click on **Apply** at the top right of the window.

NICE*		and have been a	there had a setting a long out	System Administrator
My Universe Business Analysist	Reported Houton Insight Hereaper	OverSight (190 Requests) Taule		
				The second se
Action 10				Apple Scott (21) (21)
(II) Organization	· All and the second se	HOLEBRAHMETEL		122
Agent Canter Colorer Center Colorer Center Colorer Center Colorer Storage Colorer	DevConnectCH			•

The following screen shows the changes were saved correctly. Click on **OK** to continue.

Summary Resources Diagram		
DevConnectCM		9
(! Apply Comp	slete ®	
All components	s have been notified	
1	00	

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. 47 of 63 NICE64_AES70MR From the left window navigate to **Master Site** \rightarrow **System Mapping** \rightarrow **Recording Profiles** and in the main window click on **New Profile**.

NICE®			HER HER SUP	ander Help Settings Lage	1
y Universe Business Analyzor Repor	ter Honitur Insight Hanage	r ClearSight PBD Rec	puests Contracts	Administration	
Attrees	Data was naved but not apple Recording Profile Summary This system has: Number of recording profiles.	nd. Tu complete changes y 0	select the CTI lategrations branch License Type Auto	and click Apply Available Licenses 54	
Gustomer Center Outributed Cache Gustomer Center Gustomer Center Gustomer Manager Gustome	Recursing Photos		Scraen Encryption Redundancy	100 100 100	
O Applications O Content Analysis O Ota Marts O Database Servers	Group by: None Name	 Find: A Recording Type 	Capture Type	New Profile	2
Contension					
System Mapping System Mapping Di 1. Recorder Pools Pools Di 2. Source	Procedes				

Click on Next to continue with the New Recording Profile Wizard.

🔁 New Recording Profile Wizard 🧮
Introduction
This wizard helps you map a recording profile. Important:
Before configuring the recording profile, verify that the Interaction Center that was selected in the Recorder pool is associated with the switch selected in the source pool.
Recording type and capture type cannot be changed after completing this wizard.
1. Define the recording profile name.
2. Map the source pool to the Recorder pool.
Select the relevant recording type and the capture type. Select the relevant compression, summation and encryption options.
Verify the summary and approve it.
Next Cancel

Enter a suitable **Name** for the Recording profile.

📮 New Recording Pro	file Wizard	×
Define the Reco	rding Profile Name	
Enter a meaningfu recording type car	I recording profile name. After completing this wizard, the mapping and the not be changed.	
Name: DevCor	nectRecording	
	Back Next	Cancel

Select the correct **source pool** and **Recorder pool**, then click **Next** to continue.

🟹 New Recording Profile Wizard	
Define Mapping	
Select one source pool and then select the rele	evant Recorder pool.
DevConnectPool	AIR Act
Available source pools	Available Recorder pools
DevConnectPool	AIR Act
	PhisycPassive
	Rack Next Cancel
	DdCK Next Cancel

For total recording i.e., the recording of all calls, select **Total** as the **Recording type**. For **Capture type** ensure that **Active DMCC MR** is selected from the drop-down box. Compression is selected as default and can be left like this. Click on **Next** to continue.

🛱 New Recording Profile Wizard	· · · · · · · · · · · · · · · · · · ·					
Define Recording Profile	Define Recording Profile					
Define the recording profile details type cannot be changed.	s. After completing this wizard, the recording type and capture					
Recording type:	Total					
No. of allocated licenses: Det	ermined by the number of sources in the source pool					
Capture type:	Active DMCC MR 👻					
Secondary Capture Type:						
Select all applicable options:						
Compression						
Summation						
Encryption						
	Back Next Cancel					

Click on **Finish** to complete the **New Recording Profile Wizard**.

📮 New Recording Profile W	Vizard	X
Summary		
Review the mapping in Click Finish to create the Click Back to modify the	formation below. he new recording profile. he recording profile details.	
Name:	DevConnectRecording	
Source pool:	DevConnectPool	
Recorder pool:	AIR Act	
Recording type:	Total	
Capture type:	Active DMCC MR	
No. of allocated licer	nses: Determined by the number of sources in the source pool	
Compression		
Summation		
Encryption		
	Back Finish	Cancel

Solution & Interoperability Test Lab Application Notes ©2016 Avaya Inc. All Rights Reserved. 50 of 63 NICE64_AES70MR Navigate to Master Site \rightarrow CTI Integrations and from the main window click on Apply. Then click on Yes to proceed.

NICE"		ment bill Sureners with 1 Se	System Administrator
Ny linevaria (Basinasa Analyzar (Bagarlar) He	seller Insight Manager [©] ClearSight PSO Requests [©]	Tools Contractor	
	vaya PC / PDS vaya CM	tom and mapping configuration. It mates and affect recordings, might when the system is sort to proceed?	Apply C C

This concludes the setup of the NICE Application Server for DMCC Multi-Registration recording.

8. Verification Steps

This section provides the steps that can be taken to verify correct configuration of the NICE Engage Platform and Avaya Aura® Application Enablement Services.

8.1. Verify Avaya Aura® Communication Manager CTI Service State

Before checking the connection between the NICE Engage Platform 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 aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

statu	s aesvcs ci	ti-link				
			AE SERVICES	CTI LINK STATUS		
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	5	no	aes70vmpg	established	18	18

8.2. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting Status \rightarrow Status and Control \rightarrow 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.



8.3. Verify DMCC link on AES

Verify the status of the DMCC link by selecting Status \rightarrow Status and Control \rightarrow 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 Application server.

Αναγα	Application Enablement Services Management Console					Rundow of union Hepthiams/Dira Server Offer Ty SW Version 74 Barner Date and HG Status Net	Number of prior failed logic attactors I. Hepthema/H- and Doving/10.15-06.16 Server OFA Type: YMTUR., AND,ARCE, DR., MARABE SW Wardon 7.0.0.04.13 Bioran Data and Tren: Typ Dat. 15 14:45(11 GMT 2013 HA Status: Het Configurad			
Status Status and Control [DHCC	Service Summary						Hanne Halp Lings			
Af Services Communication Hanager Indeface Hugh Availability Licensing Maintenance Networking Security Security Security	DINCC Service Sur Prese to reliate tool Enstitution and the tool Service Contrast of the Des Service Optimar Number of Sectors II Number of Sectors II Number of Sectors	Inmary - Session Summary Intern Kanany (0) (1) permits wice Summary IT 144 11 Gar 2018 I days. 0 here internet internet int	ra 41 minutes							
Log Hanaper		desision III	Uner	Application	Far-end Identifier	Connection Type	# of Associated Devices			
1.1005	[] 10062D1P6	6D641627 7F0F080574784AF-0	NICE	-	30.10.40.126	XML Unexcrypted	3			
Status and Control OULAI Service Summary DLO Service Summary DLO Service Summary Switch Com Summary Switch Com Summary TSAFE Service Summary User Planagement Unitries.	Terrivitate Season	6 Shaw Terminated Sectors			Octool (1997)		0			

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 Application Server.

Open a browser session to the NICE Application Server as is shown below. Enter the proper credentials and click on **Login**.

C + (a) = nexepsien201271	The Section of the Optimization	Р-С Зпскерулт	2012 =	n * @ - @
	Welcome to NICE Engage	Solutions	NICE.	
	User name:	nice		
	Password	 Show password 	10	
	California	tin at A H & Source Dece	i giti meniti	

Click on **Business Analyser** at the top of the screen. Select **Interactions** from the left window and then navigate to **Queries** \rightarrow **Public**.

NICE*				Business Analyzer
Hy Universe Business Knokree Reporter Houston Dought He	nager file	esiglei 1980 Ne	ana ana	Toola + Administration +
Interactions	Table		No.	5
Complete - Last 34 hours Segment - Last 7 days Segment - Last 7 days	E Quick Query	ts for Query: 9 Per		2 Search Exact Phras • 25 75 Exact Phras • 25 Performance (* 2) Control (* 2) Control

Click on **Complete – Last 24 hours**. This should reveal all the recordings that took place over the previous 24 hours. Select the required recording from the list and double-click on this to play the recording.

NICE Business Analyzer Bu	eporter Hotilter Besight Hanager	GearSig	M. 1990 Requests	Tools	Advantation	The second	Business A	nalyzer
Interactions	1	able View	CITER OF	2				
	8 N -	earch Torn	works	D Search Ex	act Phras 🔹 e moi sentan	A TRA Service	iller:	
Interactions 🗁 😰 Queries	81	Results I	or Query: Compl	ete - Last 24 hours			4 21 (31)	Declarances
Complet	s - Last 24 hours	Group By	rt Marie	 150 Records found 	● 2 日間		@ 6 26	
P Segment	Calls to califirate	ype th	g Fuil Name	Complete 1D	Complete Start T V	Complete Stop Time	Complete Gunstion	Complet +
D Casmard	t - Last 7 days	E) P	Unmapped, User	6083834137193699876	20/11/2014 17:03:40	20/11/2014 17:03:52	00:00:13	6083834137
Segman	t - Last 7 tlays Cells not evalu	5) P	Unmapped, linar	KOR3854137182699876	20/11/2014 17:03:40	20/11/2014 17:03:52	00:00:13	6083234137
S Private		4	Unmepped, Lasr	6053834104889018334	20/11/2014 17:03:30	20/11/2014 17:03:48	00:00:15	6083834104
Saved Items		43	Unmapped, Liser	6083834104889016334	20/11/2014 17:03:30	20/11/2014 17:03:48	00:00:15	6083834104
		F.2	Unmapped, liser	6083834104889016334	20/11/2014 17/03/30	20/11/2014 17:63:46	90(00)15	6083834104
(II)		44	Unmapped, User	6083834104889016334	20/11/2014 17:03:30	20/11/2014 17:03:46	00:00115	6083834104
		10 P	Unwepped, Liser	6085833632442613769	20/11/3014 17:01140	20/11/2014 17:01:87	00:00:17	6083833632
		称P	Urmspped, User	6053533632442613769	20/11/2014 17:01:40	30/11/2014 17:01:57	00:00:17	6083633632
		5) P	Unmepped, User	6053833632442613769	20/11/2014 17:01:40	20/11/2014 17:01:57	00:00:17	6083833632
Freedow in		=> P	Unmapped, User	6083833632442613769	20/11/2014 17:01:40	20/11/2014 17/01/57	00)00(17	6083833632
		4) ·	Emmapped, User	6083833492908605474	20/11/2014 17:01:114	20/11/2014 17:01:27	00:00:13	6083833492
		6)E	Unmapped, Usar	605383349290M05474	20/13/2014 17:01:14	20/11/2014 17:01:27	00:00:13	6083833492
		44.	Unmapped, User	0053833488348954628	20/11/2014 17:00:59	20/11/2014 17:01:10	00:00:11	0083633458
		41	Unnecced, liser	6083833456348954628	20/11/2014 17:00:59	20/11/2014 17:01:10	11:00:00	6383833455
		=	Unmapped, liser	6083833486348954628	20/11/2014 17/00:59	20/11/2014 17:01:10	00:00:11	6083833456
		44	Unmapped, User	6083833456348954628	20/11/2014 17:00:59	20/11/2014 17:01/10	00/00/11	0083833458
		4) P	Unmapped, User	6083829101252116483	20/11/2014 15:44:05	20/11/2014 16:44:37	00:00:32	6083829101
		RA P	Unmapped, Liser	6053829101252116453	20/11/2014 15:44:05	30/11/2014 16:44:37	00:00:31	9083829101
		#2 P	Unmapped, User	6053828714705059842	20/11/2014 16:42:35	20/11/2014 16:42:55	60100128	6083828714
		=) P	Unmapped, User	6083828714705059842	20/11/2014 16:42:35	20/11/2014 16(#2)55	00:00:20	6083808714
		4	Linmapped, liter	6083828555791269889	20/11/2014 15:41:50	20/11/2014 16:42:28	06100130	6083828535
		44 ·	Unmapped, Usar	6083828555791269889	20/13/2014 15:43:58	20/11/2014 18:42:28	00:00:30	6083828555
		RF. P	Unnepped, Meet	6083828187149158429	20/11/2014 15:40:31	20/11/2014 16:40:35	00:00:05	6083828167
		E P	Unmessed, Liser	6083828167149158429	20/11/2014 15:40:31	20/11/2014 16:40:36	00:00:05	6083828167
		-	Unmapped, lisec	6083828137084387354	20/11/2014 16:40:24	20/11/2014 16:40:27	00(00)03	6083828137
4.5		1.00		TO AN A STOCK	The International States	The states		

The NICE player is opened and the recording is presented for playback. Click on the **Play/Pause** icon highlighted below to play back the recording.



8.5. Verify NICE Services

If these recordings are not present or cannot be played back the NICE services may not be running or may need to be restarted. There are two separate servers as a part of this NICE Engage Platform. The NICE Application Server and the NICE Advanced Interactions Server can be logged into and checked to ensure all services beginning with NICE are running correctly. As a last resort both servers may need a reboot after the initial configuration.

9				50	MCP1	- 0	
File Action View	Help						
(* +) [m] [] :	a la 🖬 📾 🖄 🖬 🗰 🖬 🖬						
Services (Local)	Name	Description	Status	Rotup Type	Lag On Ar		1
	MCE AA Search Controller	Autor Anal.	Running	Automotic	Sadinivists		
	C NICE Agent Center	Monitors an	Running	Automatic	Autoministra.		
	C MCE Audit Trail Service	Ertabler adti	Running	Automatic	Andre month.		
	Q, Nice BSF Server	Enables the	Running	Automatic	Jadministra.		
	C NICE Coaching Server	Manages C.	Running	Automatic	Andersinists		
	Q MCE Deployment Menager Agent	NICE Deplo.	Running	Automatic	Aaidminists		
	C NOCE Encoltment Service	NICE EnrolL.	Running	Automatic	Audministra		
	C NCE Evaluation Form: Server	Manager Ev.,	Running	Automatic	Auden wintt		
	C MCE FTF Query Server	Performs q	Rusning	Automotic	Sadon Inistra		
	Q NICE Integration Dispatch Service	Launches a	Running	Automatic	Jadministr		
	Content Core	Acts as the	Running	Automatic	Audministe		
	C NICE Interactions Center DBSve	Manages th	funning.	Automatic	Anders in order		
	C MCE Interactions Center Monitor	Report falle-	Rusning.	Automatic	Jadministi		1
	QUICE Introduction Center RCM	Responses in	Furning	Batterrett C	Address of Children and Childre		
	Q MCE Interactions Cerviar TBS	Innet missi-	Running	Automatic	Audministe.		1
	Q MCI Investigations Server	Managet an	Running	Automatic	Autori analte		
	Q MCEIP Phone Applications	Performt IF	Running	Automatic	Auchersbesister -		
	Source Neep Alive Service	Nice Keep A	Running	Automotic	Auden in idea		17
	C. NICE Logging Service	A service the	Running.	Automotic	Auderinists		
	🔍 NICE Media Provider Control Manager	An online re	Running	Automatic	Local Syste		
	Q MCE MediaCollectionServer	Managel sh-	Running	Automatic	Administra.		
	NICE Monitor Server	Performi pl.,	Rusning	Automatic	Sadministri.		
	CA NICE MyUniverse	Host for My	Running	Autometic	Audministr		
	CA NICE NBA	Performa q	Running	Automatic	.\administr		
	CE Notification Service	Generates N.,	Running	Automatic	Audon initiate		
	Strate Report Administration	Marager A.,	Ruining.	Automatic	-Sadminists		
	CE Playback Streaming	Manage Mr.,	Running	Automatic	Automicrost.		
	🔍 MCE Reporter Erigine	Nice Report	Running	Automatic	Audministe		
	🔍 MCE Reporter Scheduler	Nice Report	Funning	Automatic	-1,ediministr		
	Q MCE Retention Service	Performs re	Running	Automatic	Audenterister -		
	A NICE Rule Engine	Parform rul	Running	Automotic	Audenivistis	Activate Windows	
	🔍 MICE Rule: Manager Service	Manager et	Running	Automotic	Autorinist.	Go to System in Control Penet to activate	
	AACE Streams Center Senare	Nice Samera	funne.	Actorestiz	Jackmanutte.	All set and set of the	-
	Catended & standard /						-
							_
	2 10 2					• 30 (B) (D) - ENG	
- Withi						1/1///	14

9. Conclusion

These Application Notes describe the configuration steps required for NICE Engage Platform to successfully interoperate with Avaya Aura® Communication Manager R7.0 using Avaya Aura® Application Enablement Services R7.0 to connect to using DMCC Multi-Registration 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 <u>http://support.avaya.com</u>.

- [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 7.0
- [4] Avaya Aura® Session Manager Overview, Doc # 03603323Avaya Aura ® Contact Centre SIP Commissioning, Doc # NN44400-511, Release 7.0

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

Appendix

Avaya one-X® Agent Softphone

This is a printout of the Avaya one-X® Agent softphone used during compliance testing.

display station 2100			Page 1 of	5				
	STATION							
Extension: 2100		Lock Messages? n	BCC:	0				
Type: 9630		Security Code: *	TN:	1				
Port: \$00031		Coverage Path 1:	COR	1				
Name: one-X Agent1		Coverage Path 2:	COS	1				
Nume. one A Agener		Hunt-to Station:	Tests?	T V				
STATION ODTIONS		nune eo station.	16565.	У				
Jocation.		Time of Day Lock	Table.					
	10	Dereopalized Binging B	abie.					
TORR GLOUD:	19	Personalized Ringing P	allern: I					
	0	Message La	mp Ext: 2100					
Speakerphone:	2-way	Mute Button E	nabled? y					
Display Language:	english	Button M	odules: U					
Survivable GK Node Name:								
Survivable COR:	internal	Media Compl	ex Ext:					
Survivable Trunk Dest?	У	IP Sof	tPhone? y					
	IP Video Softphone? n							
	Short/	Prefixed Registration A	llowed: default					
		Customizable	Labels? Y					
diamlass station 2100			Dama 2 af	E				
display station 2100		0.000	Page 2 01	5				
		STATION						
FEATURE OPTIONS			- 11 - 0					
LWC Reception:	spe	Auto Select Any	Idle Appearance?	n				
LWC Activation?	У	Coverag	e Msg Retrieval?	Y				
LWC Log External Calls?	n		Auto Answer: 1	none				
CDR Privacy?	n	D	ata Restriction? 1	n				
Redirect Notification?	У	Idle Appear	ance Preference? 1	n				
Per Button Ring Control?	n	Bridged Idle	Line Preference? 1	n				
Bridged Call Alerting?	n	Restrict	Last Appearance?	У				
Active Station Ringing:	single							
	-	EM	U Login Allowed? n	n				
H.320 Conversion?	n	Per Station CPN - Send	Calling Number?					
Service Link Mode:	as-needed	EC5	00 State: enabled					
Multimedia Mode:	enhanced	Audible	Message Waiting?	n				
MWI Served User Type.		Display Cli	ent Redirection?	n				
AUDIX Name.		Select Last	Used Appearance?	n				
nobin name.		Coverage A	fter Forwarding?	5				
		Multimod	ia Farly Answor?	0				
		TTUL CINCU	Ta Darty mower: 1					

Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y Emergency Location Ext: 2100 Always Use? n IP Audio Hairpinning? n display station 2100 Page 3 of 5 STATION Conf/Trans on Primary Appearance? n Bridged Appearance Origination Restriction? n Call Appearance Display Format: disp-param-default IP Phone Group ID: Enhanced Callr-Info Display for 1-Line Phones? n ENHANCED CALL FORWARDING Forwarded Destination Active Unconditional For Internal Calls To: 1000 n External Calls To: 1000 n Busy For Internal Calls To: n External Calls To: n No Reply For Internal Calls To: n External Calls To: n SAC/CF Override: n

display station 2100 Page 4 of 5 STATION SITE DATA Room: Headset? n Jack: Speaker? n Mounting: d Cable: Floor: Cord Length: 0 Building: Set Color: ABBREVIATED DIALING List1: List2: List3: BUTTON ASSIGNMENTS 1: call-appr 5: manual-in Grp: 2: call-appr 6: after-call Grp: 7: aux-work RC: Grp: 3: call-appr 4: auto-in Grp: 8: voice-mail

Avaya 9608 H.323 Deskphone

This is a printout of the Avaya 9608 H.323 deskphone used during compliance testing.

display station 2000	E	Page 1 of	5
* *	STATION	5	
Extension: 2000	Lock Messages? n	BCC:	0
Type: 9608	Security Code: *	TN:	1
Port: S00000	Coverage Path 1: 1	COR:	1
Name: Ext2000	Coverage Path 2:	COS:	1
	Hunt-to Station:	Tests?	У
STATION OPTIONS			
	Time of Day Lock Table:		
Loss Group: 19	Personalized Ringing Pattern:	1	
	Message Lamp Ext:	2000	
Speakerphone: 2-way	Mute Button Enabled?	УУ	
Display Language: englis	h Button Modules:	0	
Survivable GK Node Name:			
Survivable COR: intern	al Media Complex Ext:		
Survivable Trunk Dest? y	IP SoftPhone?	УУ	
	IP Video Softphone?	'n	
Sh	ort/Prefixed Registration Allowed:	yes	
	Customizable Labels?	У У	

display station 2000	Page 2 of 5
S	TATION
FEATURE OPTIONS	
LWC Reception: spe	Auto Select Any Idle Appearance? n
LWC Activation? y	Coverage Msg Retrieval? y
LWC Log External Calls? n	Auto Answer: none
CDR Privacy? n	Data Restriction? n
Redirect Notification? y	Idle Appearance Preference? n
Per Button Ring Control? n	Bridged Idle Line Preference? n
Bridged Call Alerting? n	Restrict Last Appearance? y
Active Station Ringing: single	
	EMU Login Allowed? n
H.320 Conversion? n P	er Station CPN - Send Calling Number?
Service Link Mode: as-needed	EC500 State: enabled
Multimedia Mode: enhanced	Audible Message Waiting? n
MWI Served User Type: sip-adjunct	Display Client Redirection? n
	Select Last Used Appearance? n
	Coverage After Forwarding? s
	Multimedia Early Answer? n
Remote Softphone Emergency Calls: as-	on-local Direct IP-IP Audio Connections? y
Emergency Location Ext: 2000	Always Use? n IP Audio Hairpinning? n

display station 2000	Page	3 of	5
STATION			
Conf/Trans on Primary Appearance? n			
Bridged Appearance Origination Restriction? n Offline Ca	ll Loggir	ng; y	
Require Mutual Authentication if TLS? n			
Call Appearance Display Format: disp-param-defa	ult		
IP Phone Group ID:			
Enhanced Callr-Info Display for 1-Line Phones? n			
ENHANCED CALL FORWARDING			
Forwarded Destination	Ac	ctive	
Unconditional For Internal Calls To:		n	
External Calls To:		n	
Busy For Internal Calls To:		n	
External Calls To:		n	
No Reply For Internal Calls To:		n	
External Calls To:		n	
SAC/CF Override: n			

			-	4 6	-
display station 2000			Page	4 OI	5
	STATION				
STTE DATA					
Boom		Hoodgot 2	r		
ROOM.		neauset:	11		
Jack:		Speaker?	n		
Cable:		Mounting:	d		
Floor:		Cord Length:	0		
Puilding		Sot Color:	U		
Bullaing.		Set COIDI.			
ABBREVIATED DIALING					
List1:	List2:	List3:			
DIUTTON ACCTONMENTO					
BUILON ASSIGNMENTS	_				
1: call-appr	5: Ca	all-park			
2: call-appr	6:				
3: call-appr	7:				
A: ovtrd-gall	· •				
4. EXCHU-CAII	0:				
voice-mail					

©2016 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at <u>devconnect@avaya.com</u>.