Avaya Solution & Interoperability Test Lab

Application Notes for NICE Engage Platform 6.15 with Avaya Proactive Contact 5.2 with PG230 and Avaya Session Border Controller for Enterprise 8.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for NICE Engage Platform 6.15 to interoperate with Avaya Proactive Contact 5.2 with PG230 and Avaya Session Border Controller for Enterprise 8.0. NICE Engage Platform is a call recording solution.

In the compliance testing, NICE Engage Platform used the Event Services interface from Avaya Proactive Contact to obtain information on calls and agent states, and the SIPREC interface from Avaya Session Border Controller for Enterprise to capture media associated with Proactive Contact outbound calls for call recording.

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

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

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1. Introduction

These Application Notes describe the configuration steps required for NICE Engage Platform (Engage) 6.15 to interoperate with Avaya Proactive Contact 5.2 with PG230 and Avaya Session Border Controller for Enterprise (SBCE) 8.0. Engage is a call recording solution.

In the compliance testing, Engage used the Event Services interface from Proactive Contact to obtain information on calls and agent states, and the SIPREC interface from SBCE to capture media associated with Proactive Contact outbound calls for call recording.

When there is an active outbound call at the Proactive Contact agent, Engage is informed of the call via events from the Event Services interface and starts the call recording by use of associated media from the SBCE SIPREC interface. The Event Services events are also used to determine when to stop the call recordings.

Engage can be deployed with distributed components across multiple servers. The compliance testing used two Engage servers in the test configuration – one server running the Application Server, Database Server, and Interactions Center components, and the other server running the Advanced Interaction Recorder component. The Application Server component is responsible for the Engage web interface, the Interactions Center component is responsible for Event Services connection with Proactive Contact as well as SIPREC connection with SBCE, and the Advanced Interaction Recorder component is responsible for media recording.

The compliance testing covered the recording of basic outbound calls that were delivered by Proactive Contact for the PG230 deployment option only. The recording of inbound calls is outside the scope of this compliance test.

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2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the Engage application, the application automatically established Event Services connection with Proactive Contact.

For the manual part of testing, each outbound call was handled manually at the agent with generation of unique audio content for recording. Necessary agent actions such as hold and release line were performed from the Proactive Contact Agent application running on the agent desktops.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Engage.

The verification of tests included use of Engage logs for proper message exchanges and use of Engage web interface for proper logging and playback of call recordings.

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 interfaces between Engage and Avaya products included encrypted Event Services and non-encrypted SIPREC connections as requested by NICE.

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2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Engage:

- Handling of Event Services agent states and call events.
- Use of SIPREC to obtain media from SBCE.
- Proper recording, logging, and playback of calls for scenarios involving agent drop, customer drop, hold, reconnect, simultaneous calls, long duration, multiple agents, and manual call scenarios.

The serviceability testing focused on verifying the ability of Engage to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to Engage.

2.2. Test Results

All test cases were executed and verified. The following is an observation on Engage from the compliance testing.

- Recording of transfer, conference, and forward work scenarios are not supported in this release of Engage.

2.3. Support

Technical support on Engage can be obtained through the following:

- **Web :** http://www.extranice.com

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3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The detailed administration of connectivity between Proactive Contact, Communication Manager, Session Manager, and SBCE are not the focus of these Application Notes and will not be described.

The agent station extensions used in the compliance testing are shown in the table below.

Device Type	Extension
Agent Station	65001 (H.323), 66006 (SIP)

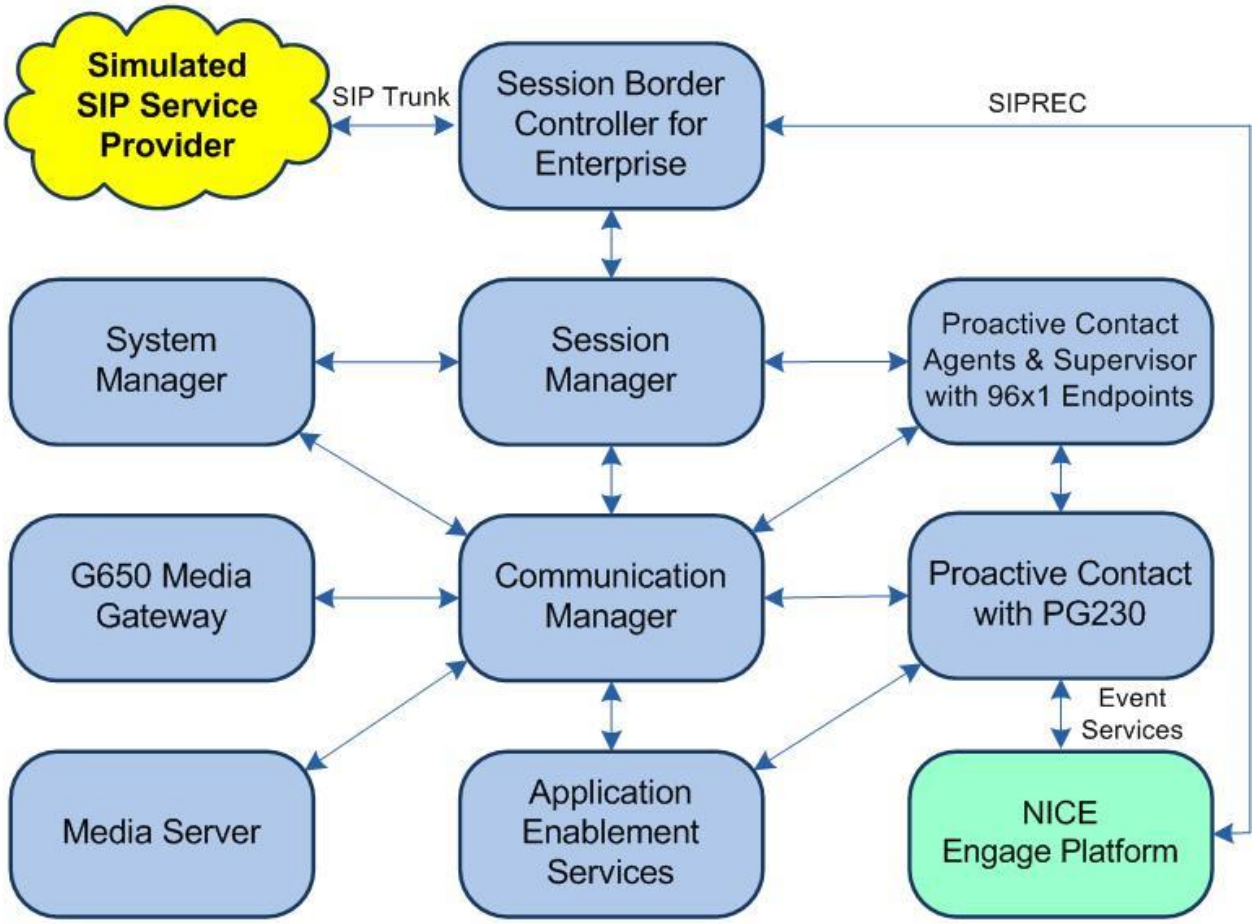

Figure 1: Compliance Testing Configuration

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager in Virtual Environment	8.1.1 (8.1.1.0.0.890.25763)
Avaya G650 Media Gateway • TN464HP DS1 Interface	NA HW02 FW025
Avaya Aura® Media Server in Virtual Environment	8.0.1.121
Avaya Aura® Session Manager in Virtual Environment	8.1.1 (8.1.1.0.811021)
Avaya Session Border Controller for Enterprise in Virtual Environment	8.0 (8.0.0.0.19-16991)
Avaya Proactive Contact with PG230 • QT1-PRI	5.2.0.1 2.19
Avaya Proactive Contact Agent	5.2.0.1
Avaya 9611G IP Deskphone (H.323)	6.8202
Avaya 9641G IP Deskphone (SIP)	7.1.6.1.3
NICE Engage Platform on Windows Server 2016 • Application Server • Interactions Center - Integrations.NSP.SipRecBase.dll • Database Server • Avaya Proactive Contact Event SDK	6.15.0001.77 Standard 6.15.202.2314 5.1.2
NICE Engage Platform on Windows Server 2016 • Advanced Interaction Recorder	6.15.0001.77 Standard

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5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Administer system parameters features
- Administer IP codec set
- Administer SIP trunk group

5.1. Administer System Parameters Features

Log into the System Access Terminal. Use the "change system-parameters features" command to enable **Create Universal Call ID (UCID)**, which is located on **Page 5**. For **UCID Network Node ID**, enter an available node ID.

```
change system-parameters features                              Page   5 of  19
                        FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS
  Endpoint:               Lines Per Page: 60

SYSTEM-WIDE PARAMETERS
                                    Switch Name:
            Emergency Extension Forwarding (min): 10
          Enable Inter-Gateway Alternate Routing? n
Enable Dial Plan Transparency in Survivable Mode? n
                             COR to Use for DPT: station
                 EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
               Apply MCT Warning Tone? n   MCT Voice Recorder Trunk Group:
      Delay Sending RELease (seconds): 0
SEND ALL CALLS OPTIONS
     Send All Calls Applies to: station    Auto Inspect on Send All Calls? n
               Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
     Create Universal Call ID (UCID)? y    UCID Network Node ID: 27
```


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5.2. Administer Codec Set

Use the "change ip-codec-set n" command, where "n" is an existing codec set number used by the agent stations. For **Audio Codec**, make certain only variants of G711 and/or G729 codec are configured, as shown below. Note that Engage supports the G711 and G729 codec variants.

```
change ip-codec-set 1                                          Page   1 of   2

                         IP MEDIA PARAMETERS
    Codec Set: 1

    Audio         Silence      Frames   Packet
    Codec         Suppression  Per Pkt  Size(ms)
 1: G.711MU            n         2        20
 2: G.729              n         2        20
 3:
 4:
 5:
 6:
 7:

     Media Encryption                   Encrypted SRTCP: best-effort
 1: 1-srtp-aescm128-hmac80
 2: aes
 3: none
 4:
```


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5.3. Administer SIP Trunk Group

Use the "change trunk-group n" command, where "n" is the trunk group number used by Communication Manager with Session Manager for outbound calls initiated by Proactive Contact. Enter the following values for the specified fields and retain the default values for the remaining fields.

In this case, the pertinent trunk group number is "212". Navigate to **Page 3**. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **UUI Treatment:** "shared"
- **Send UCID:** "y"

These settings enable the call ID received from PG230, as part of the user-to-user information element, to be passed to SBCE via Session Manager.

```
add trunk-group 212                                          Page   3 of   5
TRUNK FEATURES
          ACA Assignment? n            Measured: none
                                                      Maintenance Tests? y



   Suppress # Outpulsing? n  Numbering Format: private
                                          UUI Treatment: shared
                                       Maximum Size of UUI Contents: 128
                                          Replace Restricted Numbers? n
                                         Replace Unavailable Numbers? n

                                           Hold/Unhold Notifications? y
                               Modify Tandem Calling Number: no
               Send UCID? y


 Show ANSWERED BY on Display? y
```


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6. Configure Avaya Proactive Contact

This section provides the procedures for configuring Proactive Contact. The procedures include the following areas:

- Obtain host name
- Administer master.cfg
- Administer PG230

The configuration of Proactive Contact is performed by Avaya Professional Services. The procedural steps are presented in these Application Notes for informational purpose.

6.1. Obtain Host Name

Log in to the Linux shell of the Proactive Contact server. Use the "hostname" command to obtain the host name, which will be used later to configure Engage.

In the compliance testing, the host name of the Proactive Contact server is "lzpds4b", as shown below.

```
$ hostname
lzpds4b
```

6.2. Administer master.cfg

Use Navigate to the **/opt/avaya/pds/etc** directory and open the **master.cfg** file.

Locate the **SEND_CALLID_OUTCALL** parameter and set it to "YES" as shown below. This setting enables the call ID generated by the dialer to be passed to the PG230.

```
SAMPLE:$VOICEDIR/sample
SCRIPTS:$VOICEDIR/scripts
SCRNBLD:$VOICEDIR/scrnbld
SCRN_SPOOLER:pds_pg
SEND_CALLID_OUTCALL:YES
SFTPENABLE:NO
SHELLDIR:$VOICEDIR/shell
SHELLMSG:$VOICEDIR/language/sh_eng.msg
SHORTSVRTIME:NO
SILENCE_DETECTION:NO
SIMULTANEOUS_ACQUIRES:NO
SKIP_LOCK_TIME:0
SM_UPDATE_TIMEOUT:30000
SNMPENABLE:NO
SSHA_ENCRYPTION:YES
SSL:YES
```


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6.3. Administer ISDN Message Template

Establish a telnet session with PG230 and navigate to the detailed screen for ISDN Message Template 1 shown below. Add an **USR-USER IE** for message template 1, if doesn't exist already. This setting enables the call ID received from the dialer to be passed to Communication Manager in the user-to-user information element.

```
          I S D N    M E S S A G E    T E M P L A T E    S U M M A R Y
                 I S D N    M E S S A G E    T E M P L A T E S

Tmpl Message  R/T   Tmpl Message  R/T   Tmpl Message  R/T   Tmpl Message  R/T
 1   SETUP     T     2   ________ _     3   SETUP     R     4   CALLPROC  T

IE       BEARER     ________ ________   REP ALL  ________   IE       CHAN ID
DATA     8090A2     ________ ________   PROCESS  CHAN ID    DATA     A98300
IE       CHAN ID    ________ ________   D FLD 1  CD NUM     IE       USR-USR
DATA     A98300     ________ ________   D ANI    CP NUM     DATA     04
IE       CP NUM     ________ ________   ________ ________   ________ ________
DATA     80         ________ ________   ________ ________   ________ ________
D ANI    ________   ________ ________   ________ ________   ________ ________
IE       CD NUM     ________ ________   ________ ________   ________ ________
DATA     80         ________ ________   ________ ________   ________ ________
D FLD 1  ________   ________ ________   ________ ________   ________ ________
IE       USR-USR    ________ ________   ________ ________   ________ ________
DATA     04         ________ ________   ________ ________   ________ ________
D FLD 2  ________   ________ ________   ________ ________   ________ ________
________ ________   ________ ________   ________ ________   ________ ________
________ ________   ________ ________   ________ ________   ________ ________
```


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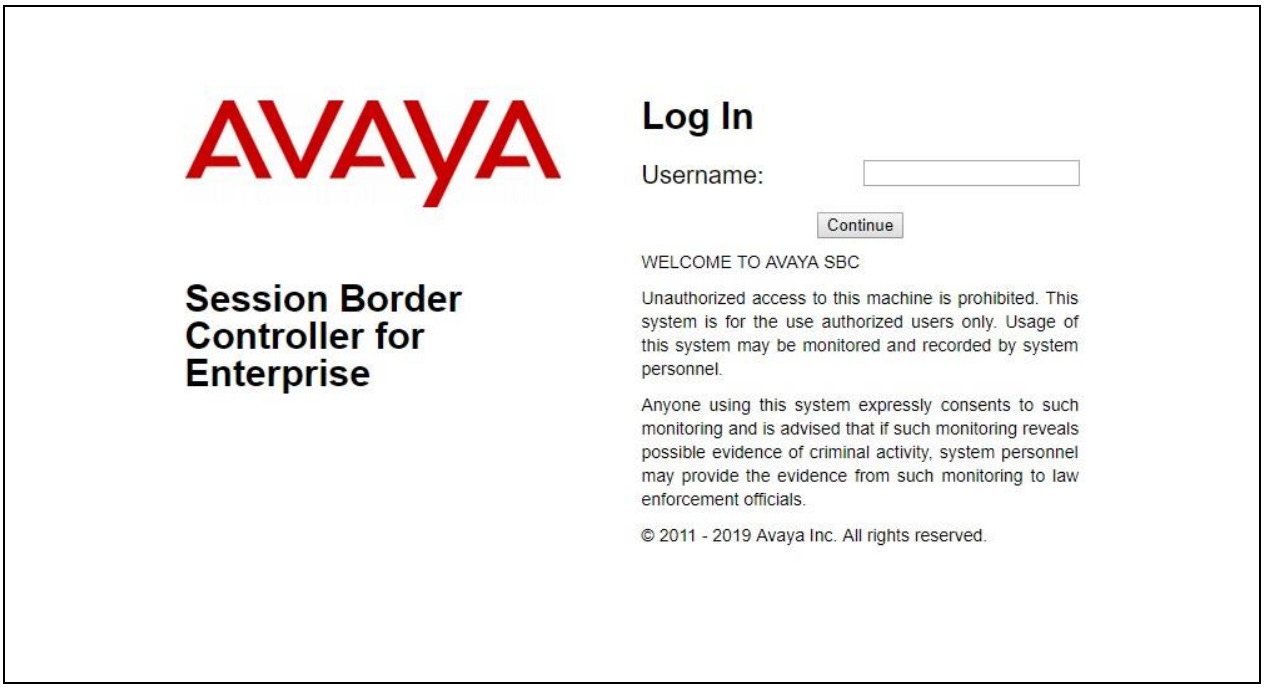
7. Configure Avaya Session Border Controller for Enterprise

This section provides the procedures for configuring SBCE. The procedures include the following areas:

- Launch web interface
- Administer SIP servers
- Administer routing
- Administer application rules
- Administer media rules
- Administer signaling rules
- Administer end point policy groups
- Administer session policies
- Administer session flows
- Administer end point flows

7.1. Launch Web Interface

Access the SBCE web interface by using the URL "https://ip-address/sbc" in an Internet browser window, where "ip-address" is the IP address of the SBCE management interface. The screen below is displayed. Log in using the appropriate credentials.



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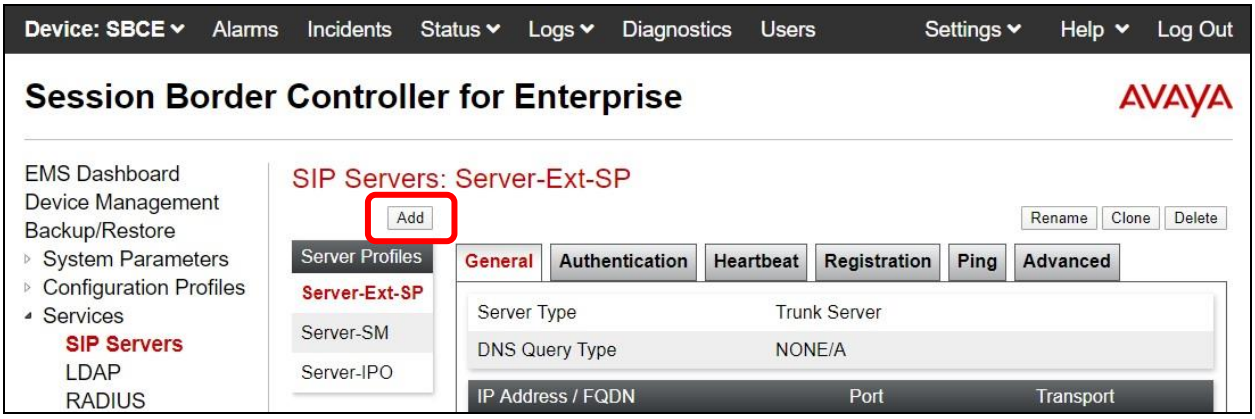
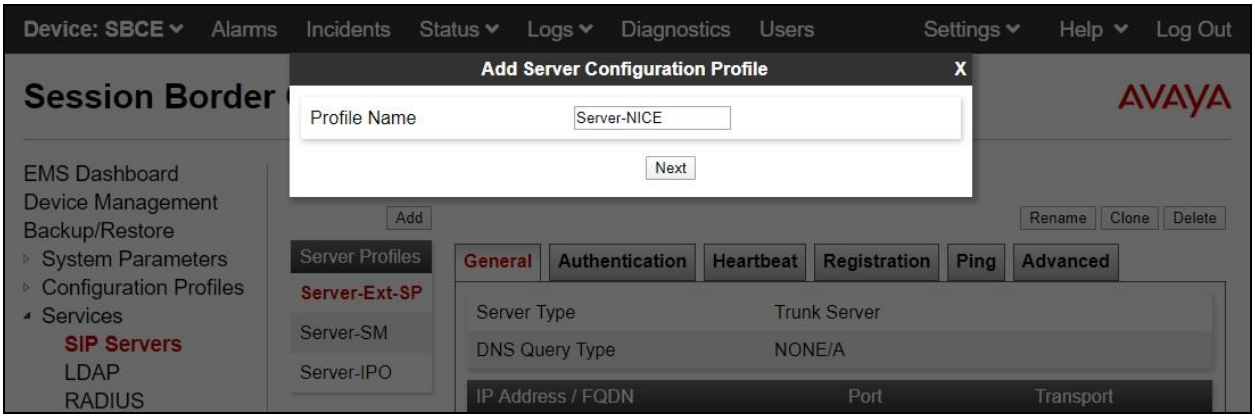
7.2. Administer SIP Servers

In the subsequent screen, select **Device → SBCE** from the top menu, followed by **Backup/Restore → Services → SIP Servers** from the left pane to display the existing SIP server profiles. Click **Add** to add a SIP server profile for Engage.



The **Add Server Configuration Profile** pop-up screen is displayed. Enter a desired **Profile Name** as shown below.



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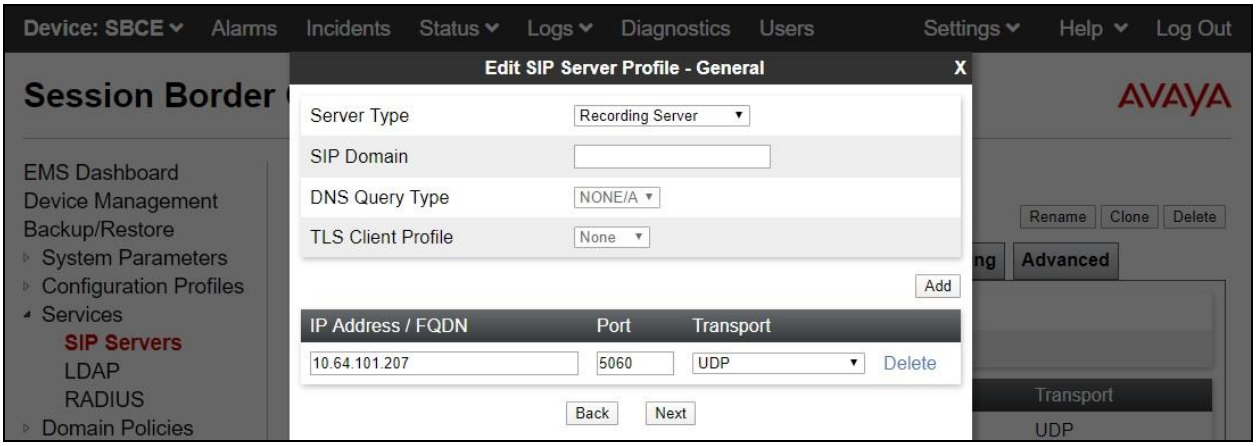
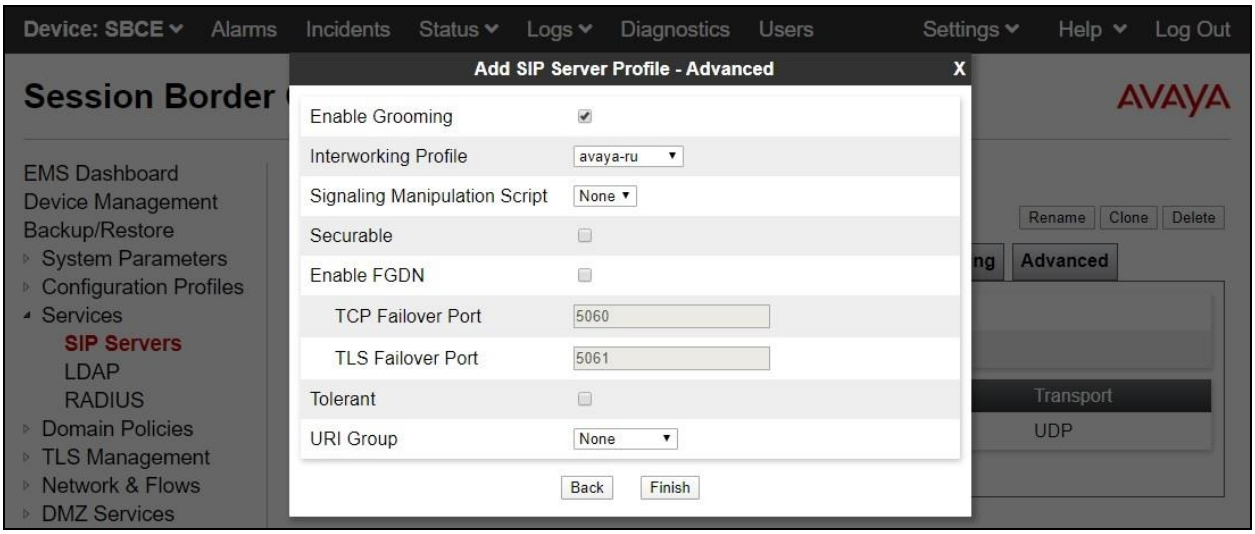
The **Edit SIP Server Profile – General** pop-up screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Server Type:** "Recording Server"
- **IP Address / FQDN:** IP address of Engage server with the Interactions Center component.
- **Port:** "5060"
- **Transport:** "UDP"



Navigate to the **Add SIP Server Profile - Advanced** screen. For **Interworking Profile**, select "avaya-ru" which is the default interworking profile for the system. Retain the check in **Enable Grooming** and the default values in the remaining fields.



7.3. Administer Routing

Select **Backup/Restore → Configuration Profiles → Routing** from the left pane to display the existing routing profiles. Click **Add** to add routing profile for Engage.

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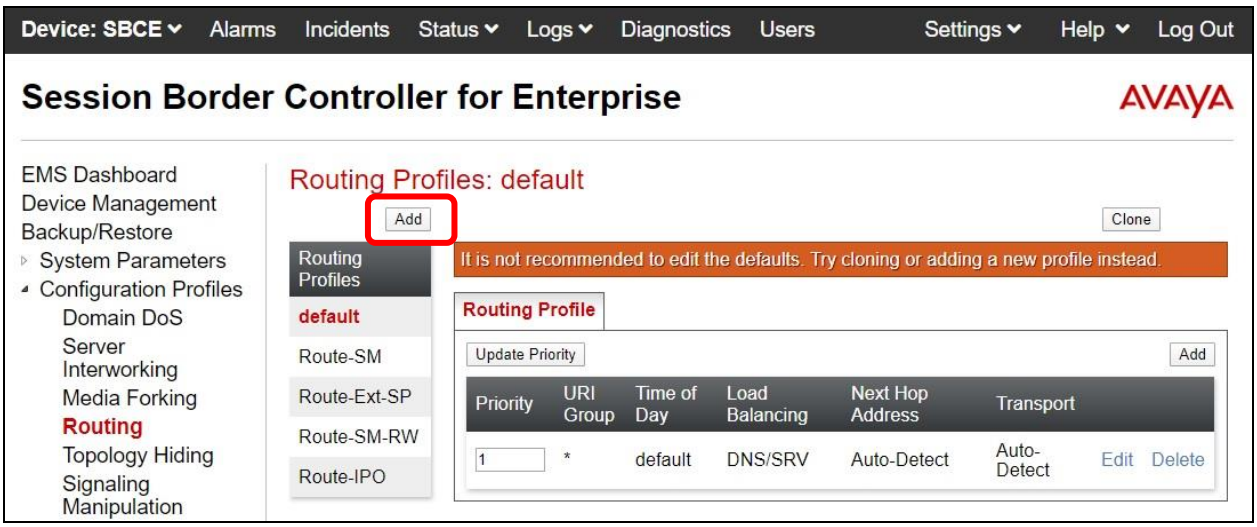
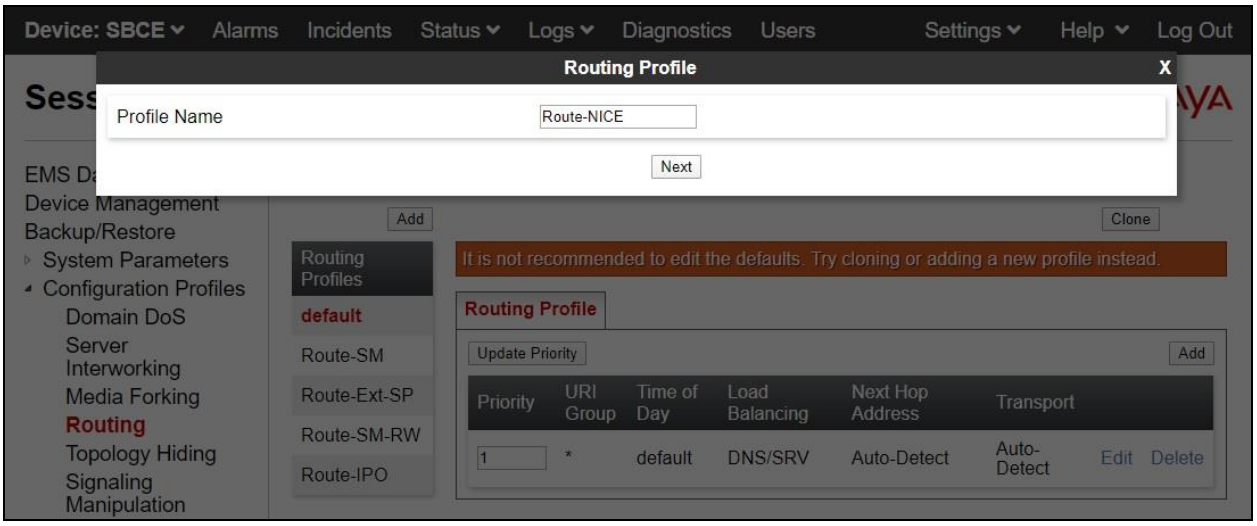


The **Routing Profile** pop-up screen is displayed. Enter a desired **Profile Name** as shown below.



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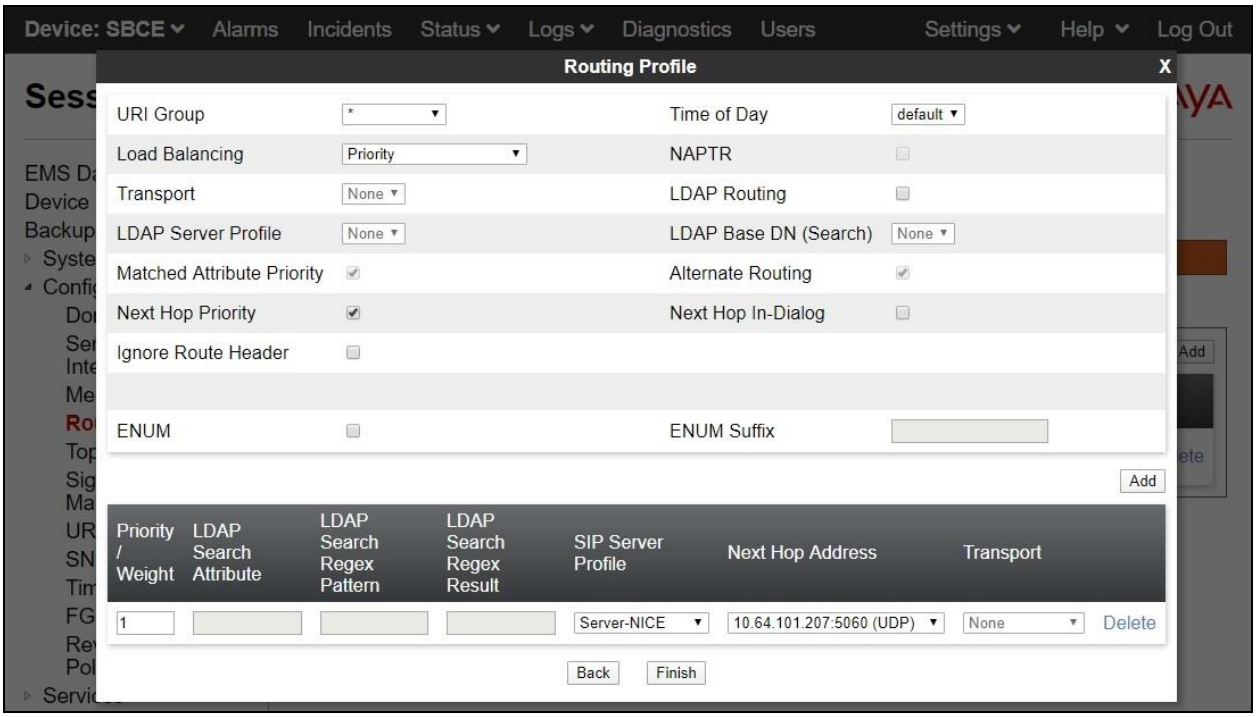
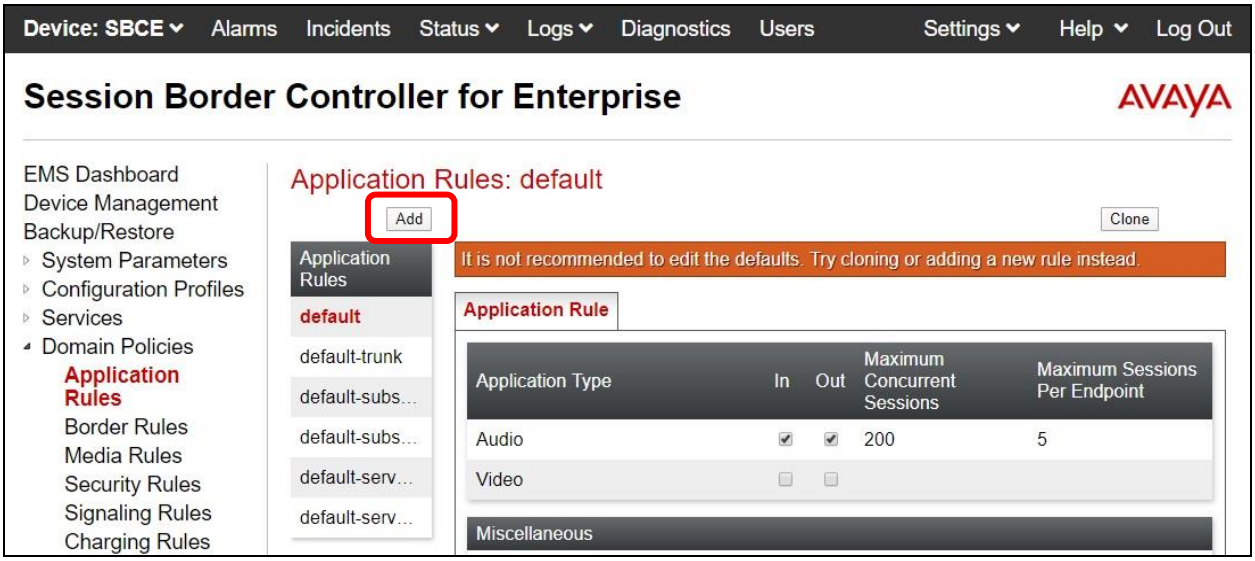
The **Routing Profile** pop-up screen is updated. Click **Add** to add a next hop entry. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **SIP Server Profile:** Select the SIP Server profile for Engage from **Section 7.2**.
- **Next Hop Address:** Select the address entry associated with Engage from **Section 7.2**.



7.4. Administer Application Rules

Select **Backup/Restore → Domain Policies → Application Rules** from the left pane to display the existing application rules. Click **Add** to add an application rule for Engage.



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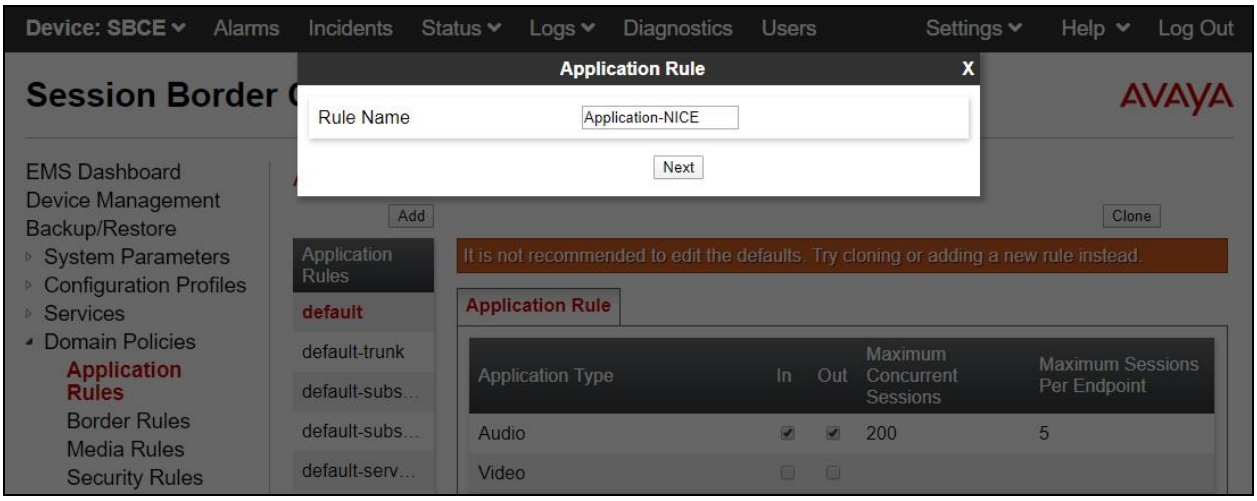
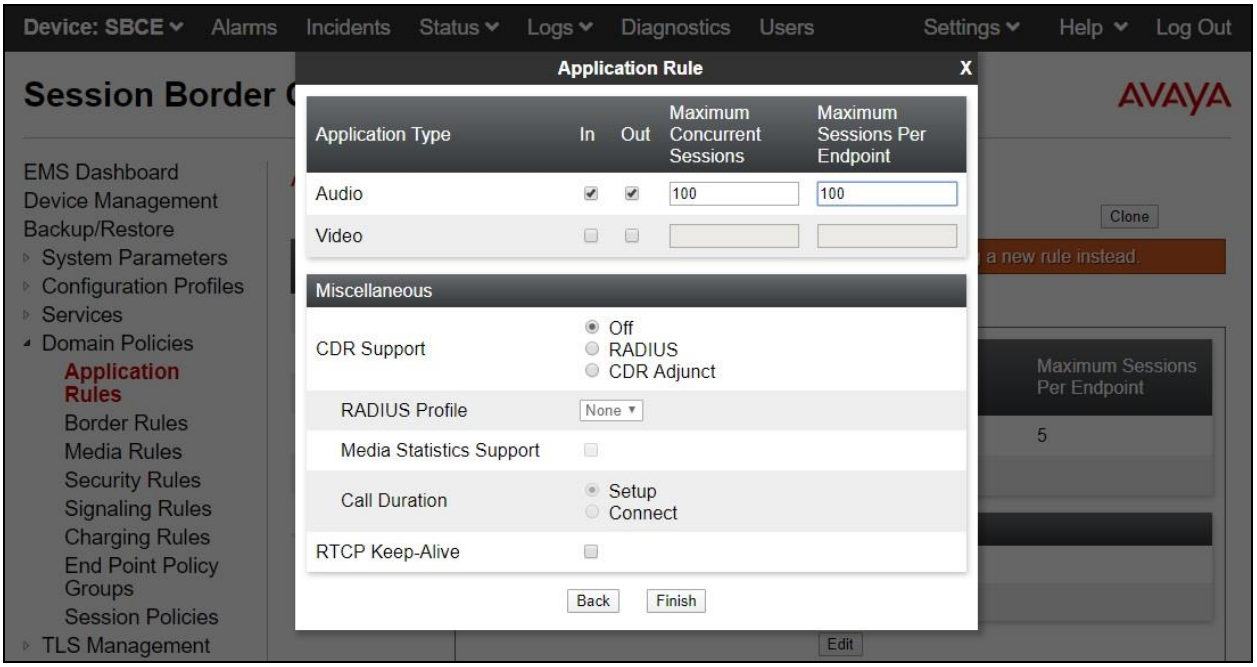
The **Application Rule** pop-up screen is displayed. Enter a desired **Rule Name** as shown below.



The **Application Rule** pop-up screen is updated. Check **Audio In** and **Audio Out**, and enter desired values for **Maximum Concurrent Sessions** and **Maximum Sessions Per Endpoint**, as shown below.



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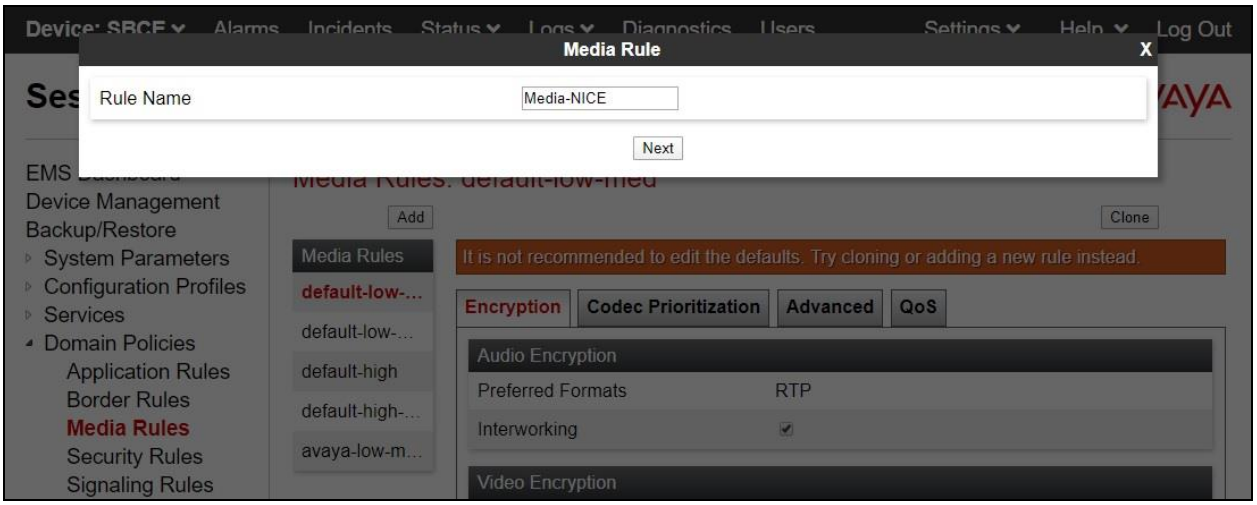
7.5. Administer Media Rules

Select **Backup/Restore → Domain Policies → Media Rules** from the left pane to display the existing media rules. Click **Add** to add a media rule for Engage.

The **Media Rule** pop-up screen is displayed. Enter a desired **Rule Name** as shown below.



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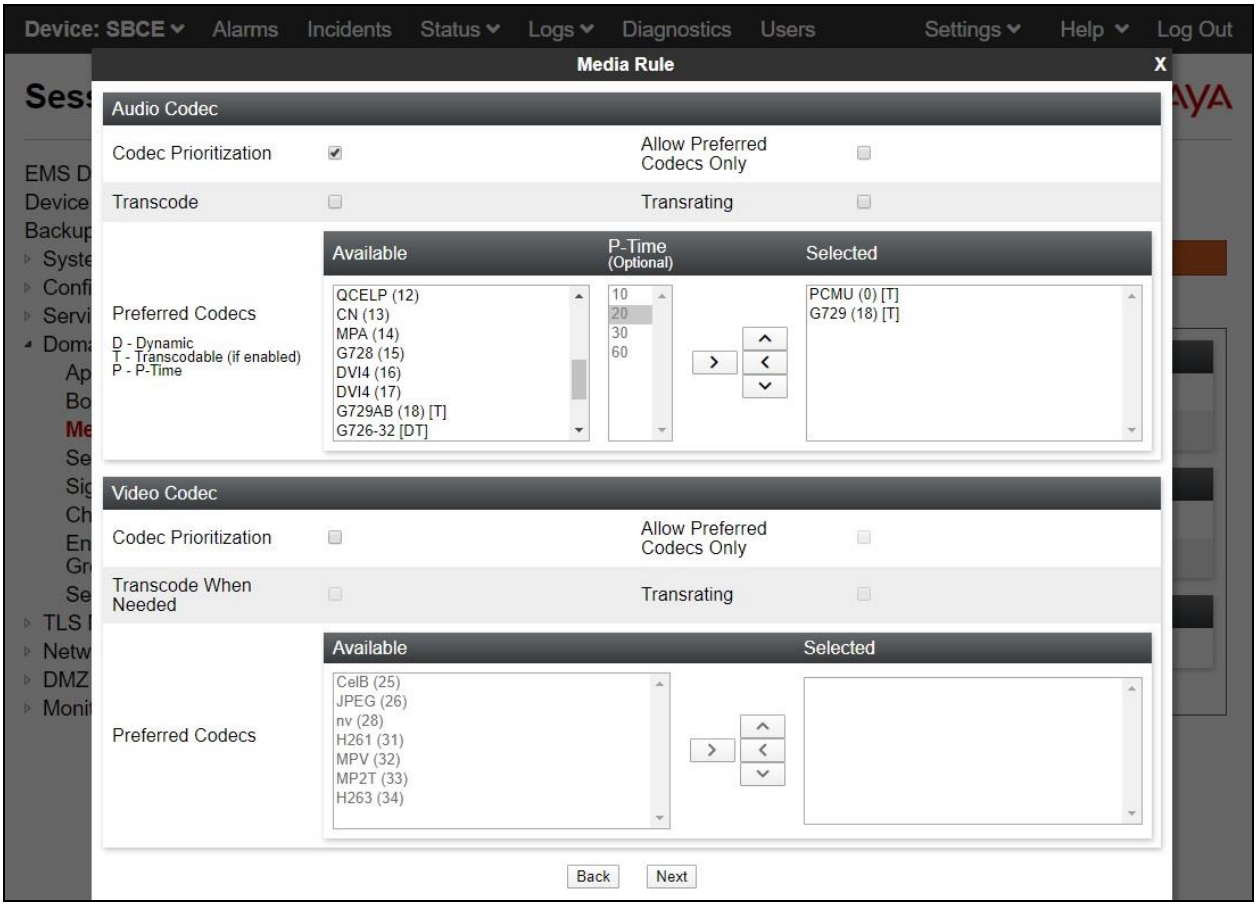
The **Media Rule** pop-up screen is updated. Navigate to the **Audio Codec** page. Move the relevant G711 and G729 codec variants from the **Available** column to the **Selected** column, as shown below. Retain the default values in all remaining fields and pages.



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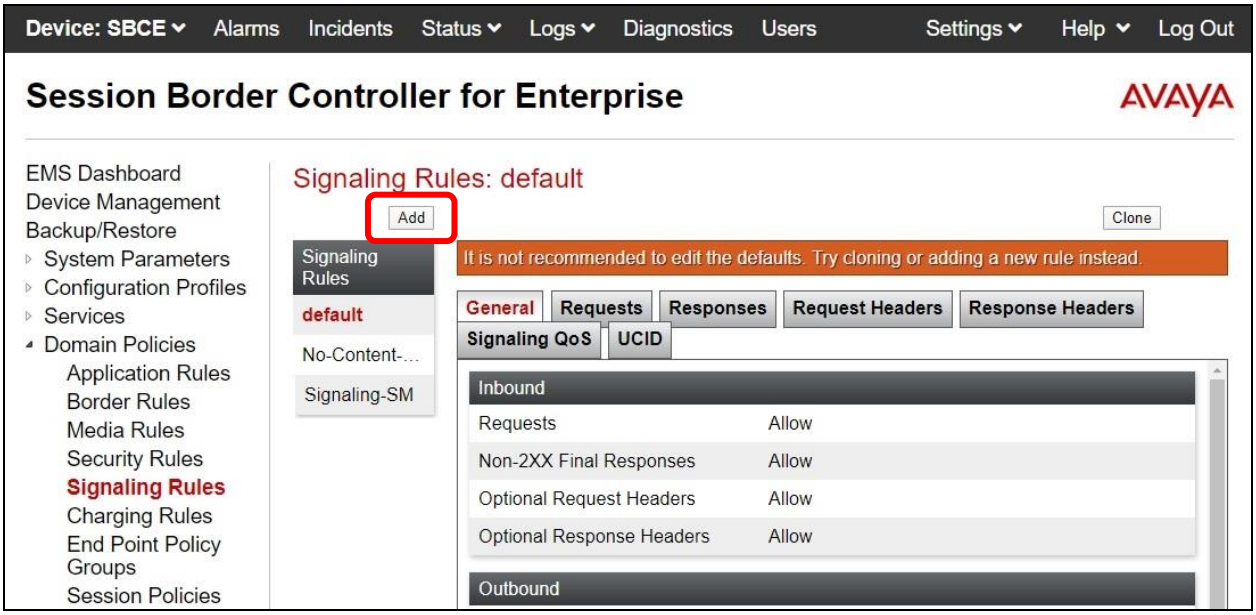
7.6. Administer Signaling Rules

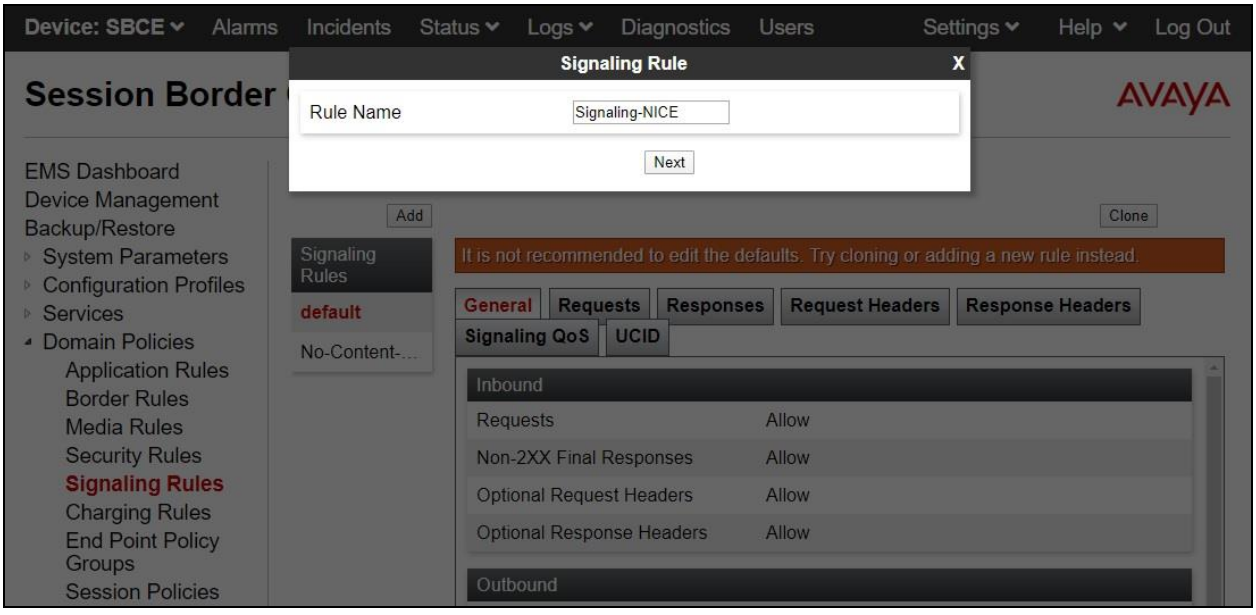
Select **Backup/Restore → Domain Policies → Signaling Rules** from the left pane to display the existing signaling rules.

7.6.1. Engage Signaling Rule

Click **Add** to add a signaling rule for Engage.



The **Signaling Rule** pop-up screen is displayed. Enter a desired **Rule Name** as shown below.



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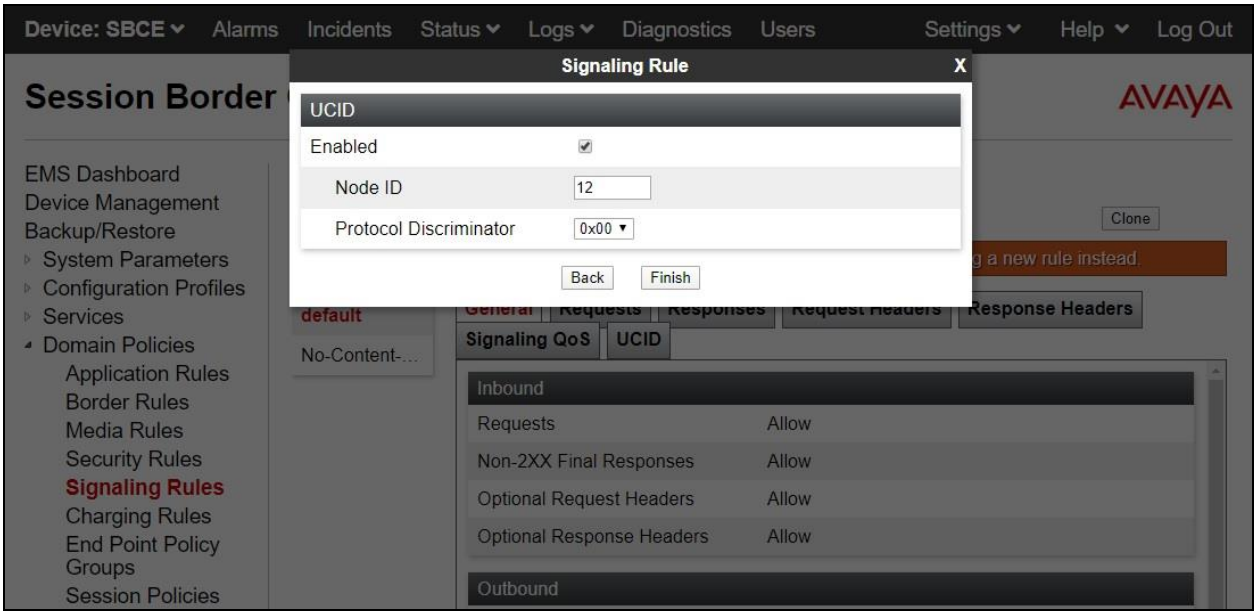
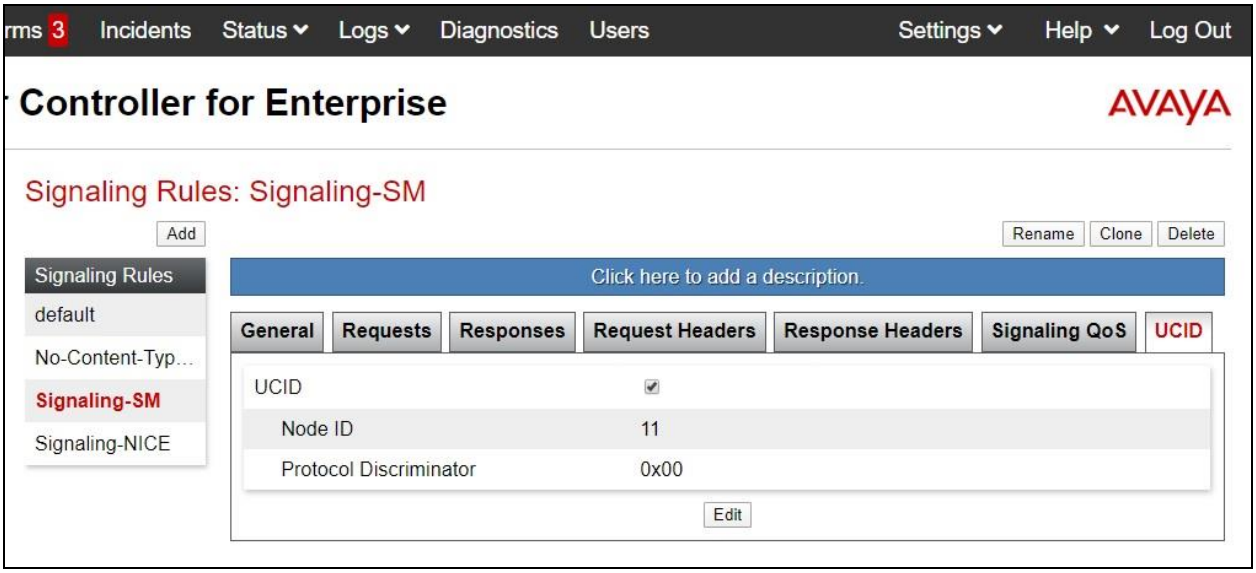
The **Signaling Rule** pop-up screen is updated. Navigate to the **UCID** page. Check **Enabled**. For **Node ID**, enter a unique number across the customer system, in this case "12". Retain the default value in the remaining field.



7.6.2. Session Manager Signaling Rule

Select the existing signaling rule for Session Manager, in this case **Signaling-SM**. Select the **UCID** tab. Make certain that **UCID** is checked, and that **Node ID** is configured, as shown below.



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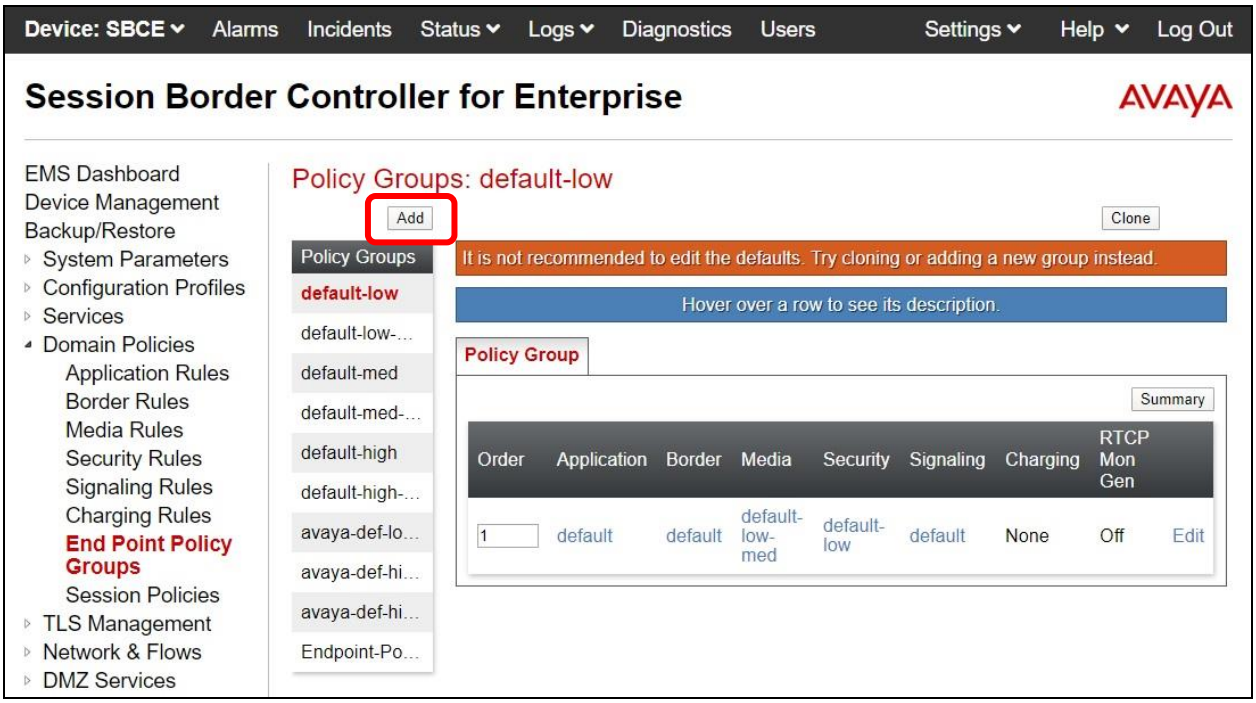
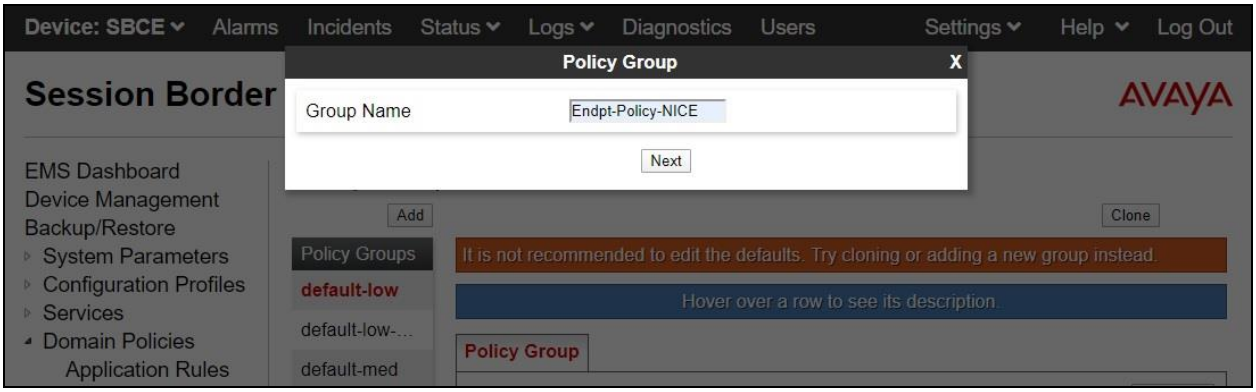
7.7. Administer End Point Policy Groups

Select **Backup/Restore → Domain Policies → End Point Policy Groups** from the left pane to display the existing policy groups. Click **Add** to add a policy group for Engage.



The **Policy Group** pop-up screen is displayed. Enter a desired **Group Name** as shown below.



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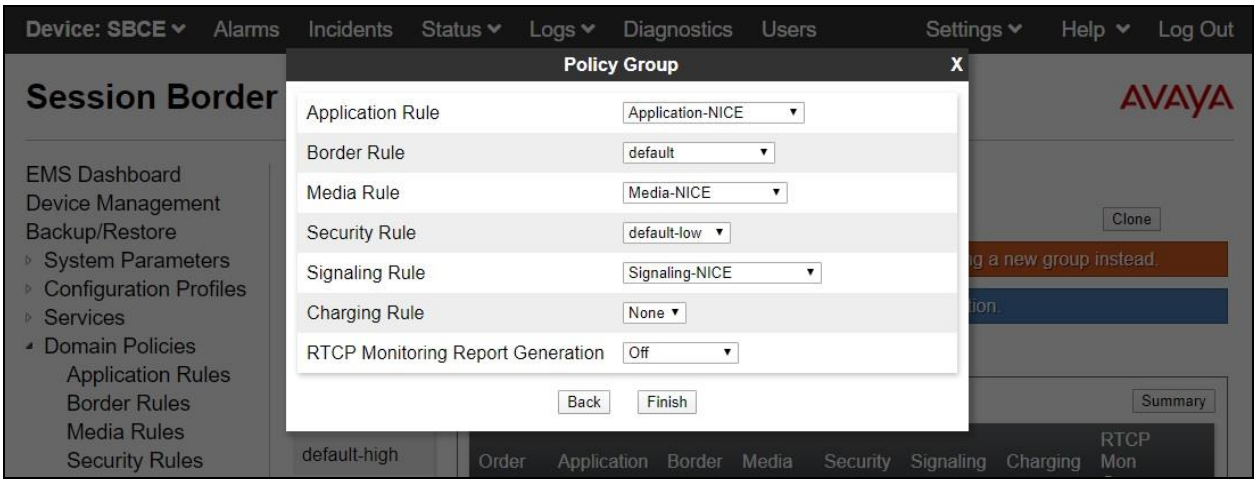
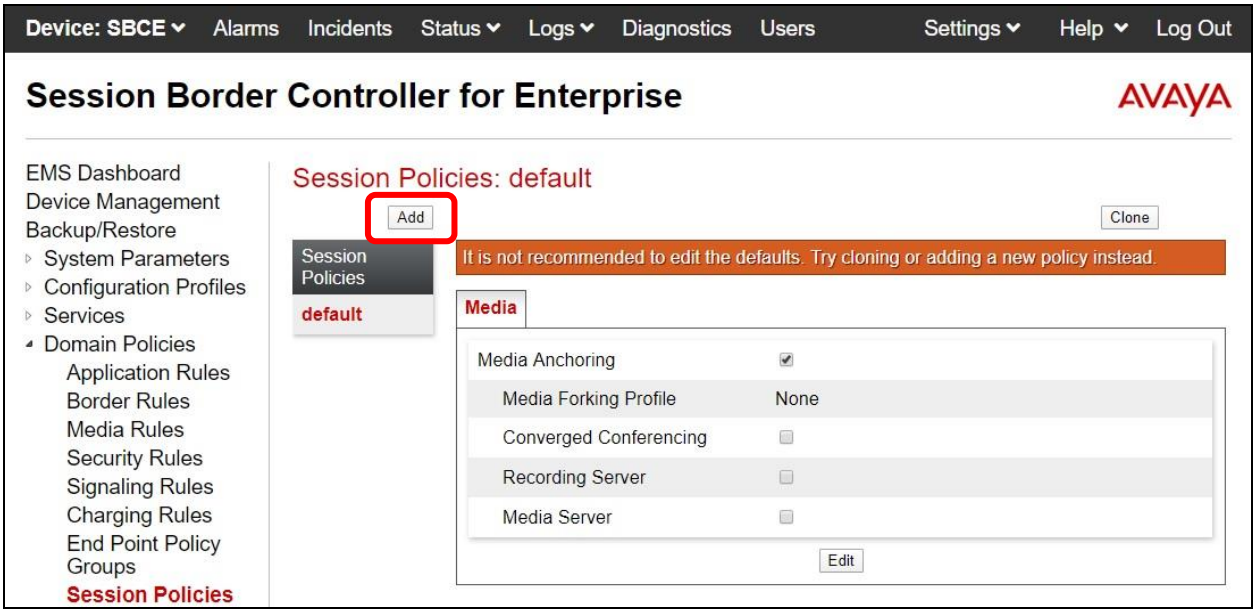
The **Policy Group** pop-up screen is updated. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Application Rule:** Select the Engage application rule from **Section 7.4**.
- **Media Rule:** Select the Engage media rule from **Section 7.5**.
- **Signaling Rule:** Select the Engage signaling rule from **Section 7.6.1**.



7.8. Administer Session Policies

Select **Backup/Restore → Domain Policies → Session Policies** from the left pane to display the existing routing profiles. Click **Add** to add routing profile for Engage.



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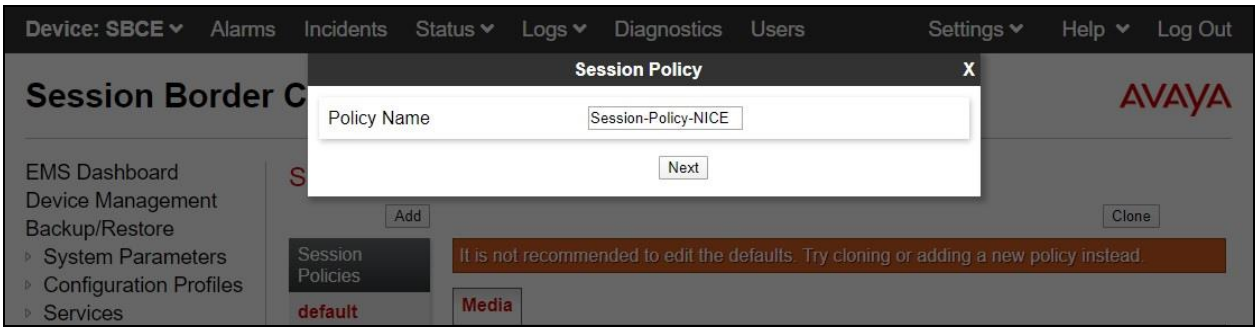
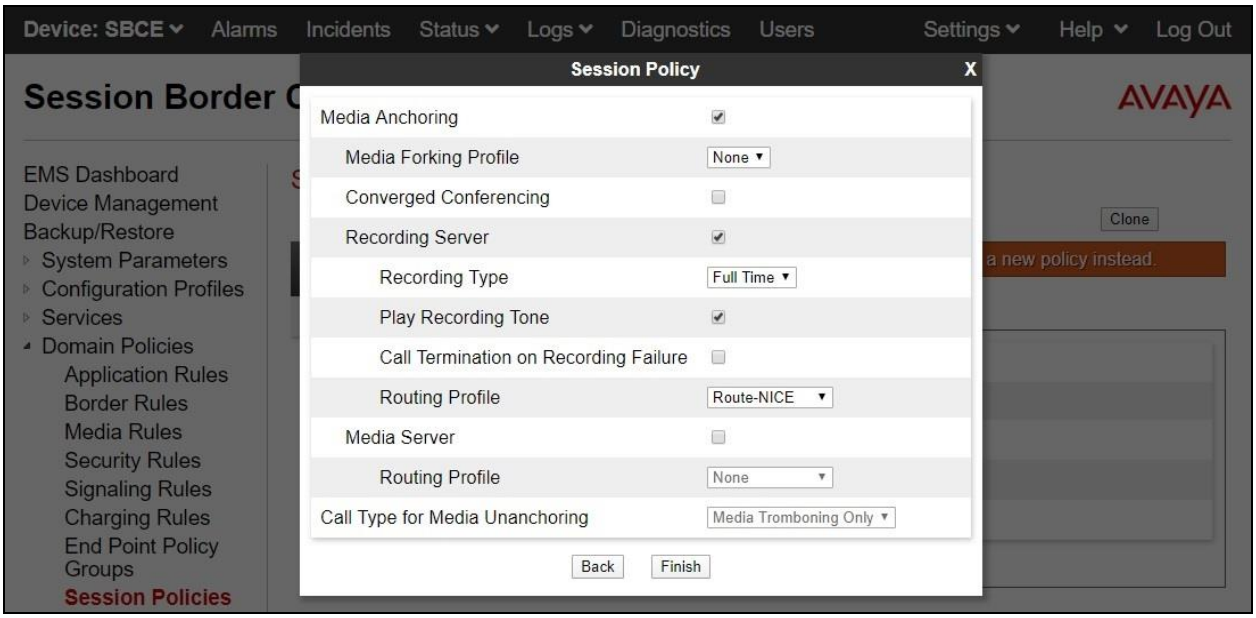
The **Session Policy** pop-up screen is displayed. Enter a desired **Policy Name** as shown below.



The **Session Policy** pop-up screen is updated. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Media Anchoring:** Check this field.
- **Recording Server:** Check this field.
- **Recording Type:** Select the desired type, in this case "Full Time".
- **Play Recording Tone:** Check this field if customer desires recording tone to be played.
- **Routing Profile:** Select the Engage routing profile from **Section 7.3**.



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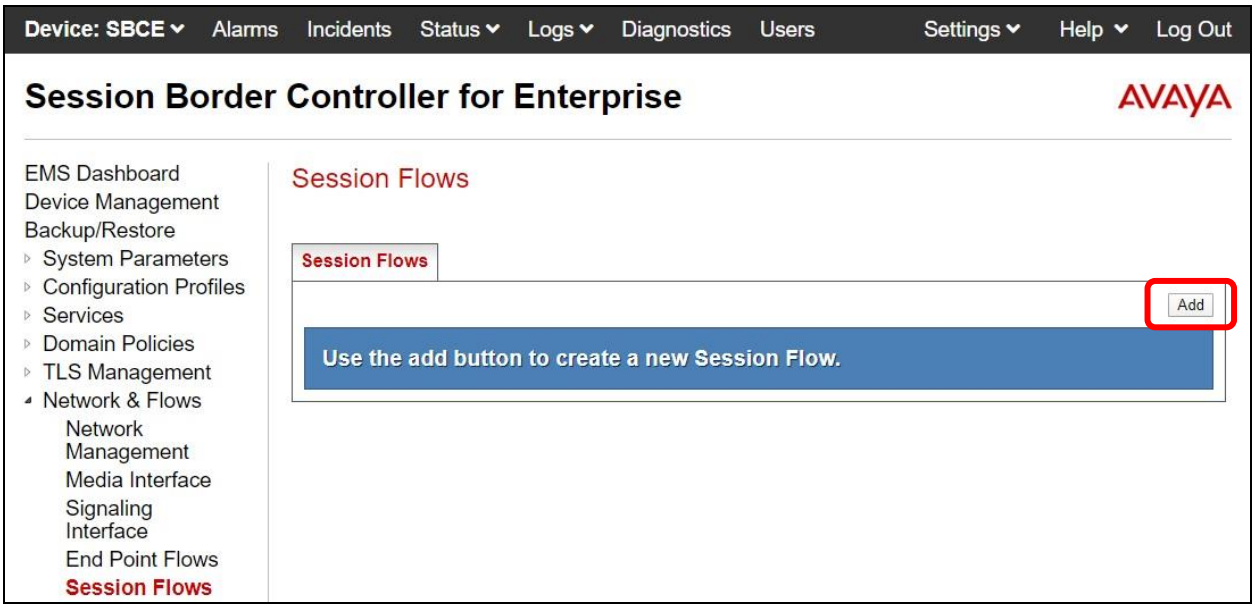
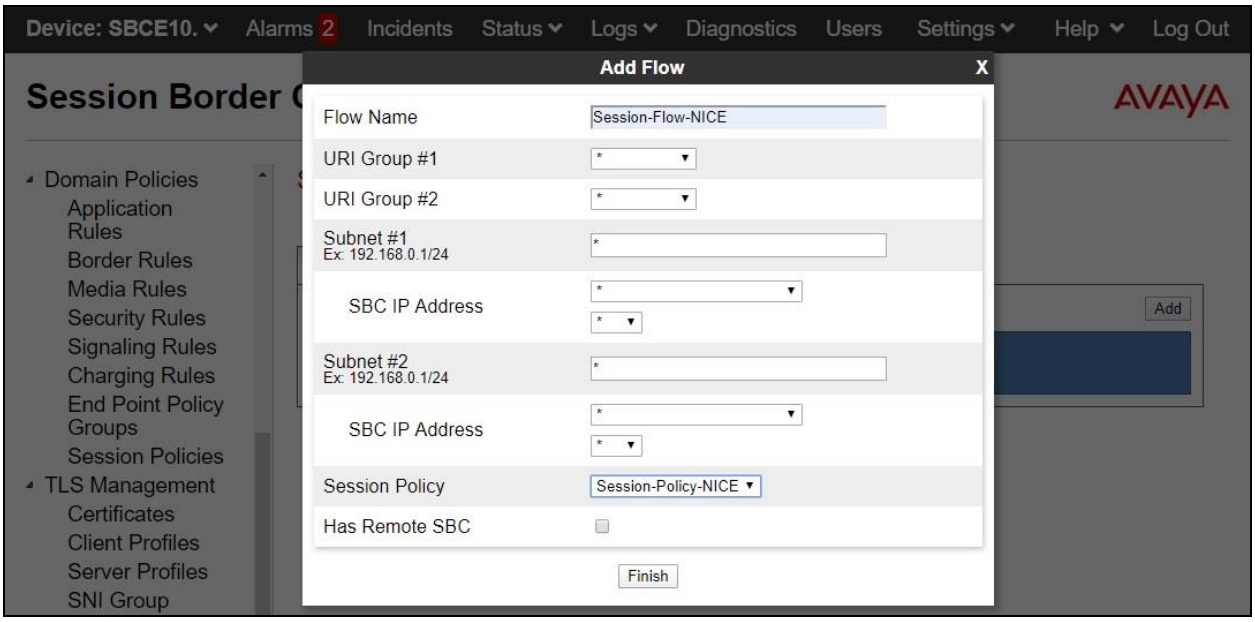
7.9. Administer Session Flows

Select **Backup/Restore → Network & Flows → Session Flows** from the left pane to display the existing session flows. Click **Add** to add a session flow for Engage.



The **Add Flow** pop-up screen is displayed. For **Flow Name**, enter a desired name. For **Session Policy**, select the session policy for Engage from **Section 7.8**.



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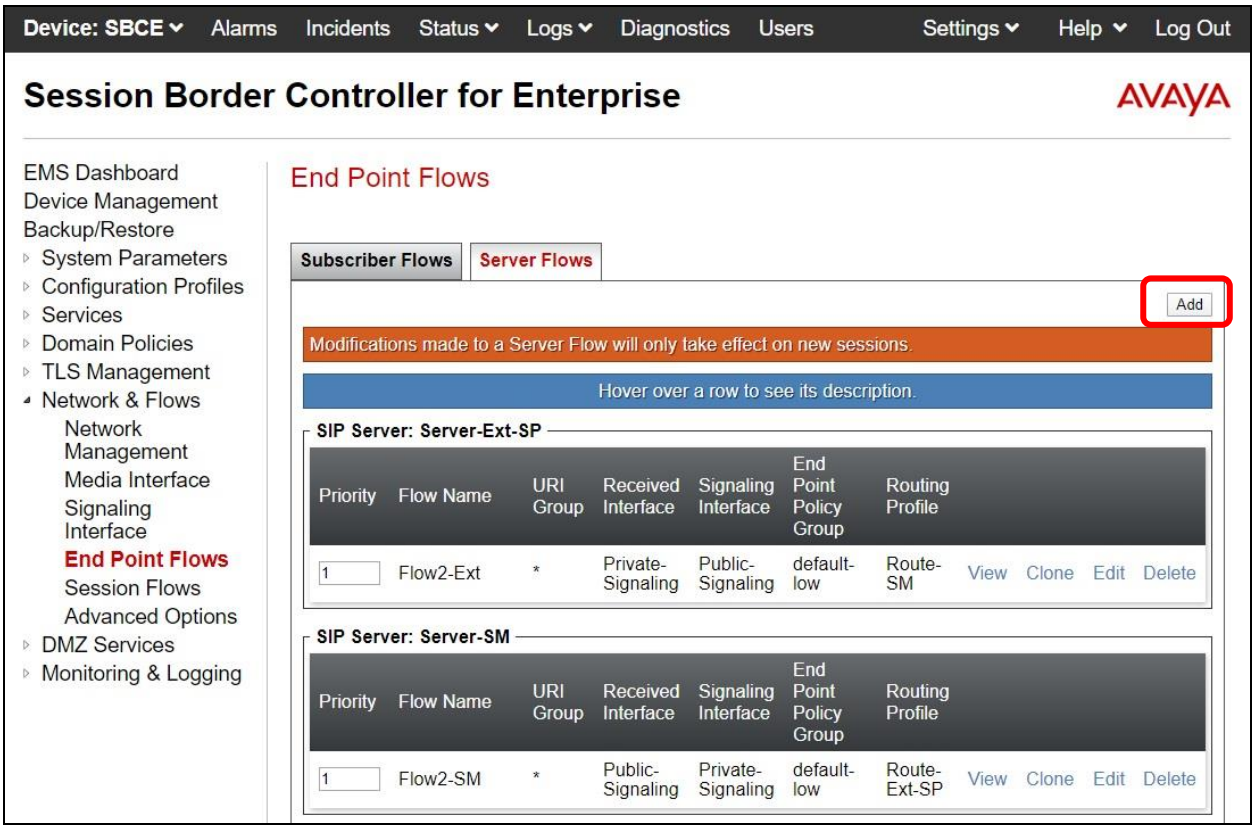
7.10. Administer End Point Flows

Select **Backup/Restore → Network & Flows → End Point Flows** from the left pane. Select the **Server Flows** tab and click **Add** to add a server flow for Engage.



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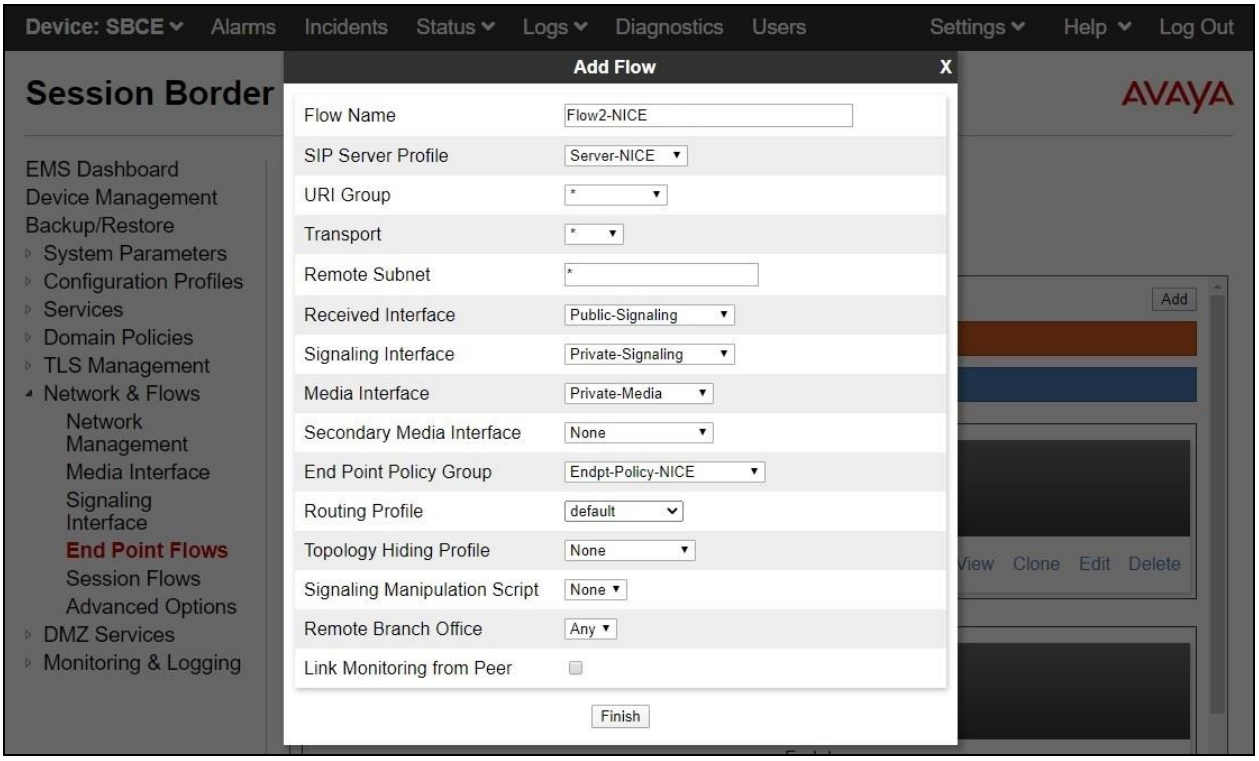
The **Add Flow** pop-up screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Flow Name:** A descriptive name.
- **SIP Server Profile:** The SIP server profile for Engage from **Section 7.2**.
- **Received Interface:** The external signaling interface in this case "Public-Signaling".
- **Signaling Interface:** The internal signaling interface in this case "Private-Signaling".
- **Media Interface:** The internal media interface in this case "Private-Media".
- **End Point Policy Group:** The end point policy group for Engage from **Section 7.7**.



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8. Configure NICE Engage Platform

This section provides the procedures for configuring Engage. The procedures include the following areas:

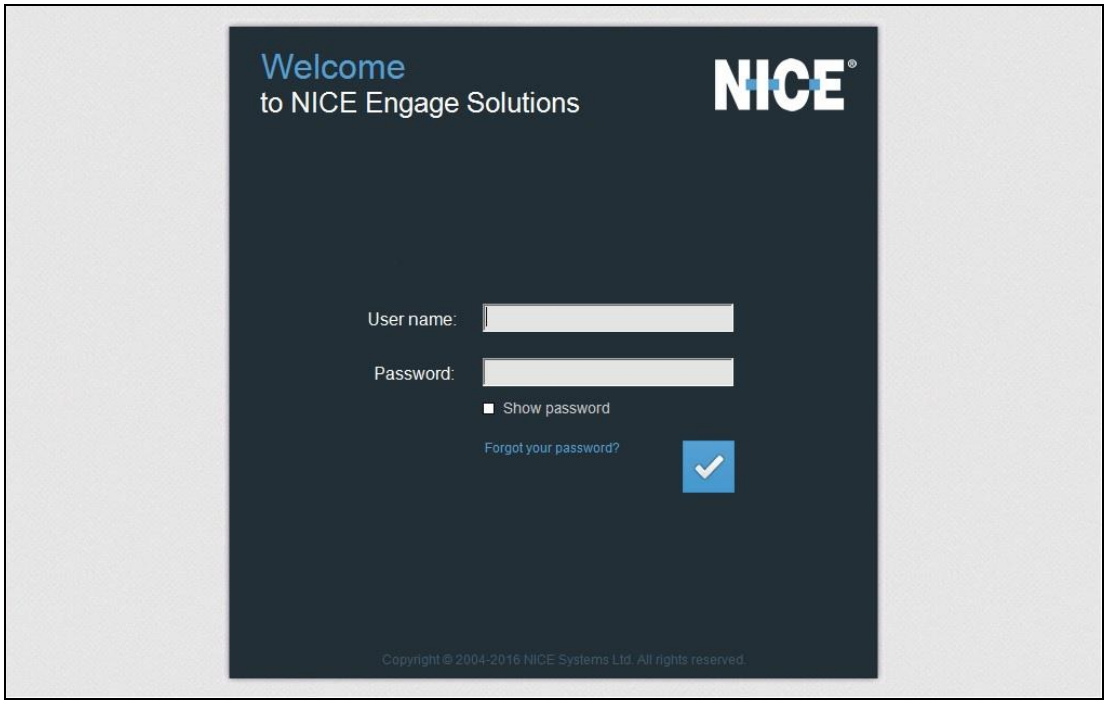
- Launch Engage web interface
- Administer CTI for PC
- Administer media provider controllers
- Administer drivers
- Administer Interactions Center
- Restart services
- Administer system mapping
- Administer agent users

The configuration of Engage is performed by NICE engineers. The procedural steps are presented in these Application Notes for informational purpose.

Prior to configuration, a pertinent interactions center is assumed to be pre-configured.

8.1. Launch Engage Web Interface

Access the Engage web interface by using the URL "http://hostname/nice" in an Internet Explorer browser window, where "hostname" is the host name of the Engage server with the Application Server component. The **Welcome** screen below is displayed. Log in using the appropriate credentials.



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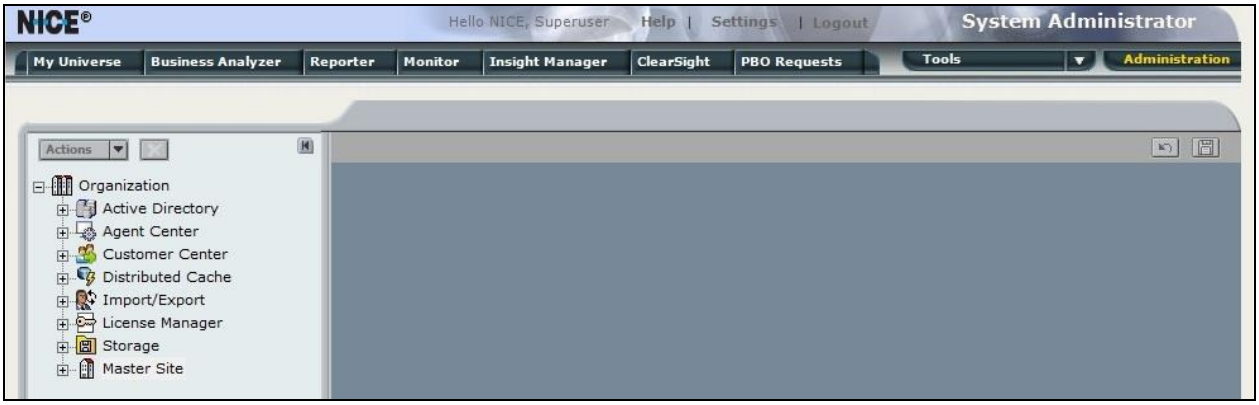
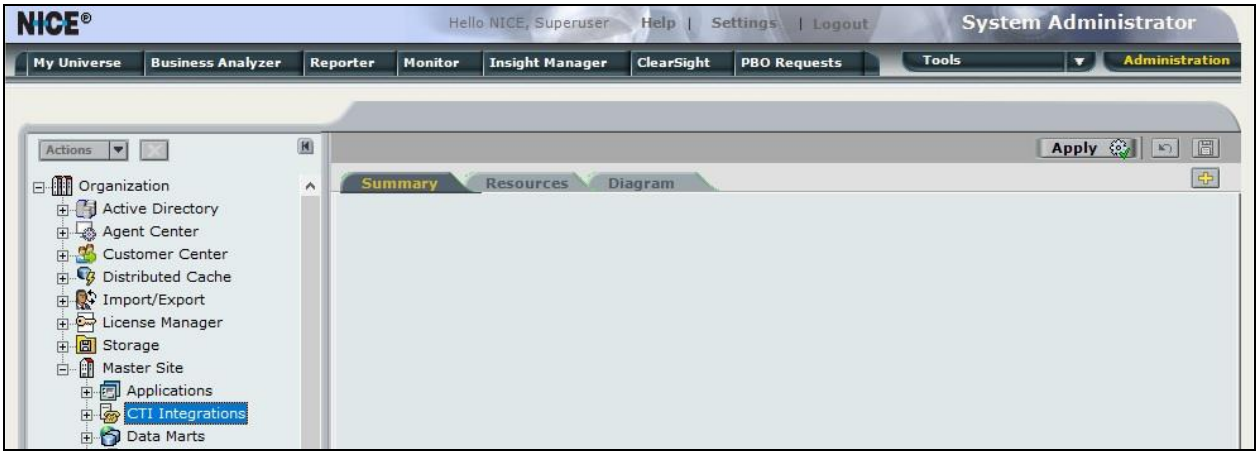
The **NICE** screen below is displayed next. Select **Administration → System Administrator** followed by **Settings → Technician Mode** from the top menu.



8.2. Administer CTI for PC

Expand **Organization → Master Site** as shown below. Right click on **CTI Integrations** and select **New CTI Connection** to add a connection with Proactive Contact.



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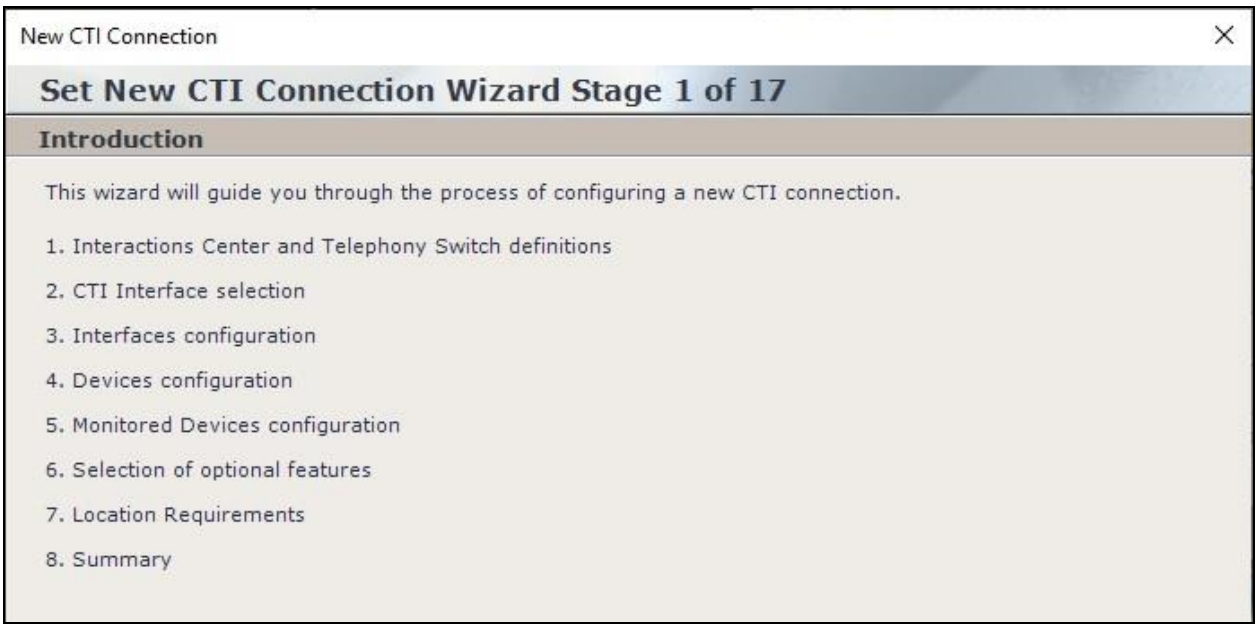
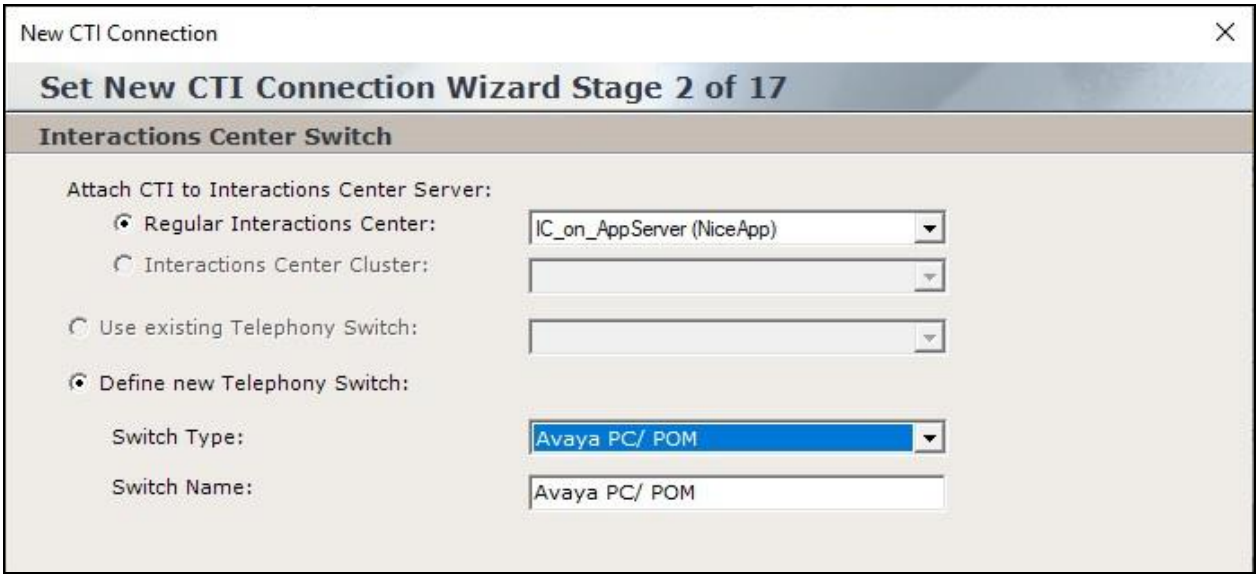
The **New CTI Connection** pop-up screen is displayed. Click **Next** (not shown).



The **Stage 2** screen is displayed as shown below.

For **Regular Interactions Center**, select the pertinent center, in this case "IC_on_AppServer (NiceApp)" which was pre-configured.

For **Switch Type**, select "Avaya PC/ POM", which auto populates **Switch Name** with the same value.



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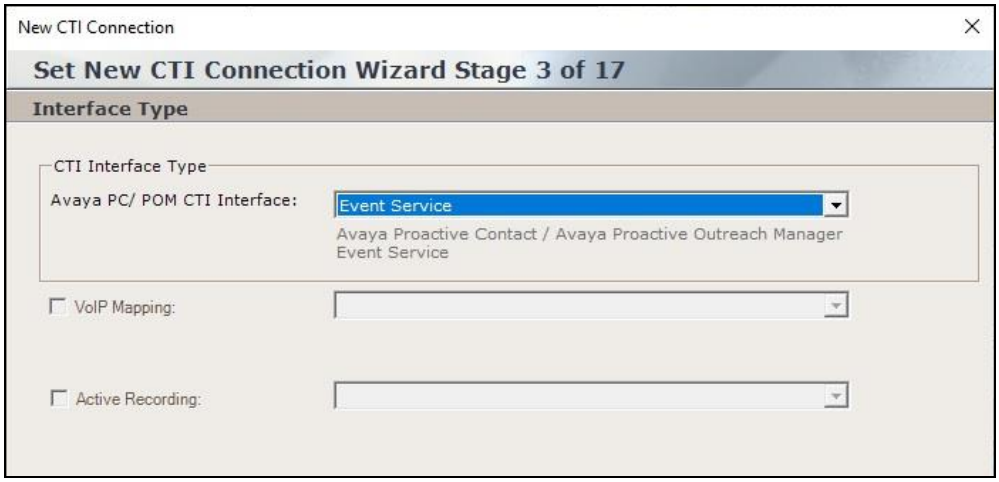
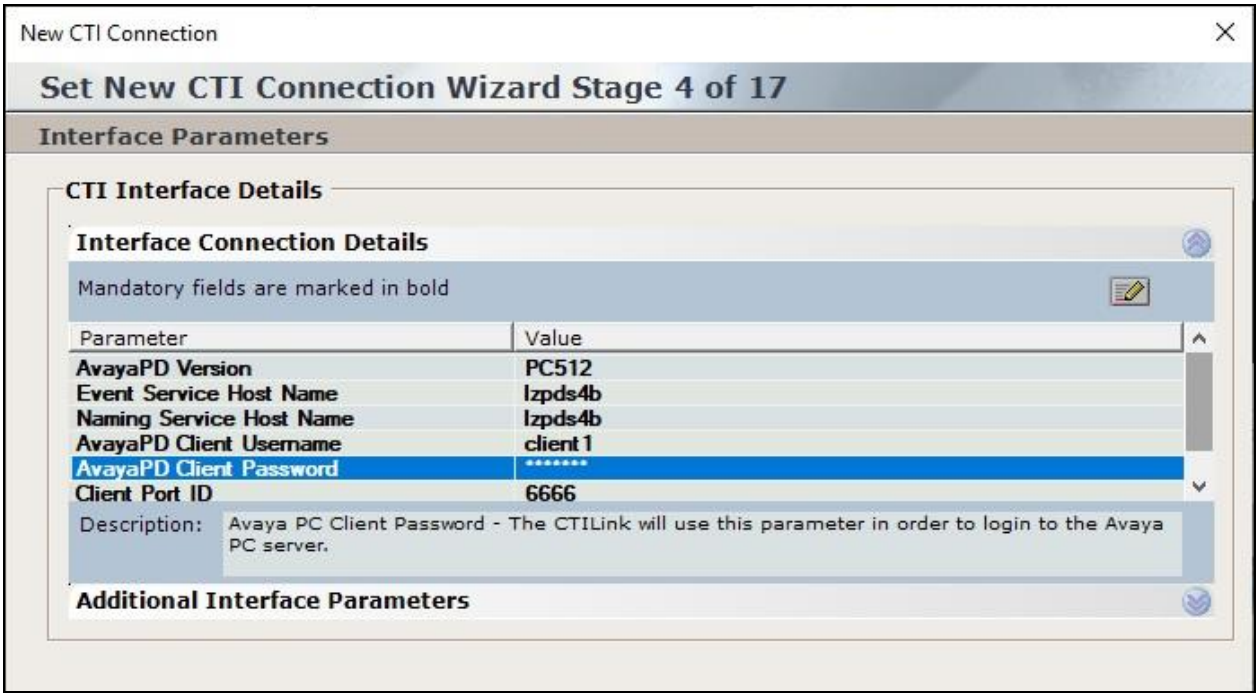
Proceed to **Stage 3**. Retain "Event Service" as the default value for **Avaya PC/ POM CTI Interface** as shown below.



Proceed to **Stage 4**. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **AvayaPD Version:** The closest version number, in this case "PC512".
- **Event Service Host Name:** The Proactive Contact host name from **Section 6.1**.
- **Naming Service Host Name:** The Proactive Contact host name from **Section 6.1**.
- **AvayaPD Client Username:** The Proactive Contact Event Service client credentials.
- **AvayaPD Client Password:** The Proactive Contact Event Service client credentials.



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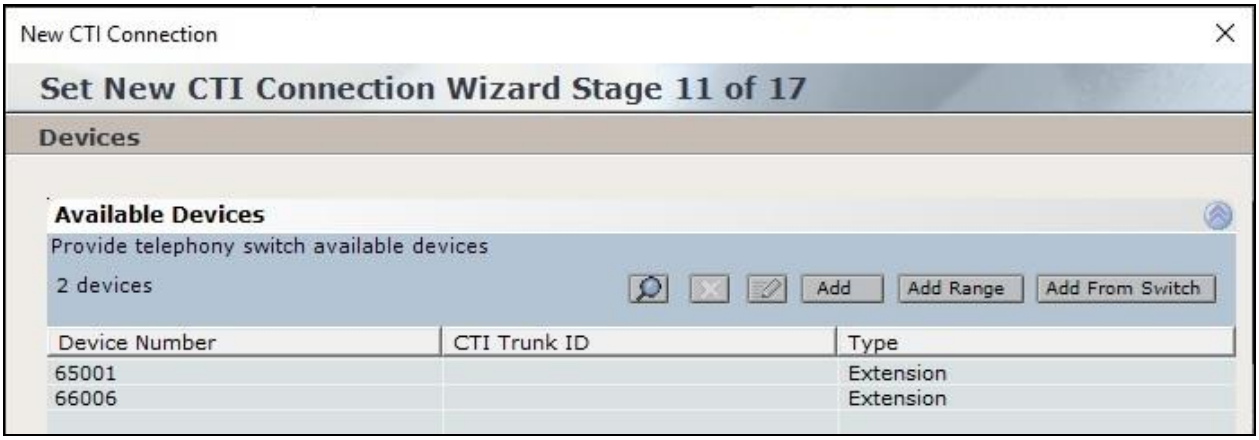
Proceed to **Stage 11**. Select **Add** to add a device entry for each agent station extension from **Section 3**. Set **Device Number** to the agent station extension and **Type** to "Extension" as shown below.



Proceed to **Stage 13**, and check **Call Flow Analysis**.

Proceed to complete the wizard.

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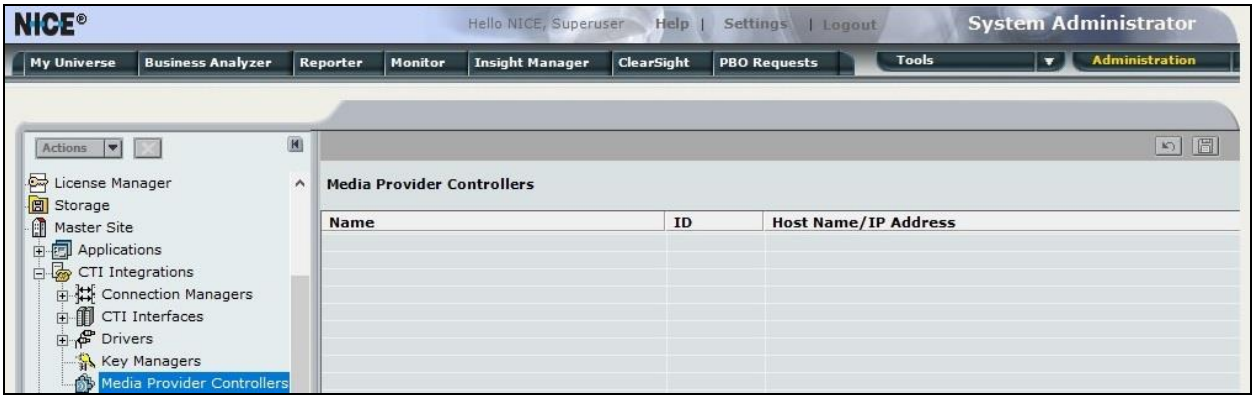
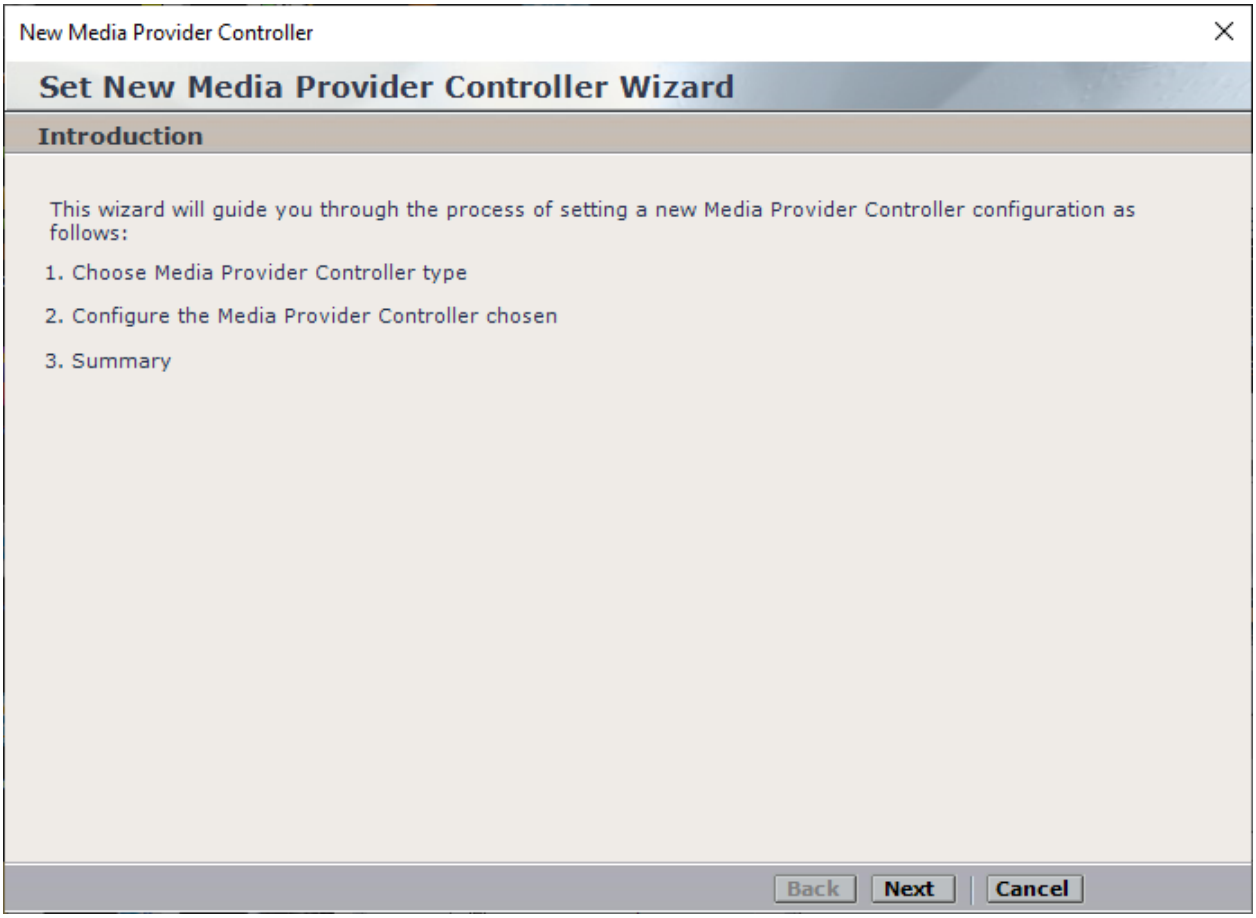
8.3. Administer Media Provider Controllers

The **NICE** screen is displayed again. Expand **CTI Integrations** in the left pane. Right click on **Media Provider Controllers** and select **New Media Provider Controller** to add a media controller for SBCE.



The **New Media Provider Controller** pop-up screen is displayed as shown below. Click **Next**



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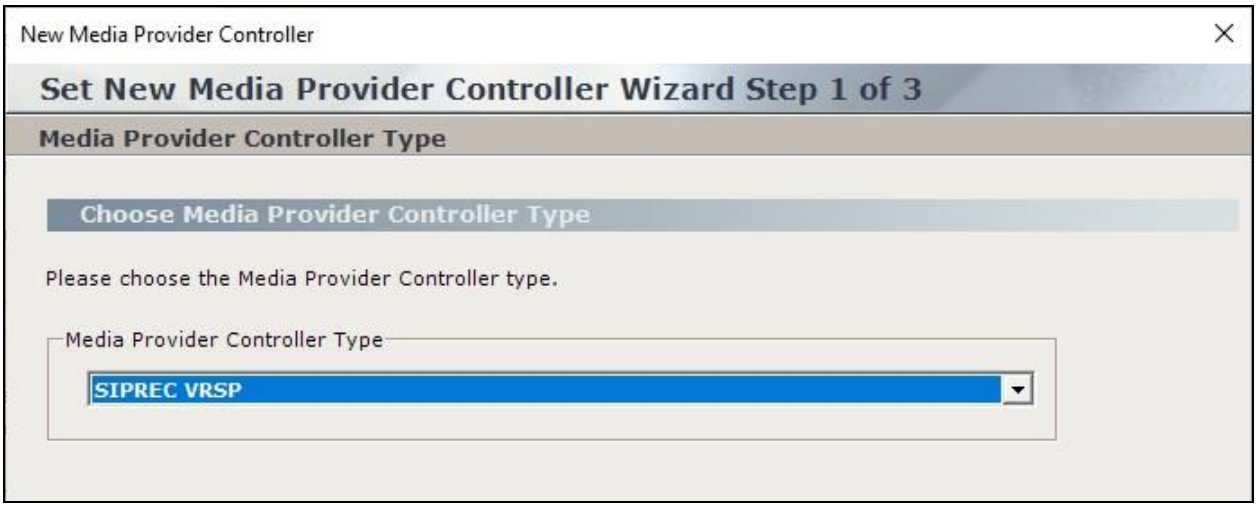
The **Step 1** screen is displayed. For **Media Provider Controller Type**, select "SIPREC VRSP" as shown below.



The **Step 2** screen is displayed next. Enter a descriptive **Name**. For **IP/HostName**, enter the IP address or the hostname of the Engage server with the Interactions Center component.

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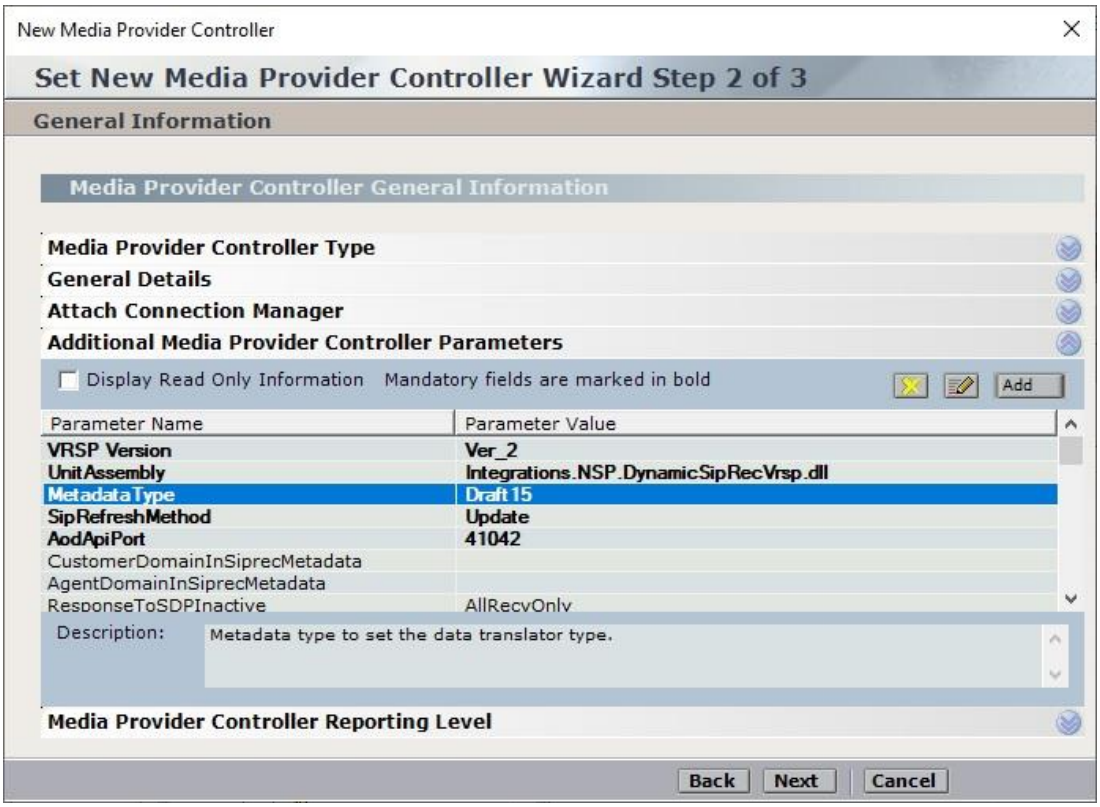
Expand the **Attach Connection Manager** sub-section. Select the **1 – Avaya PC/ POM NiceApp CM** entry from the **Available Connection Managers** column and move to the **Attached Connection Manager** column as shown below.

Expand the **Additional Media Provider Controller Parameters** sub-section. Set **MetadataTyp**e to "Draft15", as shown below.



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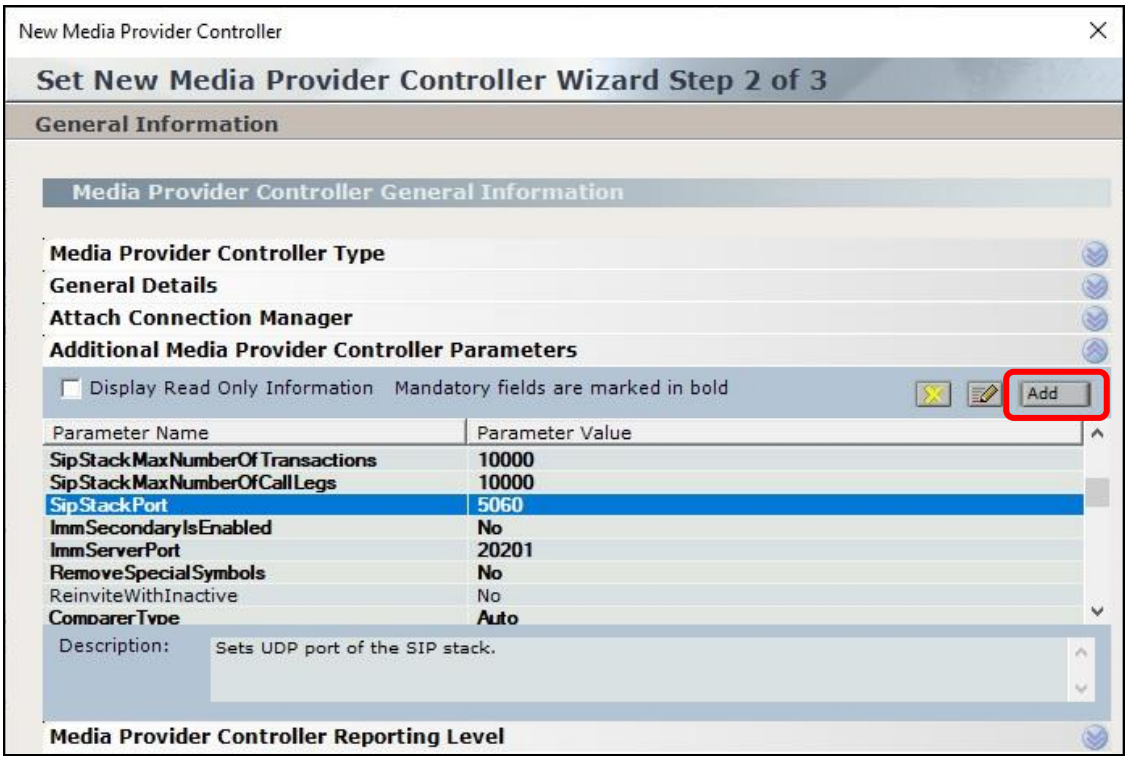
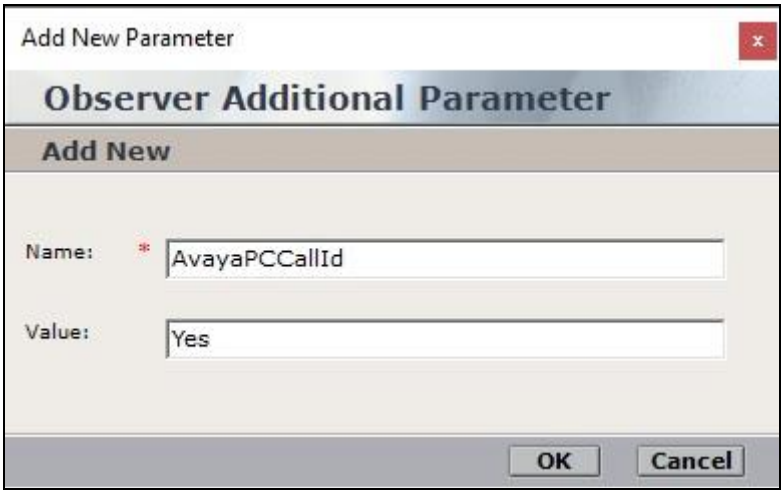
Navigate down to **SipStackPort** and set the parameter value to the port value for Engage SIP server from **Section 7.2**, in this case "5060".

Select **Add** to add an additional parameter.



The **Add New Parameter** pop-up box is displayed. Add the **AvayaPCCallId** parameter and set the value to "Yes" as shown below.

Proceed to complete the wizard.



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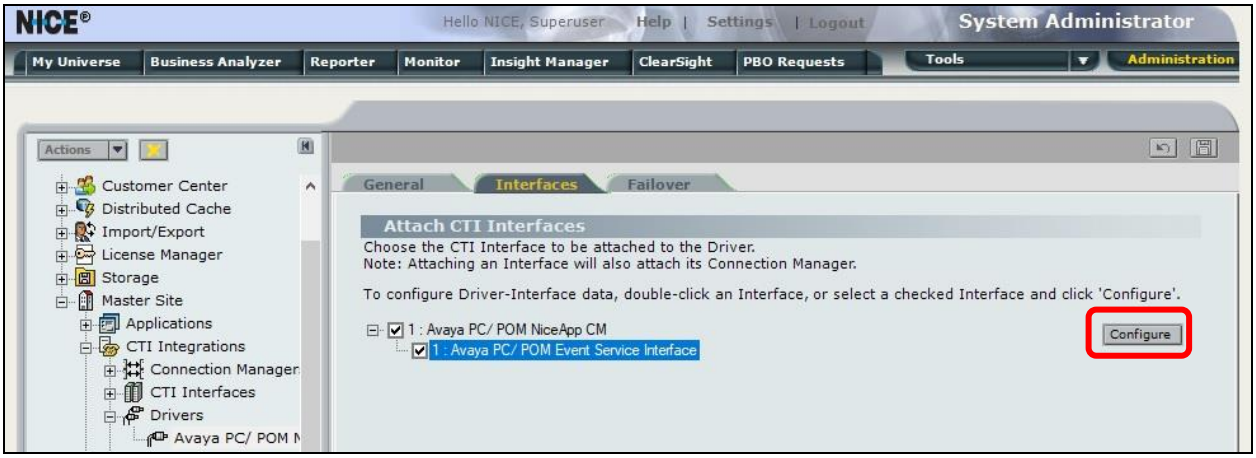
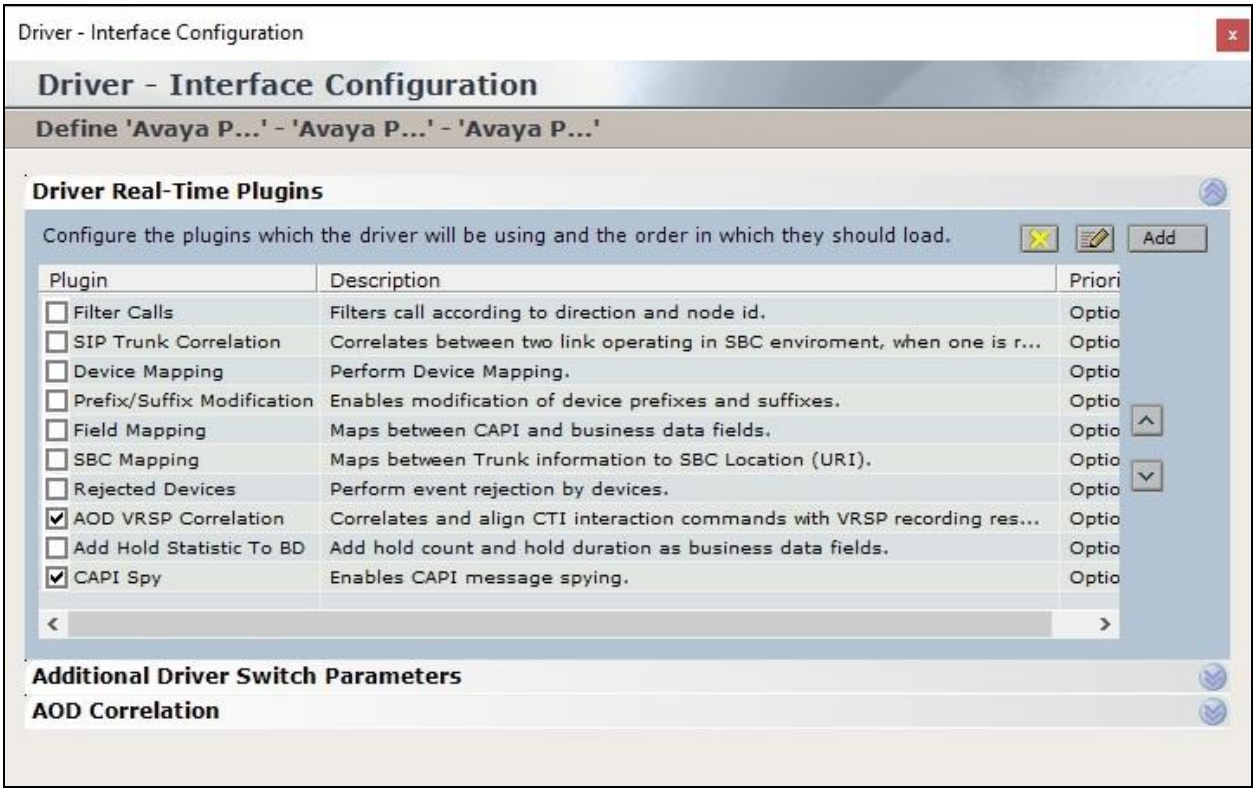
8.4. Administer Drivers

The **NICE** screen is displayed again. Expand **Drivers** in the left pane and select **Avaya PC/ POM NiceApp Driver** in the left pane.

Select the **Interfaces** tab in the right pane, followed by the **Avaya PC/ POM Event Service Interface** entry as shown below. Click **Configure**.



The **Driver – Interface Configuration** screen is displayed next. Expand **Driver Real-Time Plugins** and check **AOD VRSP Correlation**. Retain the default values in the remaining fields.



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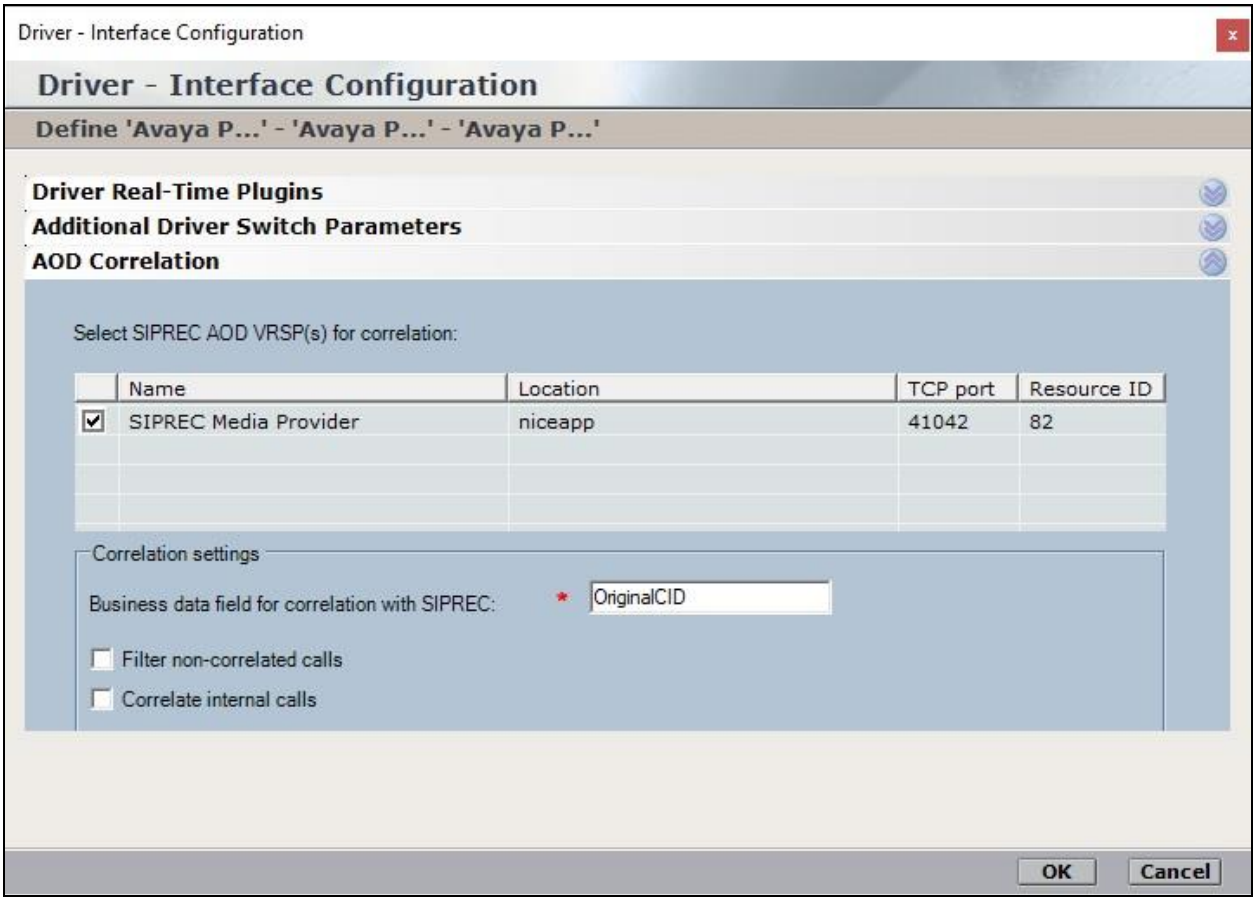
Expand **AOD Correlation** and select the entry associated with the media provider controller from **Section 8.3**. In the **Correlation settings** sub-section, enter "OriginalCID" as shown below.



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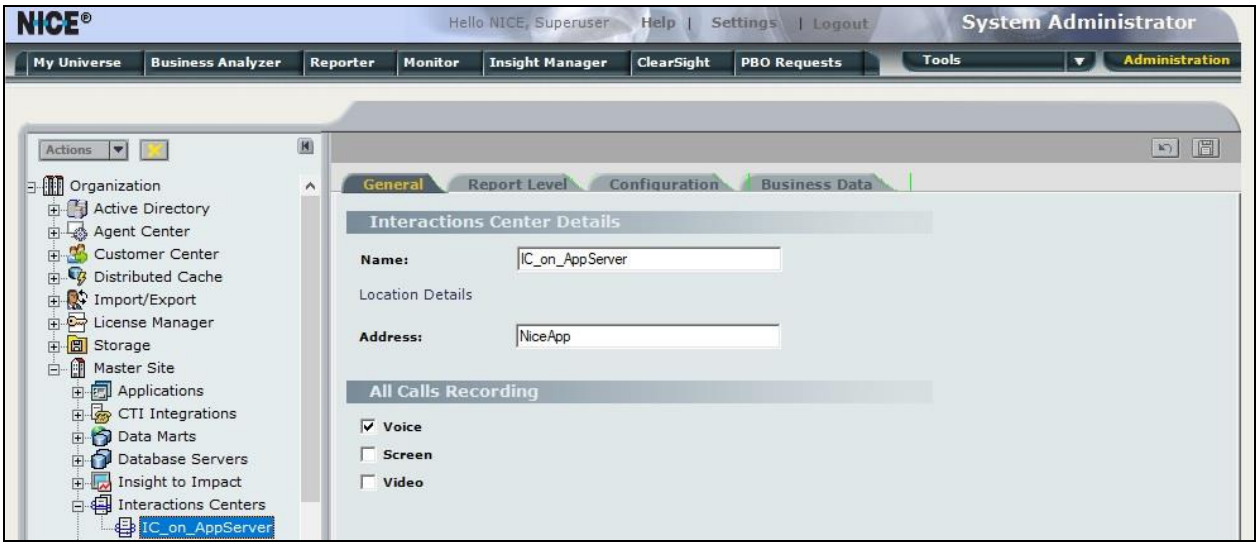
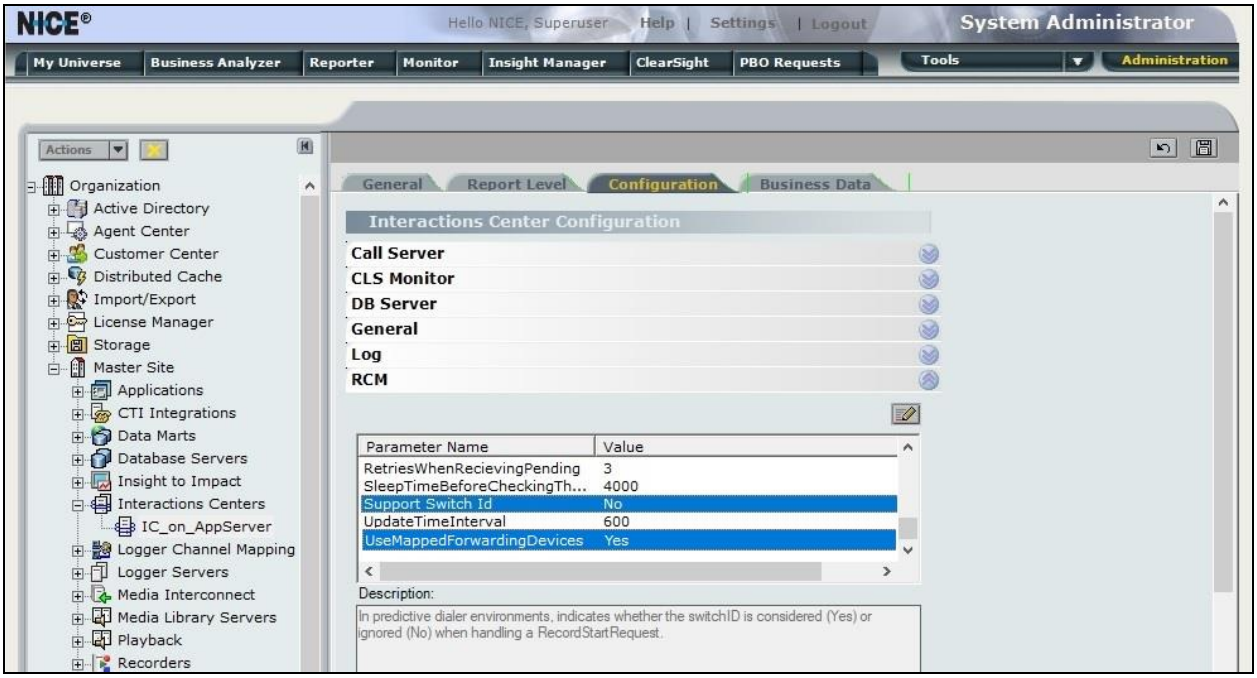
8.5. Administer Interactions Center

From the **NICE** screen, expand **Master Site → Interactions Centers** and select the pertinent center, in this case "IC_on_AppServer", which was pre-configured.

Select the **General** tab in the right pane, and check **Voice** as shown below.



Select the **Configuration** tab and expand **RCM** in the right pane. Locate the **Support Switch Id** parameter and set it to "No". Locate the **UseMappedForwardingDevices** parameter and set it to "Yes" as shown below.



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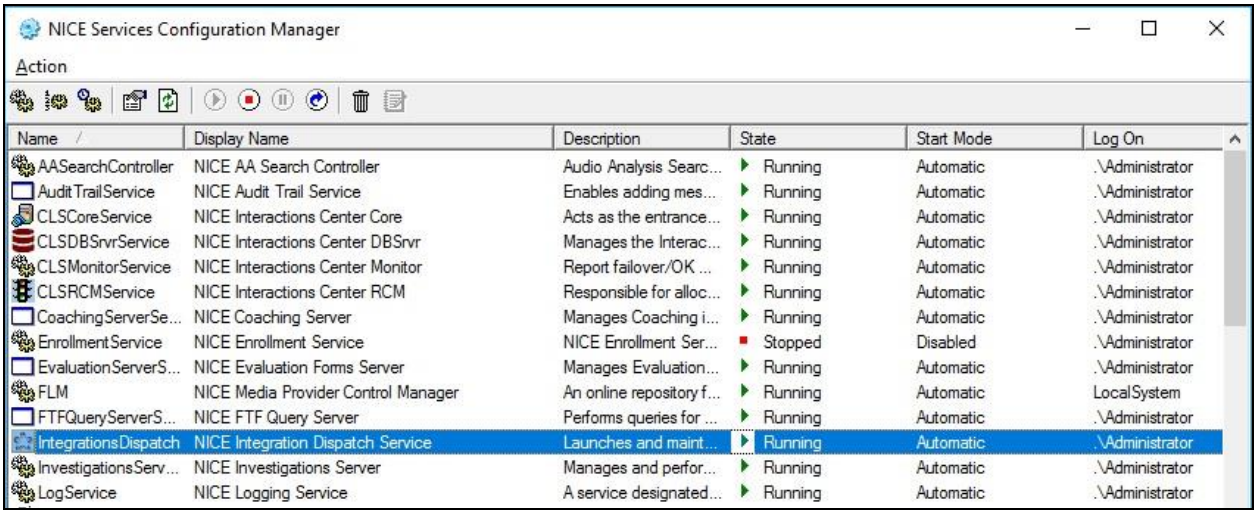
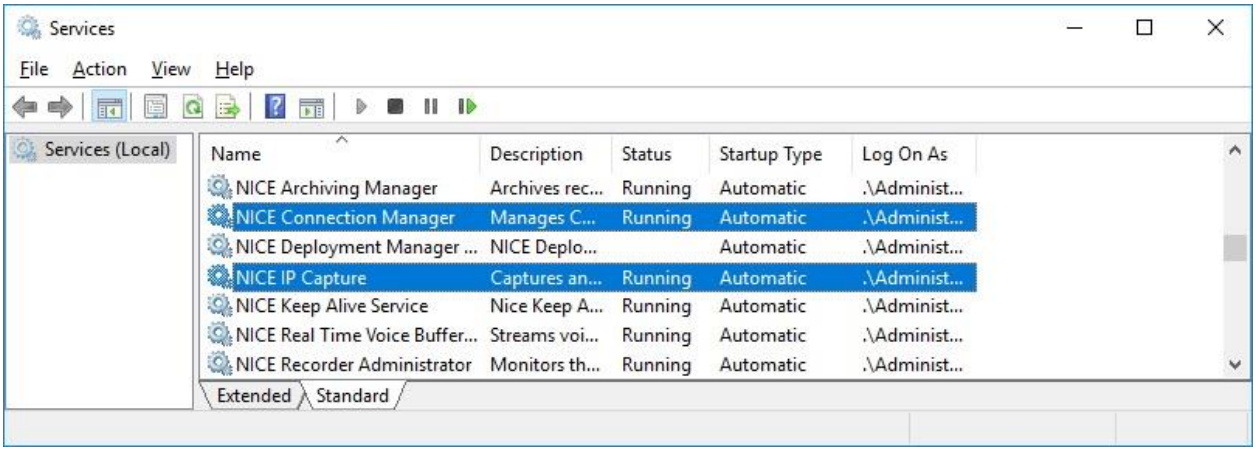
8.6. Restart Services

From the Engage server running the Interactions Center component, navigate to **Windows → Nice Systems** and launch **Nice Service Configuration Manager**. The **NICE Services Configuration Manager** screen below is displayed. Restart the **IntegrationsDispatch** service.



From the Engage server running the Advanced Interaction Recorder component, navigate to **Windows → Windows System → Windows Administrative Tools → Services** to display the **Services** screen below.

Restart the **NICE Connection Manager** and **NICE IP Capture** services shown below.



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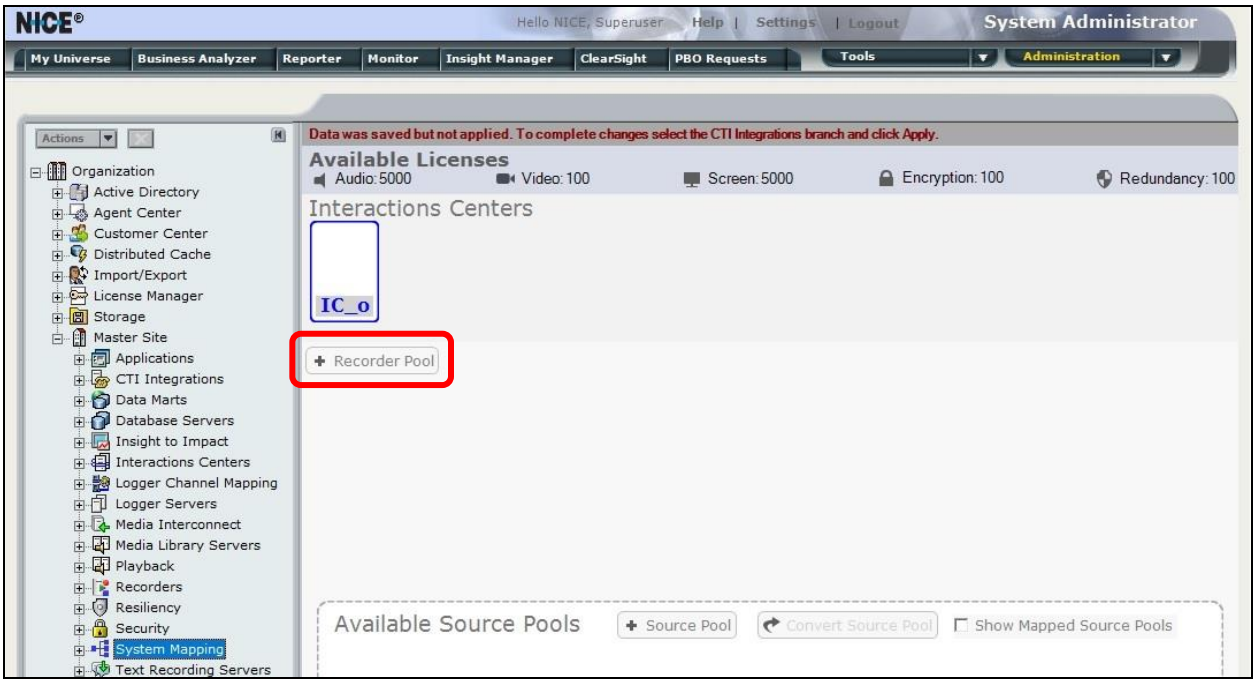
8.7. Administer System Mapping

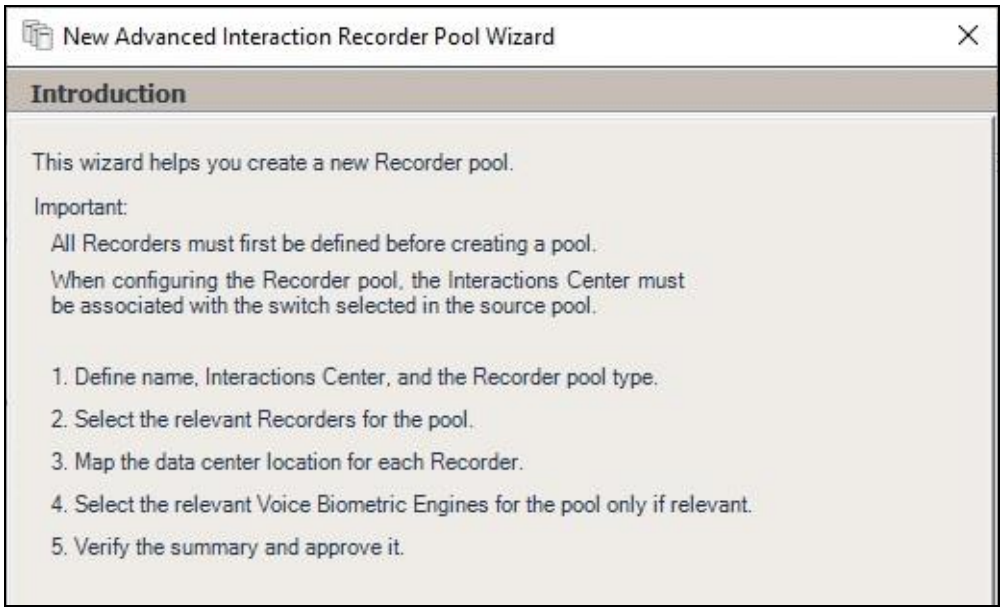
From the **NICE** screen, select **Master Site → System Mapping**.

8.7.1. Recorder Pool

The screen below is displayed. In the right pane, select **+ Recorder Pool**.



The **New Advanced Interaction Recorder Pool Wizard** pop-up screen is displayed as shown below. Click **Next** (not shown).



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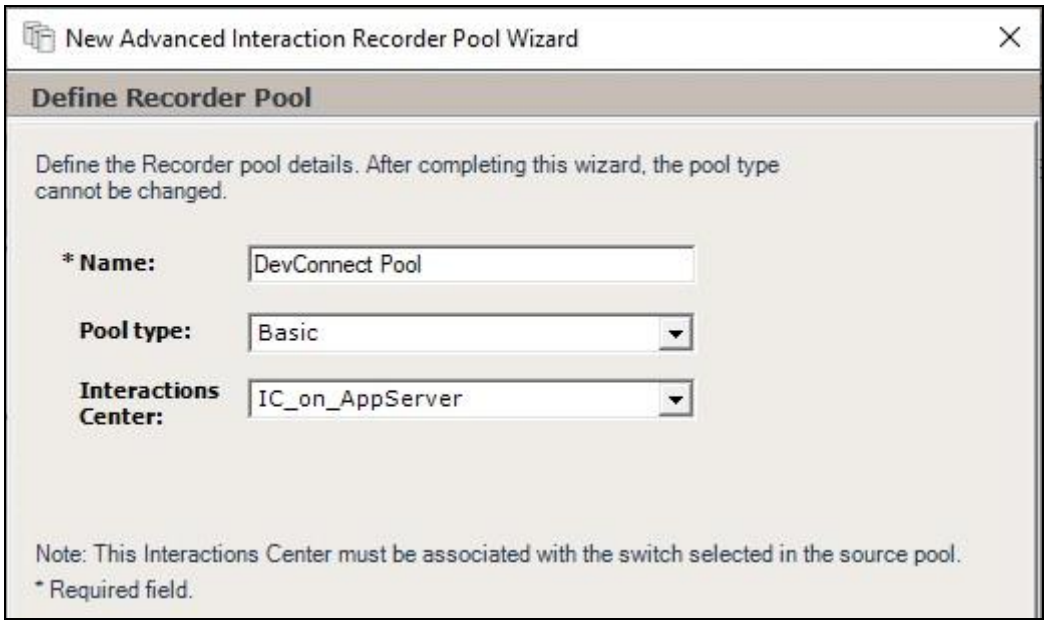
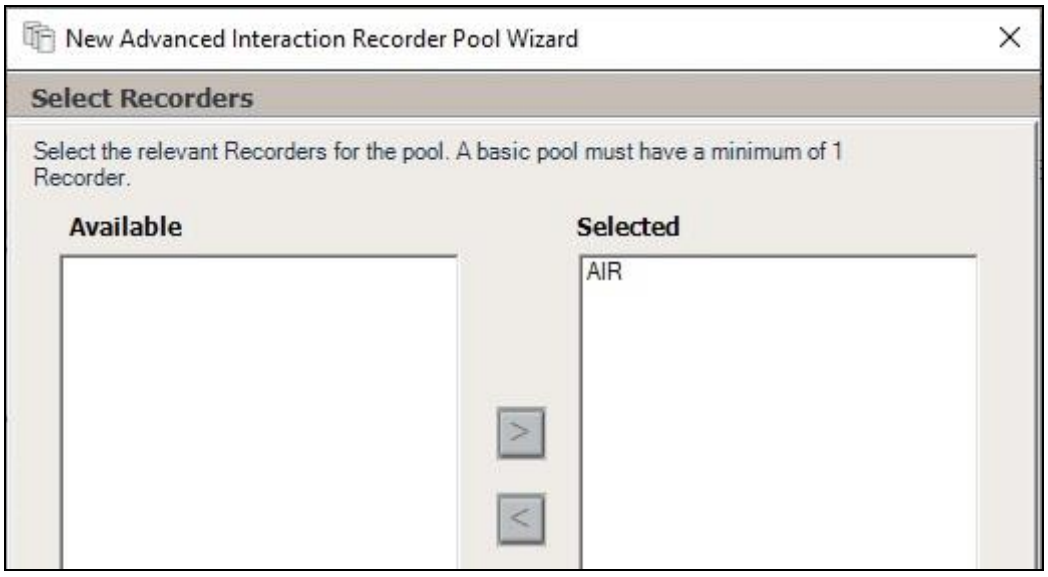
The screen below is displayed next. Enter a descriptive **Name** and retain the default values in the remaining fields.



In the next screen, select the relevant and pre-existing recorder from the left pane and move to the right. The screenshot below shows the result of the move.

Proceed to complete the wizard.



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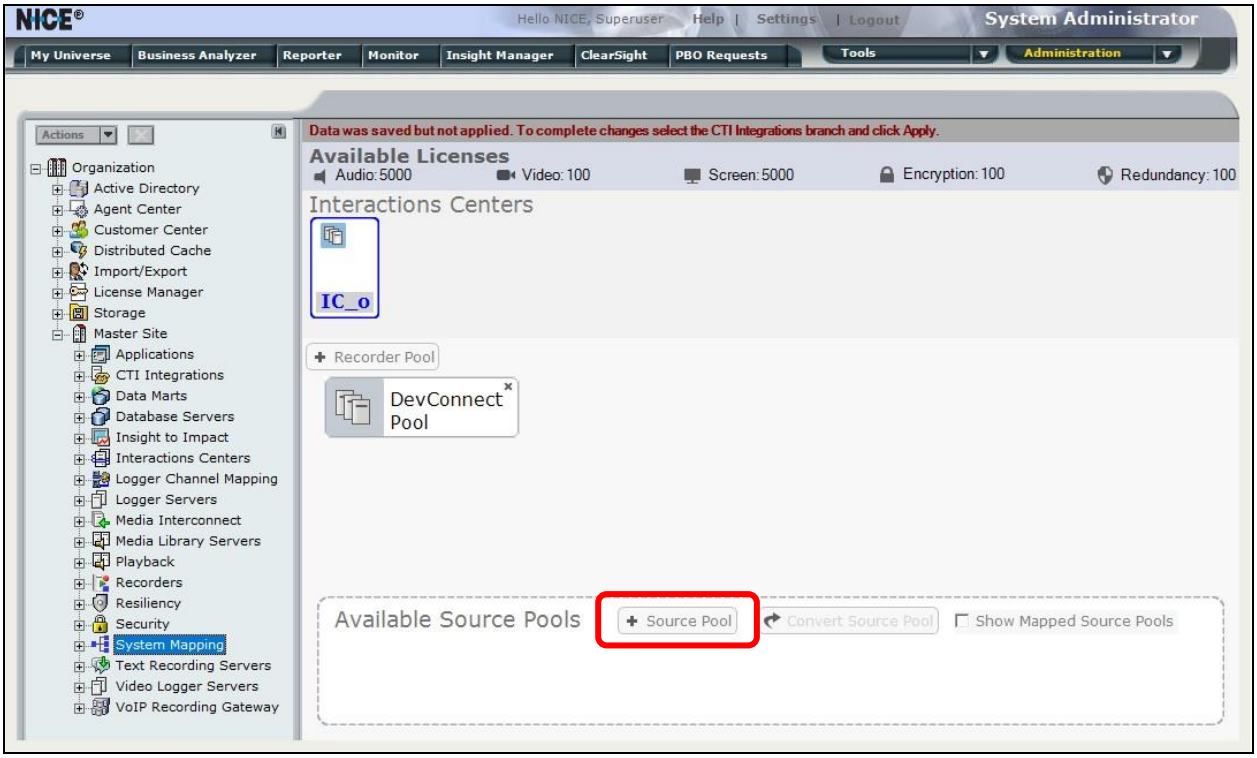
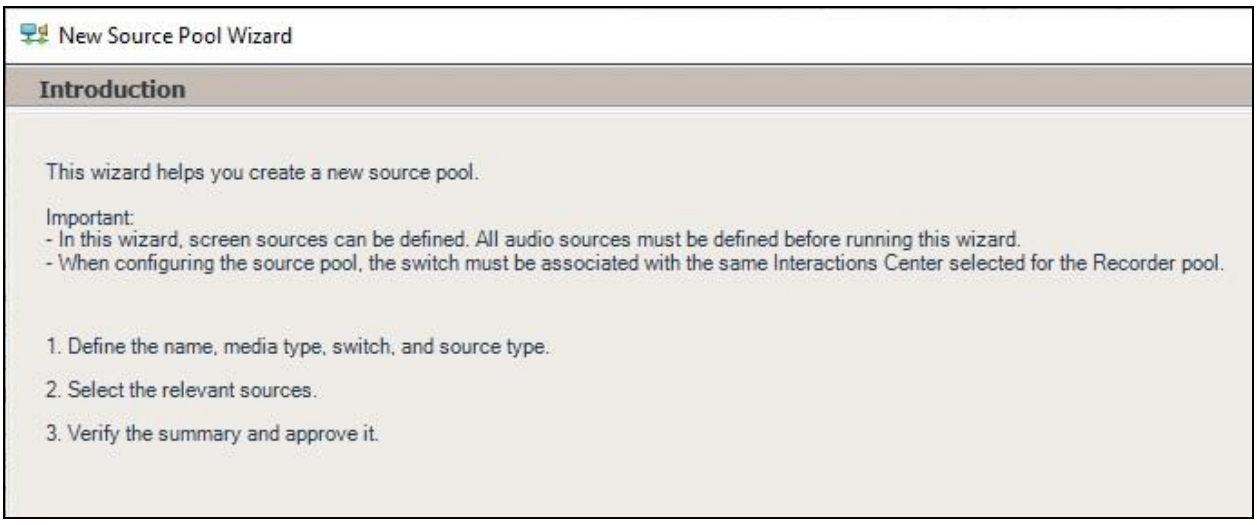
8.7.2. Source Pool

The **NICE** screen is updated as shown below. Select **+ Source Pool** to add a source pool.



The **New Source Pool Wizard** pop-up screen is displayed. Click **Next** (not shown).



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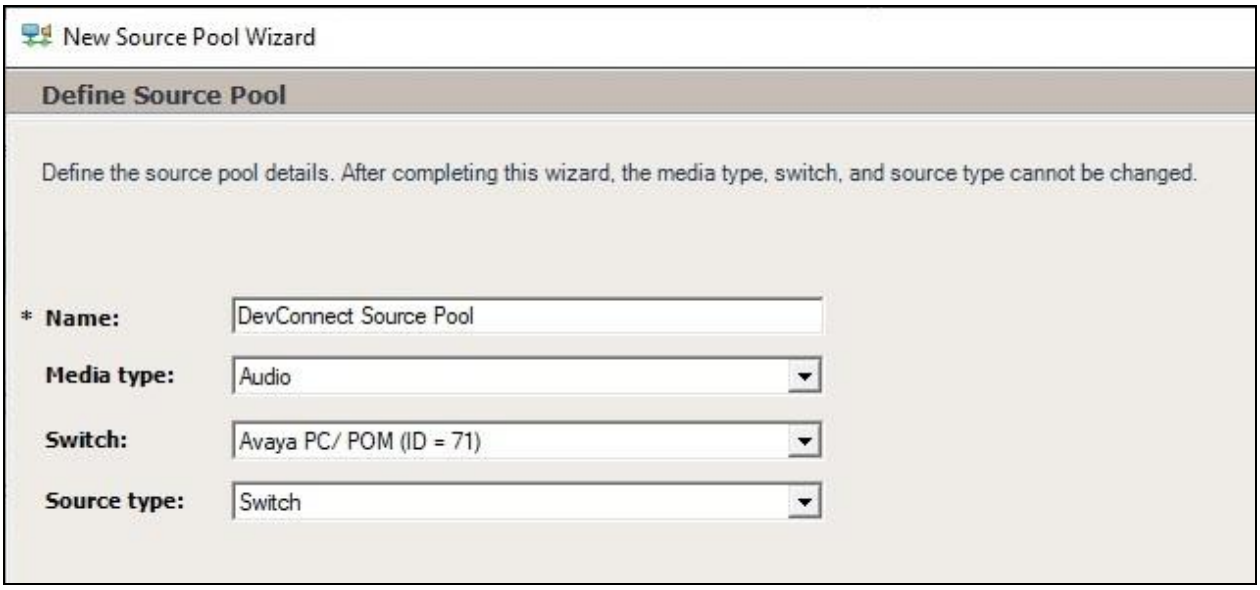
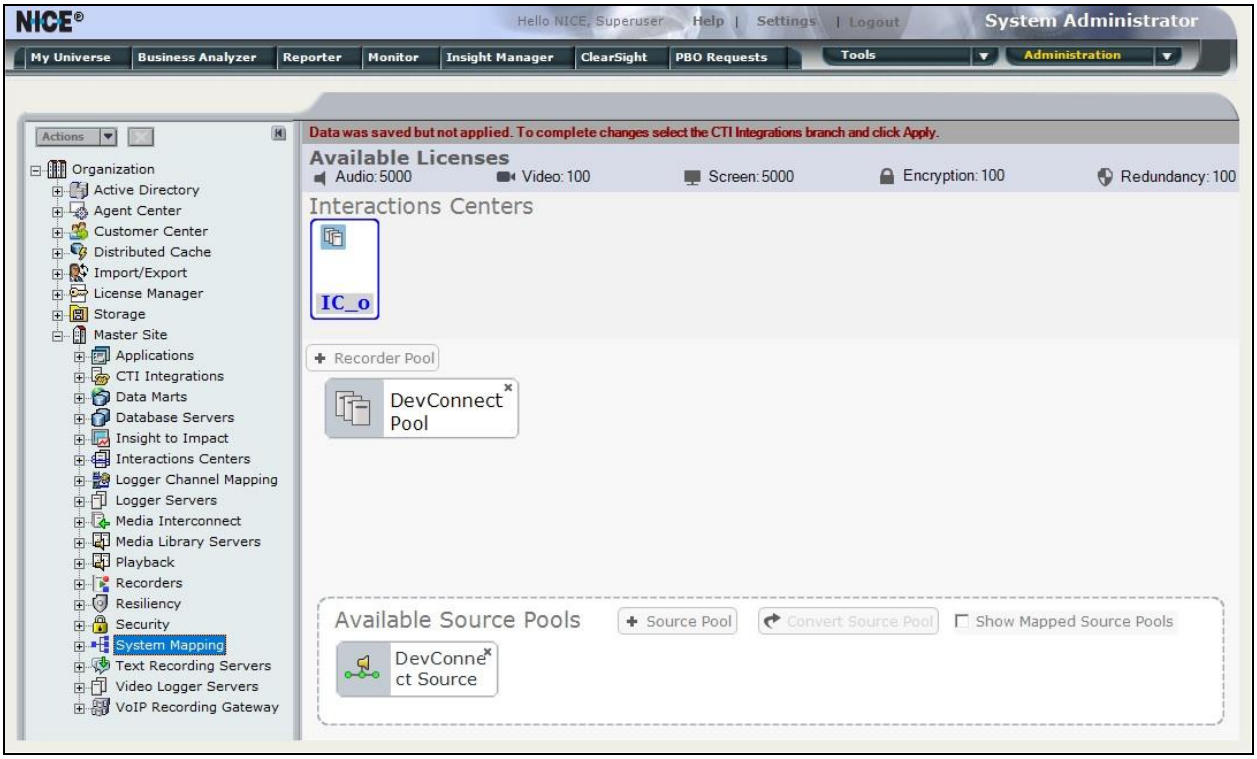
The screen below is displayed next. Enter a descriptive **Name**. For **Source type**, select "Switch". Retain the default values in the remaining fields, and complete the wizard.



8.7.3. Recording Profile

The **NICE** screen is updated as shown below. Drag the created source pool below and drop on top of the created recorder pool, in this case **DevConnect Source** and **DevConnect Pool** respectively.



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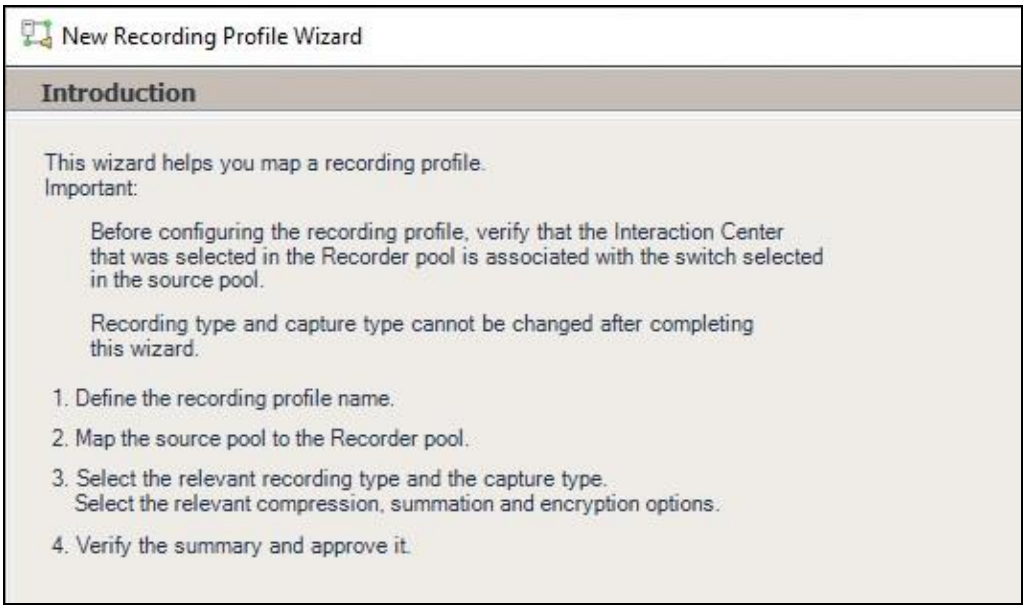
The **New Recording Profile Wizard** pop-up screen is displayed. Click **Next** (not shown).



The screen below is displayed next. Enter a descriptive **Name**.

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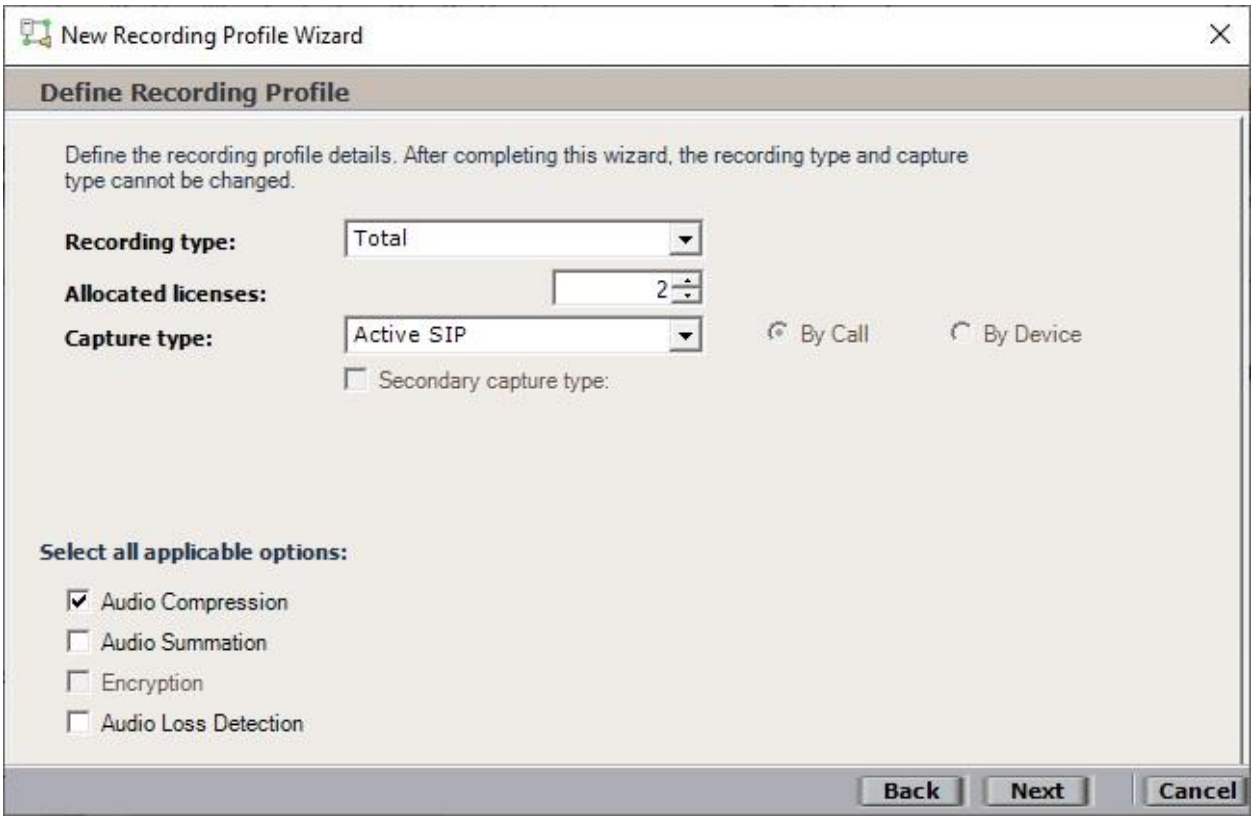
In the next screen, enter the following values for the specified fields and retain the default values for the remaining fields. Proceed to complete the wizard.

- **Recording type:** "Total"
- **Capture type:** "Active SIP"
- **Audio Compression:** Check this option.



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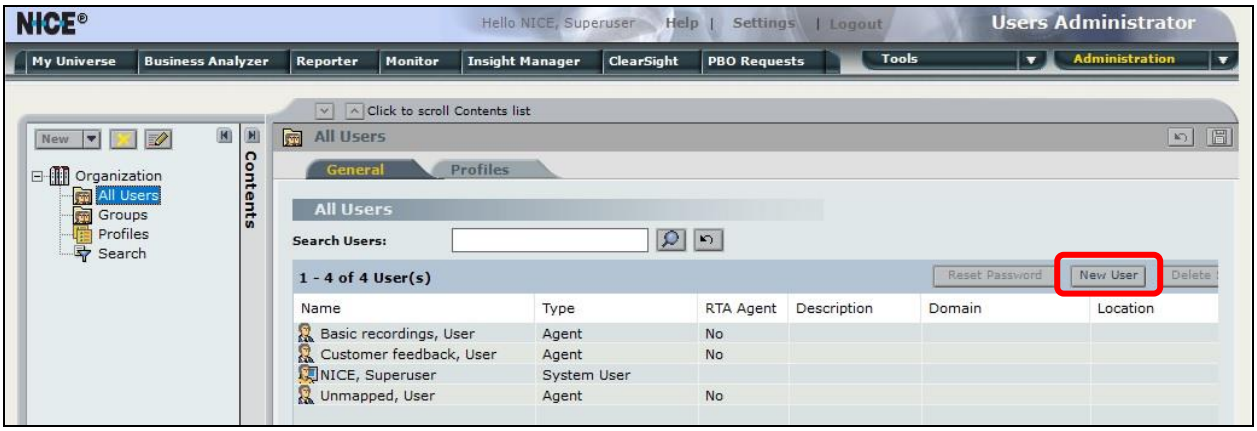
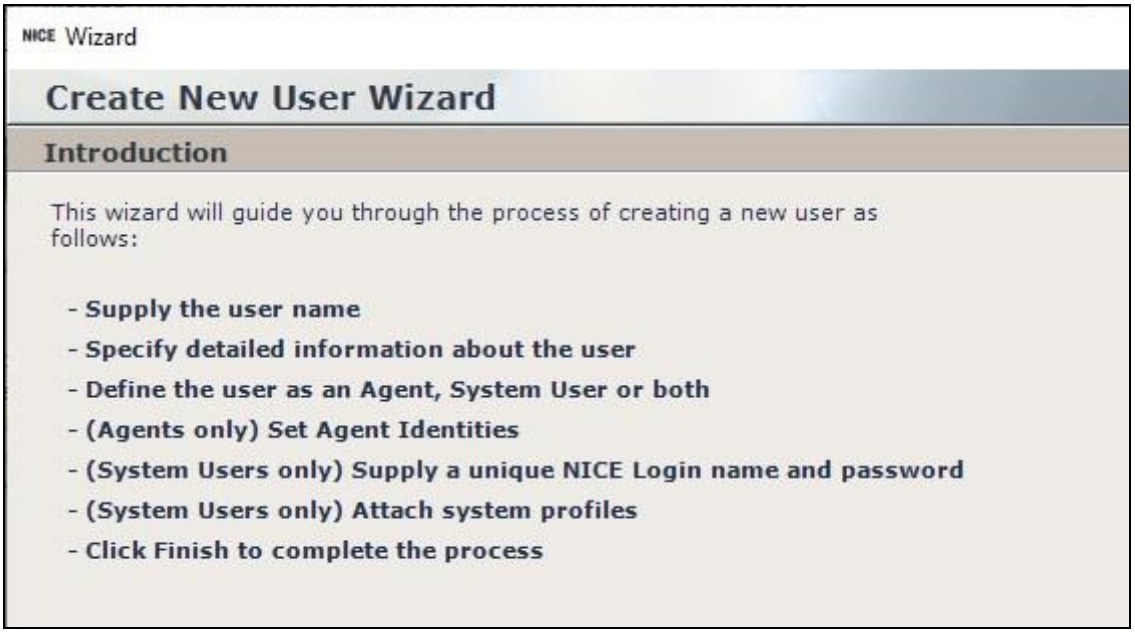
8.8. Administer Agent Users

The **NICE** screen is displayed again. Select **Administration → User Administrator** from the top menu, followed by **New User**.



The **Create New User Wizard** pop-up screen is displayed. Click **Next** (not shown).



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The **Step 1** screen displayed next. Enter pertinent values for **First Name**, **Last Name**, and **Windows User Name** for the first agent user from **Section 3**. Retain the default values in the remaining fields.

Proceed to **Step 4** and check the **Agent** user type shown below.

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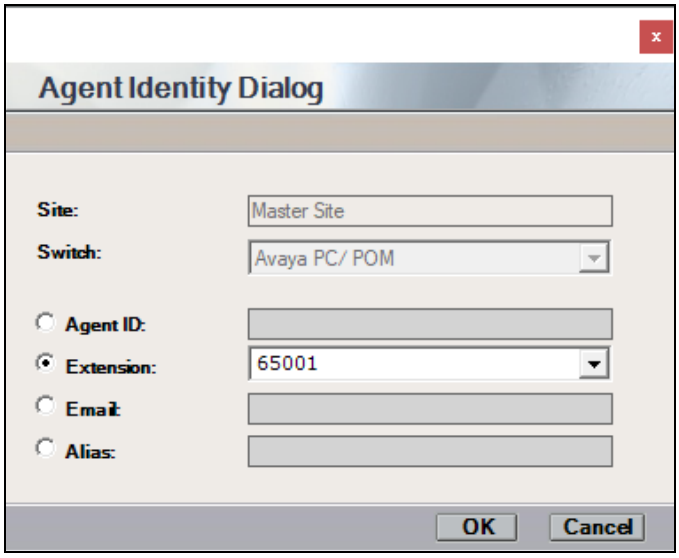
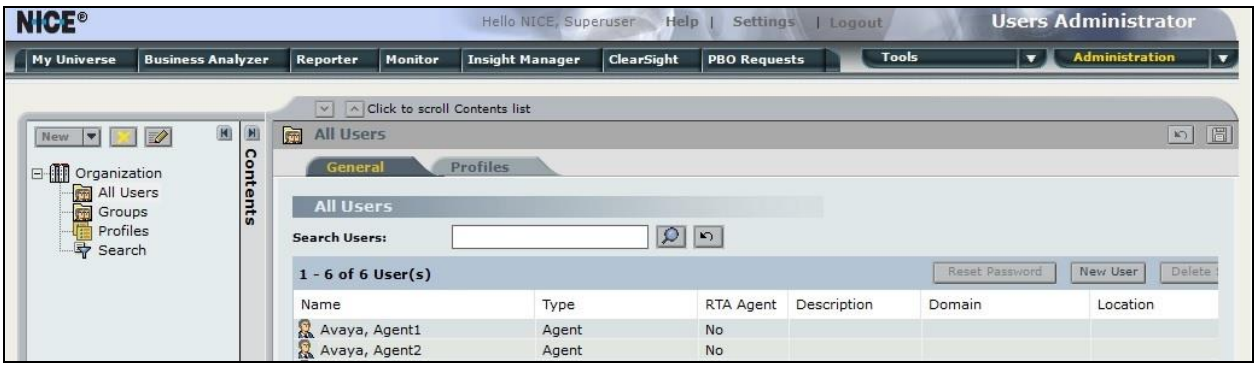
Proceed to **Step 5** and click **Add**.

The **Agent Identity Dialog** pop-up box is displayed. For **Switch**, select the switch name from **Section 8.2**. Select **Extension** and enter the first agent user extension from **Section 3**. Retain the default values in the remaining fields and proceed to complete the wizard.



Repeat this section to add an agent user for each agent station extension in **Section 3**. In the compliance testing, two agent users were created as shown below.



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9. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Proactive Contact, SBCE, and Engage.

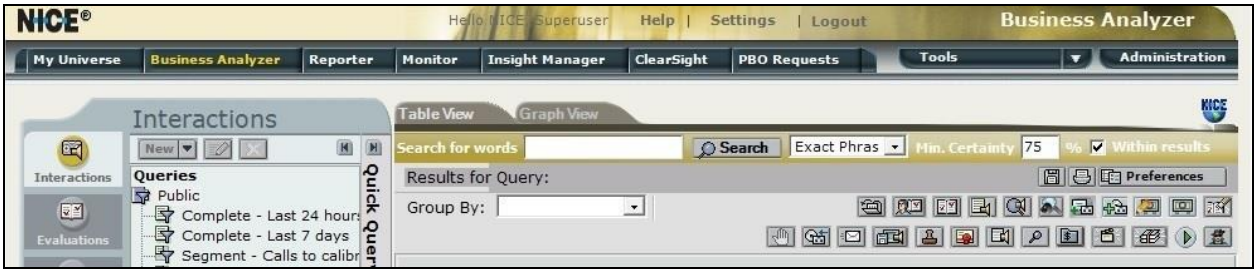
9.1. Verify Event Services Connection

Log in to the Linux shell of Proactive Contact and issue the "netstat | grep enserver" command. Verify that there is an entry showing an **ESTABLISHED** connection with the IP address of the Engage server running the Interactions Center component, in this case "10.64.101.207", as shown below.

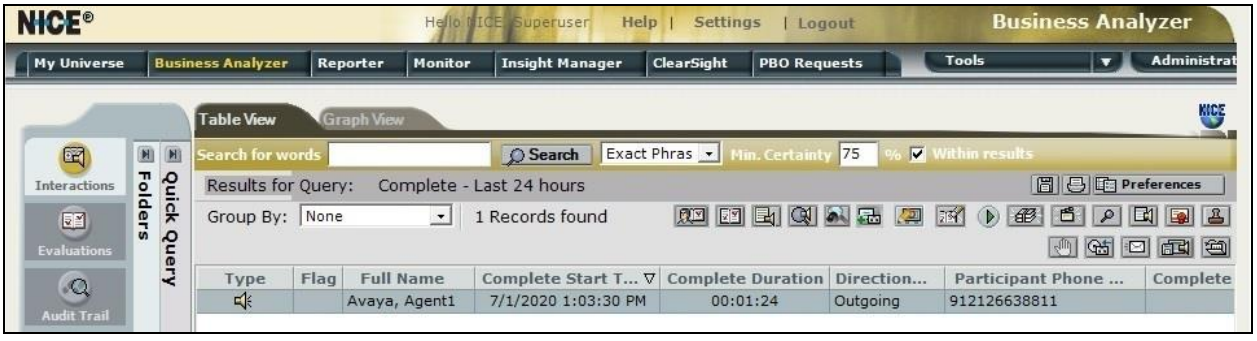
```
tcp        0      0 lzpds4b:enserver_ssl    10.64.101.207:58456     ESTABLISHED
tcp        0      0 lzpds4b:enserver_ssl    lzpds4b:32638           ESTABLISHED
tcp        0      0 lzpds4b:32638           lzpds4b:enserver_ssl    ESTABLISHED
```

9.2. Verify SIPREC Recording

Start an outbound job on Proactive Contact and log an agent in to handle and complete an outbound call. From the **NICE** screen, select **Business Analyzer** from the top menu to display the screen below. Select **Queries → Public → Complete – Last 24 hours** from the left pane.



Verify that there is an entry in the right pane reflecting the last outbound call, with proper values in the relevant fields. Double click on the entry.



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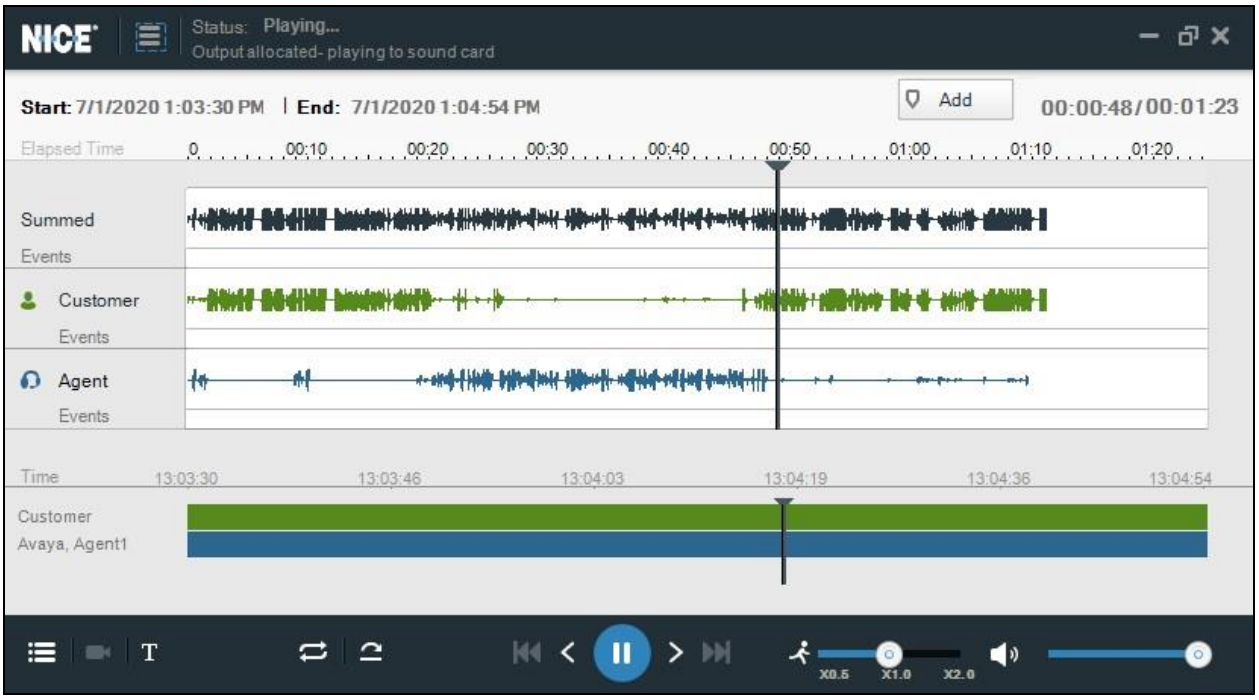
Verify that the pop-up screen below is displayed and that the recording can be played back.



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10. Conclusion

These Application Notes describe the configuration steps required for NICE Engage Platform 6.15 to successfully interoperate with Avaya Proactive Contact 5.2 with PG230 and Avaya Session Border Controller for Enterprise 8.0. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

11. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya Aura® Communication Manager*, Release 8.1.x, Issue 5, November 2019, available at http://support.avaya.com.

2. *Administering Avaya Aura® Session Manager*, Release 8.1.1, Issue 2, October 2019, available at http://support.avaya.com.

3. *Administering Avaya Proactive Contact*, Release 5.2, Issue 1, July 2018, available at http://support.avaya.com.

4. *Administering Avaya Session Border Controller for Enterprise*, Release 8.0.x, Issue 4, August 2019, available at http://support.avaya.com.

5. *System Administrator Configuration Guide, NICE Engage Platform 6.x*, Revision A4, September 2018, available at http://www.extranice.com.

6. *Avaya PC Active-Passive Connectivity Guide, NICE Engage Platform 6.x*, Revision C8, January 2018, available at http://www.extranice.com.

7. *Avaya SBCE Switch-Side Preparation Guide, NICE Engage Platform 6.x*, Revision A1, December 2017, available at http://www.extranice.com.

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