

Application Notes for TelStrat Engage Record Version 3.3 with Avaya Communication Server 1000, Release 7.5 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the TelStrat Engage Record version 3.3 to successfully interoperate with Avaya Communication Server 1000 Release 7.5.

TelStrat Application Line Card can be used as a digital line card on the Avaya Communication Server 1000 to program Avaya digital telephones. Engage Record v3.3 is able to record and playback any conversation that goes through the Avaya digital telephones that are registered to the TelStrat Application Line Card.

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

The objective of this interoperability compliance testing is to verify that the TelStrat Application Line Card (TALC) can be used in Avaya Communication Server 1000 Release 7.5 (CS1000) and it behaves like an Avaya Digital Line Card (xDLC). The TALC should be able to register Avaya digital telephones to them and when connected to an Engage Record v3.3, the Engage Record can record conversations of the Avaya digital telephones and playback the same as required.

2. General Test Approach and Test Results

The general test approach was to verify whether the TALC functions like an xDLC and if Avaya digital telephones can be configured on TALC ports. Once the telephones were configured, the Engage Record Server was tested to see if it can record and playback the conversations of the digital telephones that were built using the TALC.

2.1. Interoperability Compliance Testing

The compliance test included configuring the TALC to operate as an xDLC on the Avaya CS1000. Telephones configured using the TALC were then monitored and conversations recorded using the Engage Record Server. The following areas were covered:

- Recording all calls.
- Schedule Recording based on Agent, Port Numbers, Date & Time, Days of Week, DN, DNIS, CLID.
- Recording on demand via On-Demand keys which could be built and properly operate on the digital telephones using the TALC Configuration Manager.

2.2. Test Results

All executed test cases have passed. Avaya digital telephones can be programmed on TALC and all the keys and features operate correctly. The conversations of these digital telephones can be recorded using the Engage Record Server and can be successfully played back. The On-Demand key features built on the digital telephones also operate correctly.

2.3. Support

Technical support for TelStrat can be obtained by contacting TelStrat via email at support@telstrat.com or by calling +1 972-633-4548

3. Reference Configuration

Figure 1 illustrates the lab test configuration used during the compliant testing event between the CS1000 and the TALC, Engage Server combination.



Figure 1: Lab Test Connection Diagram for CS1000, TALC, Engage Record Server and Engage Client

4. Equipment and Software Validated

Equipment	Software/Firmware
Avaya CS1000E	Call Server (CPPM): 7.50Q
	Signaling Server (CPPM): 7.50.17
Avaya Digital Telephones:	
M3904	Core – 024; Flash - 093
M3903	Core – 017; Flash - 052
M2616	
TALC	version 1_05_02.8
Engage Record Server OS	Windows 2003 Server SP2
Engage Record Server	3.3.0.6
Engage Client OS	Windows XP Pro SP3

The following equipment and software was used during the lab testing:

5. Configure Avaya CS 1000

This section describes the steps to configure the CS1000 with the TALC.

5.1. Configuring the TALC with CS1000

The TALC is a hardware line card that supports Avaya digital telephones and needs to provide functionalities similar to the xDLC. Insert the TALC in a free slot of the CS1000 that supports the xDLC.

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Log in to the CS1000 and at the command prompt type **LD 32.** In this overlay we are able to get the status of the new hardware. During the compliance testing, the CS1000 command line was accessed via SSH using the PuTTY application.

In LD 32 type STAT <l s c u>; where l s c u stands for loop, shelf, card, unit.

The above command provides the status of the new card inserted. When the card is inserted for the first time, the CS1000 will recognize this card and all the units (ports) within this card. The ports are initially in the disabled state.

Program a digital set (M2000 or 3900 series) on one of the ports on the TALC. Refer to Section 9 [1] for details as how to configure digital telephones.

6. Configuration for Engage Record

This section describes the steps on how to configure the Engage Record using the Engage Record Client to be able to do recording on the CS1000 digital telephones via the TALC.

6.1. Configure TALC

The TALC can be configured and managed either by command line interface (CLI) or by using a Graphical User Interface (GUI) called TALC Configuration Manager. These Application Notes only describe how to configure the TALC to communicate with the Engage Record Server via the TALC Configuration Manager. It is assumed that the TALC Configuration Manager has been installed successfully. For additional information on TALC installation and administration, refer to **Section 9 [2]**.

The TALC Configuration Manager can be accessed by navigating to **Start > All Programs > TALC Configuration Manager > TALC Configuration Manager**. During the compliance testing the TALC Configuration Manager was installed on the Engage Record Server itself.

The login screen of the TALC Configuration Manager is shown in **Figure 2** below. Type the *Login Name* and *Password* and then press **OK**.

Configuration Setup - TALC	_ 6 ×
<u>File View Display Connect</u> Configuration <u>Wize</u>	rd Alarms/Stats/Logs System_Information Tests Upload/Download Help
🖙 🖬 🖇	
Configuration Manager	Local User Authentication

Figure 2: Login Screen of TALC Configuration Manager.

Navigate to **Connect > Logon Unit > Telnet** to get access to the TALC as shown in **Figure 3** below.

a a C	Configuration Setup - TALC										
<u>F</u> ile	<u>V</u> iew	Displa	<u>C</u> onnect	Configuratio	n <u>W</u> izard	<u>i A</u> larms,	/Stats/Logs	System Information	<u>T</u> ests	Upload/Download	<u>H</u> elp
2		?	Logon	Unit	• <u>s</u>	erial					
÷	Cor	figuration	Logoff	Unit		elnet					
			<u>X</u> Conn	ect							
			<u>R</u> emot	e Connection							
			⊆hang	e Password	•						
			<u>S</u> ysten	n Reset	•						
			192.16 192.16	8.143.185 8.143.58							
		-									

Figure 3: Telnet access to the TALC

In the Telnet Configuration screen as shown in **Figure 4** below, enter the *IP address* of the TALC and then press **OK**.

Note: This telnet session will allow user to access the TALC card using local (default) IP address.

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Telnet Configuration	×
	OK Cancel

Figure 4: Telnet Configuration

Enter the *Login Name* and *Password* and then press **OK** to pass the authentication for Telnet mode as shown in **Figure 5** below.

User Au	thentication for Telr	et Mode	×
	Login Name Password		
	ОК	Cancel	

Figure 5: Login Screen for Telnet Mode

Connection to the TALC is now established via Telnet. The Startup Information screen is shown in **Figure 6** below. Press on the **Close** button.

Startup Information	×
System Information	
BOARD VERSION : 1_05_02.5 TALC TIME: 09:59 DATE: DEC-09-2010 MAC ADDRESS : 00:50:D7:05:8F:89 IP INFORMATION	
l System Messages	
SYSTEM STATUS - HEALTHY	
Configuration Data Read Successfully	

Figure 6: Startup Information

In the TALC Configuration Manager navigate to **Display > TALC System Configuration** as shown in **Figure 7** to access the System Configuration screen.

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a la Ci	Configuration Setup - TALC 192.168.143.185 Board Type: TALC									
File	⊻ie	<u>D</u> isplay	onnect	Configuration	<u>W</u> izard	<u>A</u> larms/Stats/Logs	System Information	<u>T</u> ests	Upload/Download	<u>H</u> elp
2	8	TALC	<u>S</u> ystem Co	onfiguration						
	Car	TALC	IP Configu	iration	FE					
 +,	Lor	TALC	Port Confi	guration						
	,				·					

Figure 7: Accessing the TALC System Configuration

In the System Configuration window, the *Unit ID* and the *Engage Server IP Address* can be configured as shown in **Figure 8** below. *Unit ID* value range is between 1 to 254, see[2]. In this particular set up, the *Unit ID* for this testing is 185. At the **DN Discovery Schedule**, check on the **Enable DN Discovery** check box to enable the DN discovery. Select the **Frequency** and click on the **Start DN Discovery** button the frequency, see [2]. In this testing, frequency used is once a day. To send this information to the TALC, press the **Send** button. By configuring this IP address, the TALC is now able to access the Engage Record Server. For additional details on configuring the TALC, see [2].

Note: Customer must set the *Unit ID* for each TALC provisioned/deployed for recording of their CS1000 to the Engage server. Specifically from each TALC, the traffic will be delineated with this *Unit ID*. *The Engage server cannot accept communication from multiple TALCs having the same/identical UnitID* because the data could not be differentiated.

z Configuration Setup - TALC 192.168.143.1	IS Board Type: TALC
Elle Yew Display Connect Configuration With	rd Alarms/Stats/Logs System Information I ests Upload/Download Help
📽 🖬 🖇	
Configuration Manager	- · · · · · · · · · · · · · · · · · · ·
	TALC SYSTEM CONFIGURATION
	Cumil Culo
	Use ID III
	Contro Jacos
	C Enable C Disable Engage Server IP Address 192 158 1143 51
	Real Total auto
	Per DN Recording
	DN Digcavery Schedule
	Frequency
	We chose on pricovery to unce a bay to unce a week. Cunce a month
	Time 12:00 - Uay Uay Uay Uay
	TALC Extension to Dial
	Port 16 Feature Key 0 DN 868
	Symposium Display Format
	Row 1 Offset 1 Length 10 Row 1 Offset 11 Length 10
	OK Default Send Retrieve Help
1	Ready OnLine

Figure 8: Configuring the Engage Record Server IP and Unit ID on the TALC

Once the Engage Record Server IP and unit ID information has been sent to the TALC, the information needs to be saved on the TALC flash. In the TALC Configuration Manager, navigate to **Upload/Download > Save to Flash** as shown in **Figure 9** below to save the configuration on the TALC flash.

⊒ ∎C	onfigu	ration S	etup - TAI	LC 192.168.143.185	Board Type: TALC			
Eile	⊻iew	<u>D</u> isplay	<u>C</u> onnect	Configuration \underline{W} izard	<u>A</u> larms/Stats/Logs	System Information	Tests Upload/Download Help	
2		?					Upload S/W	
		<i>n n</i>		[<u>D</u> ownload Configuration	
+1	Uor	nfiguration	i Manager				Upload <u>C</u> onfiguration	
							Send All	
							Save to <u>F</u> lash	
							Update <u>L</u> ocal Copy	
							Set Default Configuration	
								1

Figure 9: Save to Flash of TALC

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• Configuration Sel	tup - TALC 102 168 143	185 Board Ty	Der TALC				
File View Display	Connect Configuration Wi	zard <u>A</u> larms/S	tats/Logs	System Information	<u>T</u> ests	Upload/Download	<u>H</u> elp
🖻 🖬 💡	Logon Unit 🕨 🕨						
	Logoff Unit	1					
	<u>X</u> Connect						
	<u>R</u> emote Connection						
	\subseteq hange Password \bullet						
	System Reset 🔹 🕨	Shutdown					
	192.168.143.185	<u>R</u> estart					
	192,168,143,58						

Figure 10: Restart TALC

Note: The following will allow user to change the TALC default IP address to the network IP address which is the same network of the Engage Record Server.

The IP address of the TALC can be configured by navigating in the TALC Configuration Manager to **Display > TALC IP Configuration** as shown in **Figure 11** below.

<u>-</u> 100	onfigu	ration Setup - TAI	LC 192.168.143.1	85 I	Board Type: TALC				
Eile	⊻iew <mark><</mark>	Display Connect	Configuration <u>Wiz</u>	ard	<u>A</u> larms/Stats/Logs	${\sf System}\ \underline{I}nformation$	<u>T</u> ests	Upload/Download	Help
🖻	🔛 ⁴	TALC System Co	nfiguration						
TALC IP Configuration									
. ∎	Cor	TALC Port Config	guration						

Figure 11: Accessing the TALC IP Configuration

Figure 12 below shows the TALC IP Configuration window. Enter the TALC *IP address, IP Network Mask and IP Gateway.* The *Management* field is disabled by selecting the *Disable* box. Press the **Send** button to forward this configuration to the TALC. Once the configuration has been received by the TALC, the configuration needs to be saved in the TALC flash as shown in **Figure 9** and the card needs to be restarted as shown in **Figure 10**.

Eile <u>V</u> iew <u>D</u> isplay <u>C</u> onnect Configuration <u>W</u> izard <u>A</u> larms/Stats/Logs System <u>I</u> nformation <u>T</u> ests <u>U</u> pload/Download <u>H</u> elp	
Configuration Manager	Ē
TALC IP CONFIGURATION	
1P Address 168 . 143 . 185	
IP Network Mask 255 . 255 . 0	
IP Gateway 192 . 168 . 143 . 254	
Management	
Management IP Address	
Management IP Mask 255 . 0 . 0	
OK Default Send Betrieve Uch	
Ready Online	-

Figure 12: Configuring the TALC IP

6.2. Configure Engage Record

This section explains the configuration using the Engage Record Client to add digital telephones and ports that will be monitored for recording. These digital telephones are built on the TALC that resides on the CS1000. For the compliance testing some of the digital telephones are configured to behave as an Automatic Call Distribution (ACD) Agent telephone.

It is assumed that the Engage Record Server has been successfully installed and the required recording services are running on it. Assumption is also made that the Engage Record Client has been successfully installed. For additional information on Engage Record suite installation and configuration refer to Section 9 [3] and [4].

To access the Engage Client, navigate to **Start > All Programs > TelStrat Engage > Engage Client** from the equipment it is installed on. During compliance testing the client was installed on a PC.

The TelStrat Engage login screen is seen as in **Figure 13** below. Enter the *UserID*, *Password* and the *Server Name*. The server name is the IP address or the server name of the Engage Record Server. Press **OK** once the above information has been entered.

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Engage: Logon Dialog	×
TelStrat Engage	
UserID Password Server Name	
OK Cancel	

Figure 13: Login Screen of Engage Client

To add the ACD telephones that the Engage Record Server need to record, navigate to Engage > Configuration > ACD Agents. On the right hand window pane under the column *ACD Agents*, right click the mouse button and select the *Create* option provided as seen in Figure 14 below.

<u>File Configuration Record Status</u>	Log Server Help		
Engage		ACD Agents	
System Users ACD Agents	ACD Agents	System Users (record)	System Users (playback)
Onlight Numbers Onlight Numbers Groups	Create		
Alarms Default Password Record	Clear Clear All		
Schedule Recording	Assign UnAssign Refresh		
← ← Playback	Modify		
System Users			
 Message Center License Management Reports 			

Figure 14: Adding ACD Agents

Type the *ACD Agent* information that needs to be added and press **OK** as shown in **Figure 15**. The information in *Name* field is optional.

🜔 Engage: Cre	ate ACD Agent(s)		×
ACD Agent	3004	\geq	
Name	Digital	Agent1	
	Last	First	MI
	OK Clear	Exit	

Figure 15: Create ACD Agents

Figure 16 below shows the confirmation screen that the ACD Agent has been added successfully. Press **OK** to exit this window. The above steps as explained in Figures 15 and 16 can be repeated to add more ACD Agents as required.



Figure 16: Add ACD Agent Successful

Figure 17 shows the added ACD agent under the ACD Agents column of the Engage Client.



Figure 17: Engage Client showing added ACD Agent

The port numbers can be added by navigating to **Engage > Configuration > Port Numbers**. On the right hand window pane under the column *Port Numbers*, right click the mouse button and select the *Create* option provided as seen in **Figure 18** below.



Figure 18: Adding Port Numbers

To add a port for digital telephones, select the *TDM* radio button, type the port number (example 0185, which was configured as the Unit ID for the TALC as shown in **Figure 8**), select the *Channel numbers to add* and press **OK** as shown in **Figure 19** below.

🛞 Engage: Port No	
Port Number	
(IDM)	(0xxx) : 0185
O Digital Trunk	(700×): 700
C BCM/Norstar	(800x): 800
C Analog <u>D</u> ISA	Trunk/Conventional Radio/Analog Lines (90xx): 90
C MLS Trunk	(3xxx): 3
Loop	[0-252], in increments of 4
© ⊻oIP Shelf	[0-1] 0 <u>v</u> (1xxx):
Card	[0-15]
\square	Channel numbers to add:
0 1 2 0	
3 4 5 6 7	
	OK Clear Exit

Figure 19: Configuring Port Number and Selecting Channels

Figure 20 below shows the confirmation screen that the Port Numbers has been added successfully. Press OK to exit this window. The above steps as explained in Figures 19 and 20 can be repeated to add more Port Numbers as required.



Figure 20: Add Port Number Successful

Figure 21 shows the added Port Numbers and its channels under the *Port Numbers* column of the Engage Client.



Figure 21: Engage Client showing added Port Numbers

6.3. Configure Recording Criteria

This section describes the recording criteria that can be built using the Engage Record Client to record calls going on the digital telephones. Example criteria discussed in this section are Global recording (record all calls), Selective recording (record calls as per filters set) and Quality monitor recording (recording calls based on frequency of calls).

To create a recording criteria navigate to **Engage > Record > Schedule Recording**. On the right hand window pane under the column *Schedule Recording Criteria*, right click the mouse button and select the *Create* option provided as seen in **Figure 22** below.

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<u>File</u> <u>Configuration</u> <u>R</u> ecord Stat <u>u</u> s <u>I</u>	Log <u>S</u> erver <u>H</u> elp	
Engage		Schedule Recording
System Users ACD Agents Port Numbers	Schedule Recording Criteria	Current Recording Criterion
ONIS Numbers Groups Alarms		
Default Password Record	Create Modify Delete	
Status	Rename Clear All	
► Active Calls □- 🗁 Log ► Playback	Activate Refresh	
System Users		
Message Center License Management Reports		

Figure 22: Creating Recording Criteria

In the New Criteria window type the Criteria Name and press OK as shown in Figure 23 below.

New Criteria		×
Criteria Name:	Global	1
	Exclusion Criteria	
OK _	Clear Cancel	

Figure 23: Creating New Criteria

The *Global* criteria rule is built to record all calls. **Figure 24** shows the ACD Agent being selected so that all incoming/outgoing calls made to/from this ACD Agent set are recorded.

😳 Engage: Schedule Recording Criterion Options 🛛 🗙
Archive recorded calls
ACD Agents Port Numbers Date & Time Days of Week CLID DNIS DN Other ACD Agents
3004 : Agent1 Digital
OK Clear All Cancel

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Figure 24: ACD Agent set being added to the Global Criteria

Figure 25 shows all the Port Numbers being selected so that all incoming/outgoing calls made through these channels are recorded.

Engage: Schedule Recording Criterion Options
Archive recorded calls
ACD Agents Port Numbers Date & Time Days of Week CLID DNIS DN Other Port Numbers
0185:000
0185:001
0185:002
0185:003
0185:004
0185:005
0185:006
OK Clear Clear All Cancel

Figure 25: Port Numbers being added to the Global Criteria

If DN/s need to be added to this criteria then go to the *DN* tab of the criteria and right click the mouse button and select the *Add* option presented as shown in **Figure 26**.

Engage: Schedule Recording Criterion Options	×
Archive recorded calls	
ACD Agents Port Numbers Date & Time Days of Week CLID DNIS DN other DN	
Add Delete	
OK Clear All Cancel	

Figure 26: Adding DN to Criteria

Add a DN, for example 4389 as shown in Figure 27 below.

Engage: DN Input						
Input DN:						
4389						
OK Clear	Close					

Figure 27: DN Input Screen

Figure 28 shows that the DN has been added successfully. Press OK. To add more DN/s, repeat steps as described in Figures 26 through 28.



Figure 28: DN added successfully

Now the required DN/s can be selected as shown in **Figure 29** and included into the *Global* criteria. Press **OK** to complete configuring the *Global* criteria.

Engage: Schedule Recording Criterion Options
Archive recorded calls
ACD Agents Port Numbers Date & Time Days of Week CLID DNI5 DN Other
4389 4376
OK Clear Clear All Cancel

Figure 29: DN/s being added to the Global Criteria

Figure 30 shows the criteria have been built successfully. Press OK.

Modification successful	×
Criterion modified successfully	

Figure 30: Recording Criteria successful

Figure 31 shows the summary of the *Global* criteria showing the ACD Agents, Port Numbers and DN that will be included as part of the Engage Record.



Figure 31: Global Criteria Details

Selective recording is where incoming/outgoing calls are recorded of selected components of ACD Agents, DN and Port Numbers etc.

To create a Selective recording criterion, navigate to **Engage > Record > Schedule Recording**. On the right hand window pane under the column *Schedule Recording Criteria*, right click the mouse button and select the *Create* option provided as seen in **Figure 22**.

In the New Criteria window type the *Criteria Name* as *Smart* and press **OK** as shown in **Figure 23**.

The *Smart* recording criteria rule is built to record selective calls. **Figure 32** shows the ACD Agent being selected so that all incoming/outgoing calls made to/from this ACD Agent set is recorded.

Engage: Schedule Recording Criterion Options
Archive recorded calls
ACD Agents Port Numbers Date & Time Days of Week CLID DNIS DN Other ACD Agents
3001 : Agent2 IP
3002 : Agent3 IP
3003 : Agent4 IP
3004 : Agent1 Digital
OK Clear Clear All Cancel

Figure 32: Selected ACD Agent set being added to the Smart Criteria

Now the required DN is selected as shown in **Figure 33** and included into the *Smart* criteria. Press **OK** to complete configuring the *Smart* criteria.

Engage: Schedule Recording Criterion Options	×
Archive recorded calls	
ACD Agents Port Numbers Date & Time Days of Week CLID DNIS DN Other	1
4004 4376	
4389	
OK Clear Clear All Cancel	

Figure 33: Selected DN being added to the Smart Criteria

Figure 34 shows the summary of the *Smart* criteria showing the selected ACD Agent and DN that will be included as part of the Engage Record.

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Condguration Schedule Recording Criteria ● System Users Oktower ● Oktower Start Date & Time: ● Oktower Start Date & Time: ● Oktower Start Date & Time: ● System Users Not Specified ● Oktower Start Date & Time: ● System Users Not Specified ● System Users Date: Not specified ● System Users Date: Not Specified ● System Users Date: Not Specified ● Part Numbers: 0185:000 0185:001 0185:002 0185:000 0185:010 0185:010 0185:005 0185:000 0185:010 0185:010 0185:010 ● System Users Port Numbers: 0185:000 0185:010 ● System Users 0185:010 0185:011 ● System Users 0185:010 0185:013 ● Starters Port Numbers: 0185:000 0185:010 0185:010 0185:011 <th colspan="10">Elle <u>C</u>onfiguration <u>R</u>ecord Stat<u>us</u> Log <u>S</u>erver <u>H</u>elp</th>	Elle <u>C</u> onfiguration <u>R</u> ecord Stat <u>us</u> Log <u>S</u> erver <u>H</u> elp										
 System Users Appl Agents Port Numbers Oroups Airms Arbive Calls System Users Server Server Station Station<!--</th--><th>➢ Engage ▲ Logoff □ ← Configuration</th><th colspan="9">Schedule Recording</th>	➢ Engage ▲ Logoff □ ← Configuration	Schedule Recording									
ACD Agents Port Numbers Groups Alarms Default Password Breadul Password Breadule Recording Port Numbers Start Date & Time: Date: Not specified Time: Not specified Particle Recording Particle Recording Pays: Not Specified Prequency: Port Numbers: Oldsitud Prequency: Port Numbers: Oldsitud Port Numbers: Oldsitud Out Status: Port Numbers: Oldsitud Port Numbers: Oldsitud Out Status: Port Numbers: Out Status: Out Status:	 System Users 	Schedule Recording Criteria	Current Recording Criterion								
DN: 4004 Selective Archiving: Yes	Connguration Osystem Users ACD Agents Port Numbers Osups Alarms Ofault Password Schedule Recording Schedule Recording Ative Calls Og Playback System Users Active Calls Server Active Calls Server Active Calls Server Active Calls System Users Active Calls System Users Active Calls System Users Active Calls Server Active Calls Server Active Calls Server Active Calls Server Active Calls System Users Server S	Schedule Recording Criteria	Current Recording Criterion Name: Smart Activation Status: Exclusion Criteria: Start Date & Time: End Date & Time: Days: Frequency: Duration range (min:sec): ACD Agents: Port Numbers: CLID: DNIS:	Not Active No Date: Not specified Time: Not specified Date: Not specified Time: Not specified Not Specified Not Specified 3004 : Agent1 Digital 0185:000 0185:001 0185:002 0185:003 0185:004 0185:003 0185:009 0185:010 0185:011 0185:012 0185:010 0185:011 0185:015 1600:000 1600:001 1600:002 1600:003 1600:004 1600:005 1600:006 1600:007 1600:008 1600:009 1600:010 1600:011 1600:012 1600:013 1600:014 1600:018 1600:019 1600:023 1600:024 1600:022 1600:023 1600:024 1600:025 1600:025 1600:030 1600:031 Not Specified Not Specified							
			Selective Archiving:	Yes							

Figure 34: Smart Criteria Details

Quality monitor recording is where for example 1 out of 3 calls are recorded. The frequency of calls that need to be recorded can be configured in these criteria.

To create a Quality monitoring recording criteria, navigate to **Engage > Record > Schedule Recording**. On the right hand window pane under the column *Schedule Recording Criteria*, right click the mouse button and select the *Create* option provided as seen in **Figure 22**.

In the New Criteria window type the *Criteria Name* as *Quality 1 of 3* and press **OK** as shown in **Figure 23**.

Quality 1 of 3 criteria is built by selecting the frequency of calls that need to be recorded from the *Other* tab as shown in **Figure 35** below. In this example 1 out of 3 calls will be recorded for Quality monitoring. Other components like ACD Agents, Port Numbers, and DN etc can also be selected as explained previously.

Engage: Schedule Recording Criterion Options
ACD Agents Port Numbers Date & Time Days of Week CLID DNIS DN Other
From To C Hour C Minute © Seconds
1 of 3 Calls
OK Clear Duration Clear Frequency Clear All Cancel

Figure 35: Selecting Frequency of Calls to be recorded for Quality Monitoring

Figure 36 shows the summary of the *Quality 1 of 3* criteria showing the selected frequency of calls that needs to be recorded for Quality monitoring along with the ACD Agents, Port Numbers and DN.

Eile Configuration Record Status Log Server Help								
Configuration	g							
 Configuration System Users AcD Agents Port Numbers Onis Numbers Oroups Alarms Default Password Schedule Recording Criteria Control Control Status: Name: Quality 1 of 3 Activation Status: Start Date & Time: Days: Active Calls System Users System Users System Users System Users System Users Active Calls Playback System Users Activing Center Message Center License Management Reports 	Not Active Io ate: Not specified Time: Not specifie ate: Not specified Time: Not specifie of 3 Calls of 3 Calls ot Specified of 3 Calls ot Specified 001 : Agent2 IP 002 : Agent3 IP 003 : Agent4 IP 004 : Agent1 Digital 185:000 0185:001 0185:002 185:003 0185:001 0185:003 185:004 0185:005 185:005 0185:010 0185:011 185:012 0185:013 0185:014 185:015 1600:000 1600:001 600:002 1600:003 1600:004 600:005 1600:006 1600:007 600:005 1600:006 1600:007							

Figure 36: Quality 1 of 3 Criteria Details

Once the criteria are built, they need to be activated before the calls can be recorded. In the example shown in **Figure 37**, the *Global* criteria can be activated by highlighting the **Global** criteria, right click the mouse button and press **Activate**.



Figure 37: Example showing Global criteria being activated

Recorded calls can be play backed by navigating to **Engage > Log > Playback**, selecting an item from the Playback log, right click on the mouse button and press **Play** as shown on **Figure 38** below.

Eile Configuration Record Status Log	Server (<u>H</u> elp									
Engage					Play	vback Lo	าฮ				
						,	. 8				
System Users	Cached Calls Displayed number of Calls: 98 Security Displayed										
ACD Agents				acheu cans	Displayed ne	amber of calls, ye	security:	Disablea	Dunahian		_
Port Numbers	ACD Agent	Full Name	Date	Time	Day	CLID	DNIS	DN	(min:sec)	Port No	Pc
 DNIS Numbers 			12/6/2010	12:29:28 PM	Monday	4389	4376	4376	0:03	0185:001	A
🚽 🗢 🗣 Groups			12/6/2010	12:29:28 PM	Monday	4389	4376	4389	0:03	0185:000	
🗕 🔶 Alarms			12/6/2010	12:28:53 PM	Monday		4389		0:07	0185:002	
🚽 🗢 🗢 Default Password			12/6/2010	12:28:53 PM	Monday	4377	4389	4389	0:07	0185:000	
😑 🗁 Record			12/6/2010	12:28:19 PM	Monday	4378	4376	4376	0:03	0185:001	
Schedule Recording			12/6/2010	12:28:19 PM	Monday		4376		0:03	0185:003	
🖻 🗁 Status			12/6/2010	12:15:17 PM	Monday	4389	4381 4003	4389	0:04	0185:000	
 System Users 			12/6/2010	12:14:11 PM	Monday	4381	4389	4389	0:02	0185:000	
- Active Calls			12/6/2010	12:14:10 PM	Monday	4381	4389	4381	0:02	0185:001	
📮 🔁 Log			12/6/2010	12:13:12 PM	Monday			CONF	0:19	0185:001	
Playback			12/6/2010	12:13:06 PM	Monday	4381	4003	4381	0:37	0185:001	
- System Users			12/6/2010	12:12:33 PM	Monday			TXFR	0:08	0185:001	
🖻 🗁 Server			12/6/2010	12:12:12 PM	Monday	4381	4003	4381	0:21	0185:001	
Archiving Center			12/6/2010	11:32:18 AM	Monday	4381	4010-3004	4381	0:05	0185:001	
🔷 🌒 Message Center			12/6/2010	11:32:17 AM	Monday	4381	4010	4010	0:05	0185:000	
🗢 🌒 License Management			12/6/2010	11:19:00 AM	Monday	4389	4381	4389	0:07	0185:000	
Reports			12/6/2010	11:19:00 AM	Monday	4389	4381	4381	0:07	0185:001	
			12/6/2010	11:14:10 AM	Monday			TXER	0:05	0185:000	
			12/6/2010	11:13:58 AM	Monday	4389	4003	4389	0:18	0185:000	
		a such Calles		11:04:59 AM	Monday	4389	4003	4389	0:11	0185:000	-
4		earch Call(s)									Þ
	• T	urn AGC Off		Se	erver Archived	Media Numbe	r of Media: 0				
	Т	'urn Beep Tone F	=ilter On			Tiere			64 - J		
	т	urn GSM Compr	ession On			Time			Media	^	
	-	dd/Modify Rem	arks								
		lau, loan y rionn									
		arebice and Dis									
		compine and Play									
		Convert to WMV									
	E	ownload Calls									
	F	lecent Calls									
		Iombine and Dov									
				-							

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Figure 38: Example of a recorded conversation selected to be Played back

6.4. Configure On-Demand Keys

This section describes how On-Demand keys can be built on the digital telephones. Examples of On-Demand keys are Record Key, Conversation Save Key etc. These keys can be pressed on the digital telephones to record a conversation or save a conversation. These keys are built on the digital telephones using the TALC Configuration Manager. Note that when On-Demand key is configured then the associated feature key for the selected port of the digital set must not be configured (i.e. - NUL) on the CS1000.

Login to the TALC Configuration Manager and connect to the TALC as explained in **Figures 2** to **6** of **Section 6.1**.

Once connected to the TALC via the TALC Configuration Manager, navigate to **Display** > **TALC Port Configuration** as shown in **Figure 39** below to access the Port Configuration screen.



Figure 39: Accessing the TALC Port Configuration

In the TALC Port Configuration screen as shown in **Figure 40**, select a port and press on **Configure** to start configuring an On-Demand key. In the example below, port 0 is selected.

≝ Configuration Setup - TALC 192.168.143.18	5 Board Type: TALC	_ 8 ×
<u>File View Display Connect</u> Configuration <u>Wizar</u>	d Alarms/Stats/Logs System Information Iests Upload/Download Help	
🛎 🖬 💡		
🖅 👚 Configuration Manager	Port 0 - 15 Port 16 - 31	-
	TALC PORT CONFIGURATION	
	Ports 0 - 15	
	0 Engage Enable Disable Key Number: Not Configured Key Feature 0:	
	1 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	2 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	3 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	4 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	5 Engage 📀 Enable C Disable Key Number: Not Configured Key Feature 0: Configure	

Figure 40: Selecting Port to Configure On-Demand Key

Under the *Key Feature* field select the required On-Demand key feature from the scroll down option and from the *Key Number* field select the keys where this feature needs to be built. In the example as shown in **Figure 41** below, *Record Key* and *Conversation Save Key* are built on keys 7 and 8 respectively of the digital set that is on port 0. Press **OK** after all required configuration has been completed.

TAL	Feature Key Configuration	×
\langle	Feature Key Configuration Key Feature Record Key Conversation Save Key Not Configured	Key Number 7 8 NC
	Compression Rate TAPI Support C Enable	G.723.1 💌
	2250 Support C Enable 2250 Secondary Port No.	Disable
	Agent ID Configure Agent ID Enter Agent ID	0
	Beep Tone O Enable	Disable
	Virtual Phone Recording O Enable	O Disable
	OK Cancel	Help

Figure 41: TALC On-Demand Feature key Configuration

Press Send as shown in Figure 42 to send the On-Demand Key Features to the TALC.

	185 Board Type: TALC	_ 8 ×
<u>File View Display Connect</u> Configuration Wiz	zard <u>A</u> larms/Stats/Logs System Information <u>T</u> ests Upload/Download <u>H</u> elp	
🖻 🖬 📍		
🖅 🔶 Configuration Manager	Port 0 - 15 Port 16 - 31	-
	TALC PORT CONFIGURATION	
	- Parte 0.15	
	Configure Configure Configure Configure	
	Key Number: Not Configured Key Feature 0: Configure	
	2 Engage (• Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	3 Engage (• Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	4 Engage C Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	5 Engage C Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	6 Engage C Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	7 Engage C Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	8 Engage © Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	9 Engage © Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	10 Engage Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	11 Engage Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	12 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	13 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	14 Engage 💿 Enable 🔿 Disable Key Number: Not Configured Key Feature 0: Configure	
	15 Engage 📀 Enable C Disable Key Number: Not Configured Key Feature 0: Configure	
	OK Default Send Retrieve Help	
		_
	J Ready OnLine	

Figure 42: Sending On-Demand Key Features to the TALC

After the configuration has been sent to the TALC, follow steps as explained in **Figures 9** and **10** of **Section 6.1** to save this configuration on the TALC flash and to restart the TALC.

7. Verification Steps

This section includes some steps that can be followed to verify the solution is working.

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Insert the TALC into one of the CS1000 slots that support xDLC and test the following,

- Avaya digital telephones can be built on the TALC.
- All keys and features of the digital telephones function correctly.

Configure the recording criteria using Engage Record Client and test the following,

- Various recording criteria can be built and conversations recorded.
- Recorded conversations can be played back, searched and viewed.

Configure the On-Demand feature key using TALC Configuration Manager and test the following,

- On-Demand keys are active on the digital telephones they are built.
- Feature keys built function correctly and conversations recorded and saved.

8. Conclusion

All of the executed test cases have passed and met the objectives outlined in **Section 2**. The combination of TelStrat Application Line Card and Engage Record Server v 3.3 is considered compliant with Avaya Communication Server 1000 Release 7.5.

9. Additional References

Product documentation for Avaya products may be found at: <u>https://support.avaya.com/css/Products/</u>

Product documentation for Telstrat may be found at: <u>http://www.telstrat.com/content/view/276/310/</u>

- [1] Software Input Output Reference Administration. Avaya Communication Server 1000. (NN43001-611).
- [2] TelStrat Application Line Card Installation and Administration Guide.
- [3] Engage Contact Center Suite Installation Guide
- [4] Engage Contact Center Suite System Administration Guide

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