



Configuring TriVium Inc. CallAnalyst V 5.51 with Avaya™ IP Office Server - Issue 1.0

Abstract

These Application Notes provide instructions for a configuration of TriVium CallAnalyst R5.51 and Avaya™ IP Office server. Information in these notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the *DeveloperConnection* Program at the Avaya Solution and Interoperability Test Lab. Application Notes are jointly prepared at the successful conclusion of *DeveloperConnection* Compliance Testing.

TriVium CallAnalyst is an application that facilitates reporting, costing, and analyzing a customer's phone system. It collects call records from the IP Office server via the SMDR (Station Message Detailed Record) log file. Testing focused on generating call records and verifying the output in CallAnalyst.

1. Introduction

CallAnalyst is a Windows-based application that facilitates reporting, costing, and analyzing for a phone system. It collects the call record information from IP Office server via an SMDR log file. Testing focused on generating call records and verifying the output in CallAnalyst.

The testing consisted of:

- Date and time of incoming and outgoing calls
- Duration of each call
- Which extension made or received the call
- The Caller ID of the caller
- Account codes, authorization codes, feature codes used for calls
- Performance/Load Testing

The configuration depicted in **Figure 1** illustrates an Avaya IP403™ server with CallAnalyst. CallAnalyst is co-resident with IP Office Manager and SMDR software. The PC is connected to a Layer 2 Ethernet switch along with an Avaya™ 4600 series IP telephone. For clarity, IP addresses are not included in the configuration because they are irrelevant to the SMDR output. Avaya™ 6400 series telephones (DCP) and Avaya™ 4400 series telephones (TDL) were connected to the IP Office server via digital telephone ports. Loop Start (LS) trunks were used during testing.

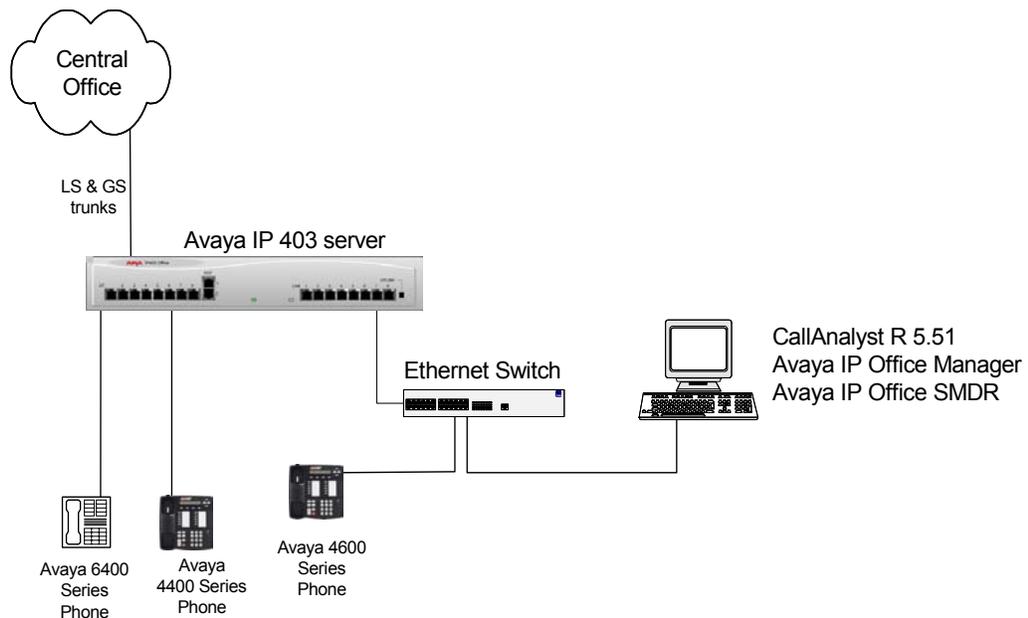


Figure 1: IP403 server SMDR Configuration

The configuration depicted in **Figure 2** illustrates an IP412 server with CallAnalyst. The IP412 server is connected to an IP400 Digital Station, an IP400 Phone module, and an IP400Analog Trunk module. The PC and a 4600 series IP telephone are connected to a Layer 2 Ethernet switch. The 6400 series telephones (DCP) and 4400 series telephones (TDL) were connected to the IP Office server via digital telephone ports. Loop Start (LS) and Ground Start (GS) trunking facilities were used during testing.

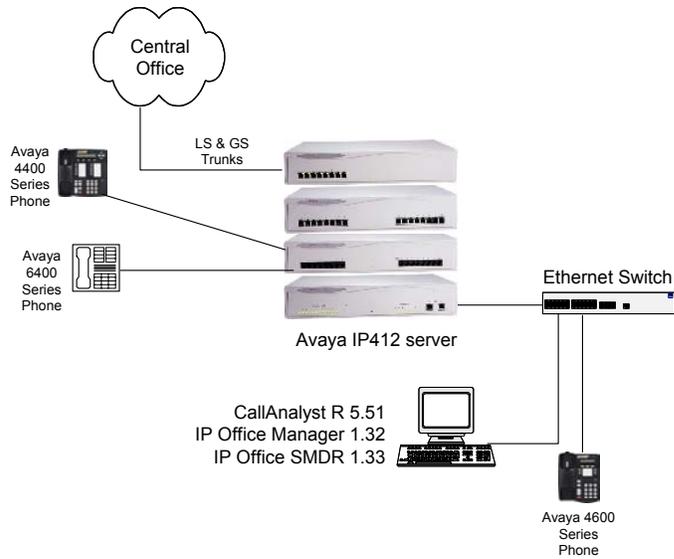


Figure 2: IP412 Server SMDR Configuration

2. Equipment and Software Validated

Equipment	Software
Avaya™ IP403 Server	R 1.3 (32)
Avaya™ IP412 Server	R 1.3 (32)
Avaya™ IP Office SMDR	1.0.4
TriVium CallAnalyst	V 5.51

3. Install and Configure IP Office SMDR

1. Insert the IP Office Administration CD into the CD Drive. If the CD should auto-start, cancel it.
 - Open **My Computer** and select the CD Drive containing the Administration CD

- Right click on the CD Drive and select **Explore**
 - Select Admin -> SMDR
 - Double click on Setup.exe
 - Click on the **OK** button to start the installation
2. Select the required language and then click on the **OK** button.
 3. The Install Shield Wizard will start. At the Welcome screen, click on the **Next** button to continue with the installation.
 4. At the completed installation screen, click the **Finish** button to complete the installation. The log file is located in Start/Programs/IP Office/SMDR/SMDR_Output. The file name is SMDR.csv.
5. Start SMDR Call Logging:
- a) Select **My Computer -> Program Files -> Avaya -> IP Office -> SMDR**
 - b) Double click on **IPOfficeSMDR**
 - c) **Figure 3** appears.

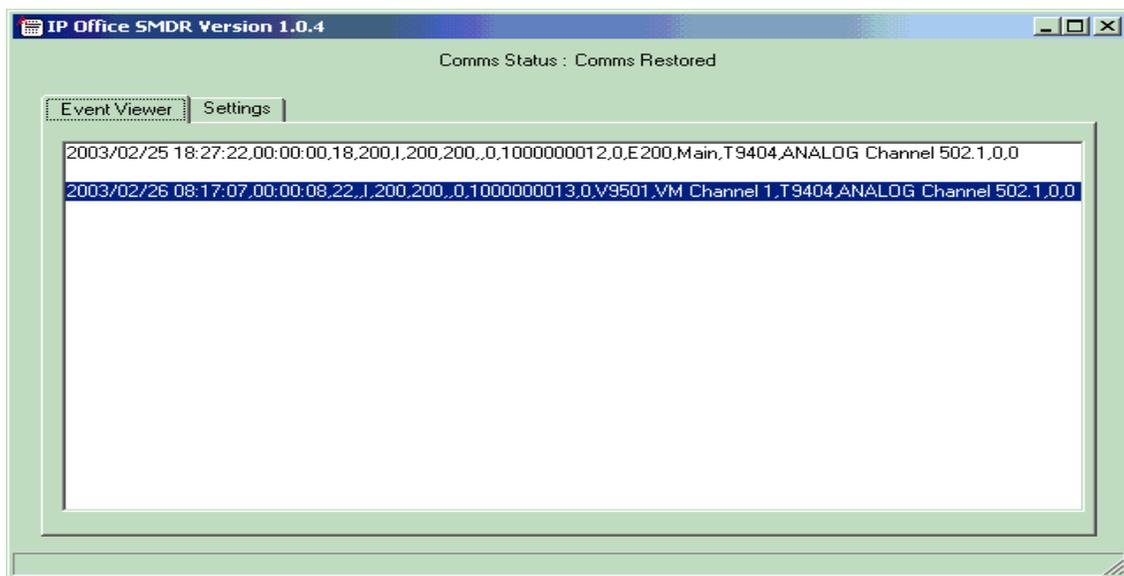


Figure 3: SMDR Status

Note: Minimize the screen. Closing this screen will turn SMDR logging off.

4. Install and Configure Trivium CallAnalyst

1. Insert the CallAnalyst CD and follow the directions in the installation wizard.
2. Select **CallAnalyst**

3. Enter local area codes and all toll free exchanges.
4. When installation is completed, run **Program Files -> TriVium -> CDM** (Call Data Manager). If prompted for license, enter the 'Site Key' (license information) given by TriVium.
5. Configure the administration parameters to match **Figure 4**

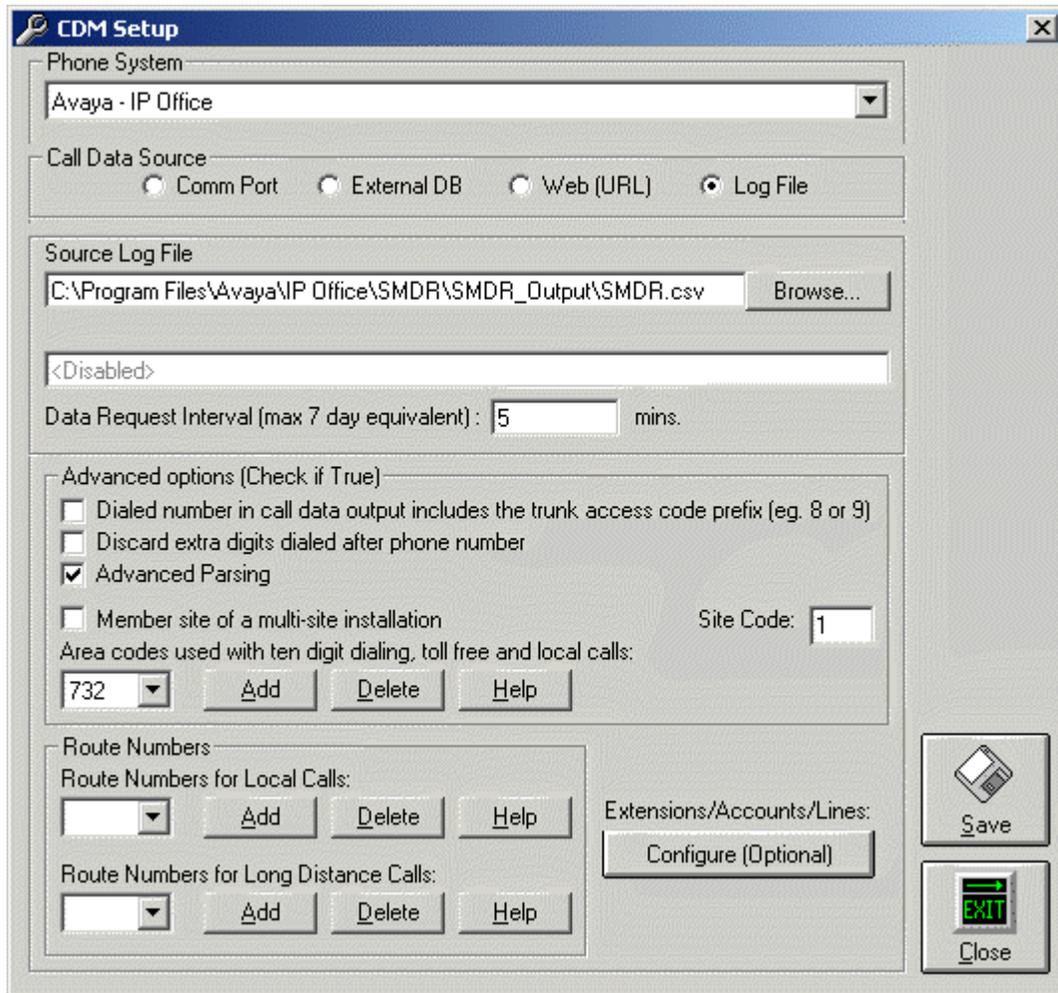


Figure 4: CallAnalyst Call Data Manager Administration Screen

Notes:

- **Data Request Interval** defines how often CallAnalyst polls the SMDR.csv file.
- **Advanced Parsing** must be checked. Since polling for SMDR.csv log file (that contains all call records for a day) could be done more than once in a day, there must be checks in place to avoid duplication of call data in CallAnalyst each time the log file is parsed. This setting instructs 'Call Data Manager' to do the necessary checks.

6. Save and close this screen.

5. Interoperability Compliance Testing

Testing was performed using the Interoperability Testing of CallAnalyst and IP Office Test Plan, Issue 1, October 25, 2002. Server software on the IP403 server is the same software base as on the IP406 server; even though the IP406 server was not tested, it is assumed that the IP406 server is supported with this application.

5.1. General Test Approach

Testing focused on feature functionality and load testing. Feature functionality testing was performed manually. The load testing was performed using a bulk call generator to generate call traffic. Call records were generated overnight and processed by CallAnalyst. All test cases passed successfully. No errors were detected.

6. Verification Steps

Perform the following steps to ensure that all components are configured correctly. These steps are performed using Trivium CallAnalyst.

1. Make a test call.
2. Right-click the green telephone in the lower task bar and select **CallAnalyst**.
3. Click on **All Calls** to see the calls.

Press the **Refresh** button. The test call will show up in the 'All Calls' window.

7. Support

For technical support of TriVium's CallAnalyst, call (503) 726-4300 or email support@triviumsys.com. For sales support, call (877) 439-9338.

8. Conclusion

TriVium's CallAnalyst has been successfully compliance tested with IP Office Server in the Developer*Connection* Program. All call records generated by the IP Office servers were properly handled by CallAnalyst.

These Application Notes provide dealers, VARs, and the Avaya sales force with the basic steps to configure the IP Office server and CallAnalyst. The steps provided should be helpful for implementing most deployments, but they do not address all configurations.

9. Additional References

The following documents can be found at <http://support.avaya.com/>:

IP Office Installation Manual, Issue 7, September 2002; Doc ID: 40DHB0002UKCL

IP Office Manager Guide, Issue 12, September 2002; Doc ID: 40DHB0002USAU

IP Office SMDR Installation and Reference Guide, Issue 1, September 2002;
Doc ID: 40DHB0002USDT

TriVium CallAnalyst documentation is located on their website <http://www.triviumsys.com>

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