

Avaya Solution & Interoperability Test Lab

Application Notes for Integrating Verint ULTRA9 VoIP Call Recording Service With Avaya Interaction Center -Issue 1.1

Abstract

Verint Ultra Intelligent Recording delivers enterprise capabilities to optimize call center quality and performance in call recording. In addition to supporting a traditional circuit interface, Verint also supports VoIP call recording service for the IP Telephony call center. These Application Notes describe the configuration steps to integrate Verint with Avaya Interaction Center. The Verint ULTRA9 server successfully completed interoperability compliance testing for the Avaya Developer*Connection* program. Information in these notes has been obtained through compliance testing and additional technical discussions. Testing was conducted via the Developer*Connection* Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

Verint Ultra Intelligent Call Recording, comprising several system components together, offers a suite of applications to manage call recording service. The Platform server is responsible for storing the "data warehouse" of multimedia interaction and interaction related information. This server defines the business rules to control what to record, what processing to apply, and how to distribute the resulting information. The Application server is an interface between the system's servers and the desktop applications. This server includes applications such as Webbased IntelliPortal, desktop management applications, agent desktop applications, and remote Internet-based workstations. The VoIP Acquisition Module (VAM) records VoIP audio via a passive network tap with Avaya Communication Manager. The IntelliLink server is the interface between the ULTRA recording system and the contact center switch or middleware software. The IntelliLink server provides CTI capability for retrieval of call-related information, including date, time, dialed number, customer's phone number, duration of call, and any other information that may be provided via CTI from the customer's data or telephone systems. This information is tagged to recorded calls, stored in the Contact Database, and used in search operations for retrieval and analysis.

1.1. Integration Overview

Figure 1 depicts an overview of the Verint Voice-over-IP Call Recording integration to Avaya IC. The Verint Connector server is installed in the Avaya Interaction Center Telephony machine to receive telephony events, and is also configured and managed by the Avaya Interaction Center Manager console. In order for the Avaya Interaction Center Manager to manage the Verint server, the customer must provide the "vespidl.pk" file to Verint for modification. Verint then modifies this file to include Verint server parameters. This file must then be copied back to the Core and Telephony servers.

For IP call recording, the call center must support IP Telephony where each agent uses an IP Phone or IP Agent. When incoming call events are directed to the Avaya Interaction Center via a route request, the Verint Connector Server receives the telephony events and passes the events to the Verint IntelliLink Server, which instructs the VAM server to record all H.323 audio sessions setup by the Avaya Communication Manager for the call. The ability to record is made possible by enabling port mirroring on the ports of the LAN switch connected to the MEDPRO and C-LAN cards.



Figure 1: Verint Integration Overview

1.2. Test Configuration

Figure 2 illustrates the configuration used during compliance testing.



Figure 2: Avaya DeveloperConnection Compliance Test Configuration

KB; Reviewed: NAB 8/2/2004

1.3. Verint Playback Overview

Verint creates a single call record (wav file) for every call in compressed G.723.1 format (5.3 Kbps) that can be played via the standard Microsoft Media Player on a Windows workstation or streamed over the Web using Microsoft Multimedia Server. If an agent transfers or creates a conference call to another monitored agent, the Verint server will create two records and transaction details for the call. **Figure 3** shows the playback utility provided by Verint to play these wav files.

Download Send				
iontact (4:57:13 PM) Segment 1 💌	Segment Inform	ation	Contact Informat	ion
egment 1/1 - (Start 4:57:13 PM)	Site Name Acquisition Module	1	Contact Analysis Exception	False
PBX ID: 32101	Channel	1	Contact ID	776217623700
	Start Time	8/29/2003 4:57:13 PM	Number of Holds Number of Transfers	0
	End Time	8/29/2003 4:57:37 PM	Total Hold Time	00:00:00
	Screen Acquisition Module	0	Start Time	4:57:13 PM
	Dialed From (ANI)	800900000		
	Dialed To (DNIS)	23000		
	Extension	24141		
	PBX ID	32101		
	Duration	00:00:23		
	Remark By			
HARD THE DEAL A. THE AT BLACK MINISTRA	Remark On			
	Remark			



2. Equipment and Software Validated

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

Equipment	Software
Avaya S8700 Media Server	R011x.01.0.060.4 (Avaya
	Communication Manager 1.2)
Avaya Interaction Center	6.0.2
Avaya 4612 IP Phone	R1.8
Avaya P333T-PWR	3.12
Verint ULTRA	Release 9.2

3. Configure the Verint Platform Server

3.1. Installing Avaya Interaction Center Configuration Tool

The Verint Platform Server requires installing Avaya Interaction Center client environment for communicating with the Avaya Interaction Center Telephony Server.

Step	Description
1.	Run the "setup.exe" file from the Avaya Interaction Installation CD.
2.	Select Servers, Design & Administration Tools.
	Avaya Interaction Center
	Interaction Center 6.0.2 Installation
	Servers, Design & Administration Tools
	Agent Site Preparation Wizard
	Readme Exit
3.	Accept the License Agreement and click Next .
4.	Click Next in the "Welcome to the InstallShield Wizard for Avaya Interaction
5	Click Next to install the software in the "C:\Program Files\Ayaya"
<u> </u>	Check the Avava Interaction Center 6.0.2 and Interaction Engine Servers only
	and click Next.
	Select the features for "Waya Interaction Center 6.0.2" you would like to install:
	Improvement of the servers Improvement of the serve
	I InstallShield ~
	< Back Next ≥ Cancel

7	Click Next in the "Avaya Interaction Center 6.0.2 will be installed in the following
<i>,.</i>	location:" screen.
8.	Click Yes on the "Ouestion" screen.
0.	Question Question Image: Sys32Update will update your System32 dll/ocx files as necessary The original files will be placed in a backup directory Okay to continue? Image: Yes Image: No
9.	Select Yes in the "Configuration Tool" screen and click Next.
10.	Check the Overwrite old config? Box. Select Client for Select Mode. Enter the IP address of the Avaya Interaction Center Core server. Leave the default value port. Click Apply Settings. Click Apply Settings.
	Exit Apply Settings Help

11.	Select Yes to continue the configuration.
12.	Click Next to complete the configuration.
13.	Select Yes, restart my system.
14.	Click Finish.

3.2. Configure the Intellilink

IntelliLink is the interface between the ULTRA recording system and the contact center switch. IntelliLink provides CTI capability to retrieve call information that is tagged to the recorded call. The following steps describe how to configure the IntelliLink to communicate with the Avaya Interaction Center.

Step	Description
1.	Run System Tools from Desktop.
	🚊 System Tools
	File Group
	Configuration General Run
	Ultra WatchDog
2	Double Click on IntelliLink
3.	Right Click on IntelliLink and select ADD .
4.	Select Avaya ECLIPS.
	Click Next.
5.	Select Avaya Interaction Center.
	Click Next .

6.	Click OK on the confirmation screen.
	Confirmation
	Confirm the following selection:
	1. Switch Name: Avaya ECLIPS 2. Protocol: Avaya Interaction Center 3. NLI disabled 4. ILA disabled
	NOTE: After confirmation you will not be able to change the selection.
	OK Cancel
7.	Select Avaya IC . Enter the login and password of the operator agent. Enter the Verint server Name as it appears in the IC Manager.
	Click Save Changes.

8.	Select Devices.				
	🗖 🛛 IntelliLink Configuration Utility				X
					- Multiple Colorian Medification
	Er IntelliLink	# Extension	i Mo	nitored	Multiple Selection Modification
	Avaya Interaction C	1 New Exter	ision Ye	S	Monitored <u>Yes</u> No
	Channel Mapping				Delete
					Extensions
					Append
					From Extension To Extension
					- File Options
					Langend Export Import
					File Name
				Þ	
					Save Changes OK
9.	Enter the station extension	on range	e and cli	ck Append .	
	IntelliLink Configuration Utility	y			
	⊡ IntelliLink	6 5 1		Manufacture of	Multiple Selection Modification
	🖻 🔶 Avaya ECLIPS (Switch1	# Extens	510N 24601	Monitored Ves	Monitored Yes No
	Avaya Interaction L	2	24601	Yes	
	Channel Mapping	3	24603	Yes	Delue 1
		4	24604	Yes	Delete
		5	24605	Yes	- Extensions
			24606	Yes	Append
		8	24608	Yes	From Extension To Extension
		9	24609	Yes	
		10	24610	Yes	
		11	24611	Yes Vec	Devices with IP
		13	24612	Yes	
		14	24614	Yes	
		15	24615	Yes	Append Export Import
		16	24616	Yes	File Name
		1			
	<>				Save Changes OK
					Save Changes OK
10.	Click Save Changes.				Save Changes OK

4. Configure Avaya Interaction Center

This section explains the file modification required to support the Verint server. It also describes how to configure the Avaya Interaction Center Manager to add the Verint server, and how to create an operator agent used by Verint server.

4.1. Copy files to Avaya Interaction Center Servers

Some files must be modified on the Verint/Avaya IC Core server. The customer must provide Verint with the Vespidl.pk file from the Interaction Center Core server (located in the "C:\Program Files\Avaya\IC60\etc" directory). Verint then modifies the Vespidl.pk file to enable Avaya Interaction Center to recognize the Verint server.

Step	Description
1.	Copy the Vespidl.pk file modified by Verint to the "C:\Program
	Files\Avaya\IC60\etc" directory where Avaya Interaction Center is installed. In
	this configuration, the Verint server is installed in the Avaya Interaction Center
	Telephony Server machine.
2.	On the Telephony Server machine, copy the following files to the "C:\Program
	Files\Avaya\IC60\bin" directory where Avaya Interaction Center is installed.
	Verint provides these files.
	VICSrv.exe
	AvayaICUtils.dll

4.2. Add the Verint server to IC

The following steps add the Verint server to Avaya Interaction Center.

Step	Description
1.	Launch the Avaya Interaction Center Manager.
2.	Select the Server tab.
3.	In the Server menu select New

			E Sei	Select or en rver Type: N	ter server type /ERINT			
			ADI					
			Alai	rm				
			Attri	ibute nder				
			CAV	Admin				
			CAS	CAServer Comhub				
			Dat	taServerDB2	!	-		
			De	escription				
					✓ Ok X Ca	ncel		
Pross	o O K							
Ente	er the l	IP address wh	ere Veri	int Con	nector is inst	alled.		
In ti In E %A	er the] he Port Executa VAYA	IP address wh t field, enter a able field, enter A_HOME% w r Editor	ere Veri vailable er %AV vith the c	int Con port. AYA_ correct	nector is inst HOME%\I directory for	alled. C 60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the 1 the Port Executa VAYA Server Seneral	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration	ere Veri vailable er %AV vith the c	int Con port. AYA_ correct	nector is inst HOME%\I directory for	alled. C 60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the 1 the Por Executa VAY Serve General Name:	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint	ere Veri vailable er %AV vith the c	int Con port. 7 AYA_ correct	nector is inst HOME%\I directory for ed Domain:	alled. C60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the 1 he Por Executa VAY Serve General Name:	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint	ere Veri vailable er %AV vith the c	int Con port. 7 AYA_ correct	nector is inst HOME%\I directory for ed Domain:	alled. C60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the] he Por Executa VAY Serve General Name: Host:	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint	ere Veri vailable er %AV vith the c	int Con port. VAYA_ correct	nector is inst HOME%\I directory for directory for Domain: Directory:	alled. C60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the] he Por Executa VAY Serve General Name: Host: Port:	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint 192.45.20.51	ere Veri vailable er %AV vith the c	int Con port. 7AYA_ correct	nector is inst HOME%\I directory for directory for Domain: Directory: Executable:	alled. C60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the] he Por Executa VAY Serve General Name: Host: Port:	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint 192.45.20.51 9005	ere Veri vailable er %AV vith the c	int Con port. VAYA_ correct	nector is inst HOME%\I directory for directory for Domain: Directory: Executable: tus:	alled. C60\bin\VICSrv.exe (replace this machine)		
	er the] he Por Executa VAYA Serve General Name: Host: Port:	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint 192.45.20.51 9005	ere Veri vailable er %AV vith the c	int Con port. VAYA_ correct	nector is inst HOME%\I directory for directory for Domain: Directory: Executable: tus:	alled. C60\bin\VICSrv.exe (replace this machine)		
In ti In E %A	er the] he Por Executa VAYA Serve General Name: Host: Port: V Use U	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint 192.45.20.51 9005 JTC Start	ere Veri vailable er %AV vith the c	int Con port. 7AYA_ correct Advance	nector is inst HOME%\I directory for directory for Domain: Directory: Executable: itus: ime:	alled. C60\bin\VICSrv.exe (replace this machine)		
	er the] he Por Executa VAYA Serve General Name: Host: Port: Use U	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint 192.45.20.51 9005 JTC Start	ere Veri vailable er %AV vith the c	Advance	nector is inst HOME%\I directory for directory for Domain: Directory: Executable: tus: ime:	alled. C60\bin\VICSrv.exe (replace this machine)		
	er the] he Por Executa VAYA Serve General Name: Host: Port: Use U Secu	IP address wh t field, enter a able field, enter A_HOME% w r Editor Configuration Verint 192.45.20.51 9005 JTC Start rity	ere Veri vailable er %AV vith the c	int Con port. VAYA_ correct Advance	nector is inst HOME%\I directory for directory for Domain: Directory: Executable: itus: ime: ime: sion:	alled. C60\bin\VICSrv.exe (replace this machine)		

Figure 4 Sector 4 Sec	Advanced	X
Name	Value	
MessageTimeout TSName	20 TS	

4.3. Update the IC ORB Server

On the "Server" tab of IC Manager, select the primary ORB servers. Right click, and select "Update". This will generate a new version of the implementation file, which must be copied to all IC clients and servers.

4.4. Copying Server Implementation and Interface Files

Copy the "Vesp.imp" (implementation file) and "Vespidl.pk" (interface file) files to the Verint Platform and Avaya IC Telephony servers. These files must be copied from the "C:\Program Files\Avaya\IC60\etc" directory of the Avaya IC Core server.

4.5. Add Verint Agent

To start the monitoring service, Verint must login to the Avaya Interaction Center as an operator. The following steps explain how to create an operator account used by Verint.

Step	Description
1	Click on the Agent tab.
2	Select Administrator.

🚽 verint@D	efault	V V	
General Cl	nannels Security Pr	operties Skills Miscella	ineous
Title	First Name *	Middle Name	Last Name *
Preferred N Employee Id	ame: * Verint	Manager : Is Manager :	
System Info	rmation	Address 📝 Notes 📷 Membership	History Information
Login Id : *	verint	Domain : *	Default 🔻
Options :		Morkers	
Task Load :	* 1	• • • • • • • • • • • • • • • • • • •	
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Disable logi Roles Administrato Support	t els <u>Security</u> Prope *** word change on login n	rties Skills Miscellane	POUS

4.6. Start the Verint server

The Avaya Interaction Center Telephony server must be started. When the IntelliLink service on the Verint Platform server starts, the Verint Connector server will start automatically.

- IC Manager Manager Tools Service	s Server H	lelp					_ 8
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Server 👤 Ager	it 🛃 Com	figuration 🚺 De	evice				
All Domains	Туре	Name	Domain	Status	Host	Port	Uptime
– 🛄 Default	DataServer	DataServerMSSQL	Default	Up	192.168.30.112	9008	23h:52m:17s
	Directory*	Directory	Default	Up	192.168.30.112	9002	23h:52m:20s
	EDU	EDUVOICE	Default	Up	192.168.30.112	9013	1h:42m:6s
	EDU	EDUEmailServer	Default	Up	192.168.30.114	9008	1d:1h:37m:
	Email	EmailServer	Default	Up	192.168.30.114	9002	1d:1h:38m:
	HTTPConn	HTTPConnectorS	Default	Up	192.168.30.112	9011	23h:52m:16s
	License	LicenseServer	Default	Up	192.168.30.112	9012	23h:52m:16s
	Notification	Notification	Default	Up	192.168.30.114	9003	23h:51m:26s
	ORB	ORB	Default	Up	192.168.30.112	9001	23h:52m:35s
	ORB	ORB_cbxb5_9001	Default	Up	192.168.30.113	9001	1d:0h:1m:5s
	ORB	ORB_cbxb6_9001	Default	Up	192.168.30.114	9001	23h:51m:40s
	Paging	Paging	Default	Up	192.168.30.114	9007	23h:51m:35s
E	Repon	Reputserver	Delault	Oþ	192.108.30.112	9010	230.5200.165
	TS	TSServerPBX31	Default	Up	192.168.30.113	9002	0s
	TsQueueSt	TsQueueStatistics	Default	Up	192.168.30.113	9003	1d:0h:1m:2s
0.000	VERINT	Verint1	Default	Up	192.168.30.113	9004	21h:1m:21s
	WACD	WebACDServer	Default	Up	192.168.30.114	9004	23h:51m:10s
► Addate	WorkFlow	WorkFlow_System	Default	Up	192.168.30.112	9006	23h:49m:55s
eady							

Figure 4: Avaya Interaction Center Manager

5. Configure Agent Phone

In order to support VoIP call recording, the agent's phone must be an IP station. The Direct IP-IP Audio Connections and IP Audio Hairpinning features on the station must be set to NO.

ep		Description	
	From the SAT terminal session, enter	er add station 24601	
	Enter the station type of an IP Phone	e (e.g. 4612)	
		c (c.g. +012).	
	Enter a name for this station.		
	add station 24601		Page 1 of 4
		STATION	
	Extension: 24601	Lock Messages? n	BCC: 0
	Type: 4612	Security Code:	TN: 1
	Port: X	Coverage Path 1:	COR: 1
	Name: Agent1	Coverage Path 2:	COS: 1
		Hunt-to Station:	
	STATION OPTIONS		
	Loss Group: 2	Personalized Ringing Pa	attern: 1
	Data Module? n	Message Lar	mp Ext: 24601
	Speakerphone: 2-way	Mute Button Er	nabled? y
	Display Language: english		
		Media Comple	ex Ext:
		IP Soft	tPhone? n

add station 24601	Page 2 of 4
	STATION
FEATURE OPTIONS	
LWC Reception: spe	Auto Select Any Idle Appearance? n
LWC Activation? y	Coverage Msg Retrieval? y
LWC Log External Calls? n	Auto Answer: none
CDR Privacy? n	Data Restriction? n
Redirect Notification? y	Idle Appearance Preference? n
Per Button Ring Control? n	
Bridged Call Alerting? n	Restrict Last Appearance? y
Active Station Ringing: single	
H.320 Conversion? n	Per Station CPN - Send Calling Number?
Service Link Mode: as-need	led
Multimedia Mode: basic	
	Display Client Redirection? n
AUDIX Name:	Select Last Used Appearance? n
Messaging Server Name:	Coverage After Forwarding? s
	Direct IP-IP Audio Connections? n
Emergency Location Ext: 24601	IP Audio Hairpinning? n

6. Configure the Avaya P333T-PWR Switches

Configuration of the LAN switches is necessary for Verint to capture all the IP traffic with the Avaya Communication Manager. Port 1 of the P333T-PWR-1 and port 1 of the P333T-PWR-2 are connected via a cross over cable and both ports are assigned with a default VLAN 1. The Verint's VAM is connected to port 24 of the P333T-PWR-1. Port 24 of the P333T-PWR-1 is assigned to mirror port 1 of the P333T-PWR-1 switch. As a result, port 24 of the P333T-PWR-1 will capture all the IP signaling and media traffic.

6.1. Configure the Avaya P333T-PWR-1

Login in to the P333T-PWR-1 and enter configuration mode.

Step	Description
1.	Assign all the ports to default VLAN 1 and configure port mirroring.
	P330-1(configure)# set port vlan 1 1/1-24
2.	P330-1(configure)# set port mirror source-port 1/1 mirror-port 1/24 sampling
	always direction both

6.2. Configure the Avaya P333T-PWR-2

Login in to the P333T-PWR-2 and enter configuration mode.

Step	Description
1.	Assign all the ports to a default VLAN 1.
	P330-2(configure)# set port vlan 1 1/1-24

7. Interoperability Compliance Testing

7.1. General Test Approach

The interoperability compliance test verified the ability for Verint to record queued calls to agents. Basic call scenarios include a simple call answer, transfer, consult transfer, conference, conference transfer, and blind transfer. The compliance test also included a load test using a call generator and automated scripting tools to simulate agent behavior.

7.2. Test Results

Verint successfully passed the feature functionality and load tests. The Verint solution successfully recorded all VoIP calls delivered to agents in the call center. For Agents using the IP Agent configuration, the "Road Warrior" mode should be selected for VoIP support. The "Telecommuter" mode does not support VoIP recording. In addition, all agents' phone stations must disable "IP Direct Call" parameter.

8. Verification Steps

The following steps verify that the Verint solution successfully monitors and records the agents' station and playback the recorded sessions.

Step	Description
1.	Run the VMRM from the System Tool in the VAM Server and double click on
	Recording Monitor.
	System Tools
	Utra WatchDog
2.	Expand the Ultra Recording Monitor.
3.	Expand the VoIP module.

MRM - [Console Root]	Ultra Recording Monito	or\¥oip\[Local]\Ur	nit 1]					
Tree Console Root	Channel Number	Channel Status Recording + Vox	Contact Duration	Last Contact 18:49:28 29/08/2003	Total	Average Durati	on IP 192.45.20.151	Compress U-Law
🖻 💞 Ultra Recording Monito	Channel 2	Recording + Vox Not Recording	::	18:49:37 29/08/2003	1	00:00:00	192.45.20.152 0.0.0.0	U-Law Unknowr
E- III [Local]	Channel 4	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknown
	Channel 6	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknown
	Channel 7	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknowr Unknowr
	Channel 9	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknown
	Channel 11	Not Recording	::		0	00:00:00	0.0.0.0	Unknown
	Channel 12 Channel 13	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknowr Unknowr
	Channel 14	Not Recording	:		0	00:00:00	0.0.0.0	Unknown
	Channel 16	Not Recording	:	::	ō	00:00:00	0.0.0.0	Unknowr
	Channel 17	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknowr
	Channel 19 Channel 20	Not Recording	:	:	0	00:00:00 00:00:00	0.0.0.0	Unknowr Unknowr
	Channel 21	Not Recording	::		0	00:00:00	0.0.0.0	Unknow
	Channel 22 Channel 23	Not Recording Not Recording	::	::	0	00:00:00 00:00:00	0.0.0.0	Unknowr Unknowr
	Channel 24	Not Recording	::	:	0	00:00:00	0.0.0.0	Unknown
	Channel 26	Not Recording		::	0	00:00:00	0.0.0.0	Unknow
	Channel 27 Channel 28	Not Recording Not Recording	::	::	0	00:00:00 00:00:00	0.0.0.0 0.0.0.0	Unknowr Unknowr
	Channel 29	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknow
	Channel 31	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknow
	Channel 32 Channel 33	Not Recording Not Recordina	::	::	0	00:00:00 00:00:00	0.0.0.0	Unknow Unknow
	Channel 34	Not Recording	:		0	00:00:00	0.0.0.0	Unknow
	Channel 36	Not Recording	::	::	0	00:00:00	0.0.0.0	Unknow
		Not Decording	:	::	0	00:00:00	0.0.0.0	Unknowr
To replay the replacement of the replaceme	recording s	session o a sound c	f agent1 card and	l and agent2, l speaker.	, acce	ess the A	application	n serv
To replay the website from a	recording s	session o a sound o	f agent] card and	l and agent2, l speaker.	, acce	ess the A	Application	n serv
To replay the r website from a	Channel 37	session o a sound o	f agent1 card and	l and agent2, l speaker.	, acce	ess the A	application	n serv
To replay the n website from a	Channel 37	Session o a sound o lorer	f agent l card and	l and agent2, l speaker.	, ассе	ess the A	Application	n serv
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9. Support

Verint provides a toll free technical support number. For technical support call 1-800-4-VERINT.

10. Conclusion

This compliance test verified that the Verint Ultra Call Recording solution successfully integrated with Avaya Interaction Center. By integrating with Avaya Interaction Center, Verint has enabled its server to be managed by Avaya Interaction Center Manager. Verint Ultra supports call recording using a traditional telephony interface as well as VoIP using H.323 protocol. These Application Notes focus on the VoIP configuration.

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