



Avaya Solution & Interoperability Test Lab

Application Notes for Calabrio One R11 with Avaya Aura® Communication Manager R8.1 and Avaya Aura® Application Enablement Services R8.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for the Calabrio One solution to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services.

Calabrio One uses the Avaya Aura® Application Enablement Services Device, Media and Call Control (DMCC) and System Management Service (SMS) services to capture real-time CTI data and RTP streams from Avaya Aura® Communication Manager to produce recordings of phone activity for agents and knowledge workers.

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

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

1. Introduction

Calabrio One (Calabrio) is a contact center and knowledge worker-oriented recording solution that uses the Avaya Aura® Application Enablement Services (AES) System Management Services (SMS) and Device, Media and Call Control (DMCC) interfaces.

Before Calabrio can start recording, it establishes a client connection with AES performs a SMS service query to obtain the list of agents and stations configured in Avaya Aura® Communication Manager (Communication Manager).

The application uses the SMS to populate database information in the Calabrio system. The information collected are, list operation on Agent model, list and display operations on Station model and list operation on Hunt Group model.

The Calabrio DMCC integration works by using two supported DMCC methods, Single Step Conference and Multiple Registration, to capture the media for recording. The Single Step Conference method is used for users with Avaya SIP and Analog telephones, and the Multiple Registration method is used for users with Avaya H.323 and Digital telephones.

2. General Test Approach and Test Results

The compliance test focused on the ability for calls to be recorded. Calls were manually placed from the public switched telephone network (PSTN) directly to and from recorded devices, and to VDN or Skill group extension. For each recorded station in a call, there is one recording generated. Once a call is completed, the recordings are reviewed for their quality, completeness (number of recordings beginning to end, etc.), and accuracy of tagging information (owner, calling party, called party, etc).

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The compliance test validated the ability of Calabrio to successfully record calls routed to and from Analog, Digital, and IP endpoints as well as softphone clients. Common call scenarios including hold/resume, mute/unmute, transfer, and conference were exercised during the test. Additional tests included the ability to monitor live calls associated with a recorded station.

Additionally, serviceability testing was performed to confirm the ability for Calabrio to recover from common outages such as network outages and server reboots.

2.2. Test Results

All test cases passed with the following observations.

- Calling Number column is populated with the actual Called Number data for a blind conference call recording.

2.3. Support

Technical support on Calabrio can be obtained through the following:

- Phone: +1 (763) 592-4680 or +1 (800) 303-1248
- Web: <http://calabrio.com/about-calabrio/services/>
- Email: calabriosupport@calabrio.com

3. Reference Configuration

Figure 1 illustrates the compliance test configuration consisting of:

- Avaya Aura® Communication Manager
- Avaya Aura® Application Enablement Services
- Avaya Endpoints
- Calabrio One server installed on a standalone machine

Calls routed to and from Communication Manager used PRI trunks to connect to the PSTN.

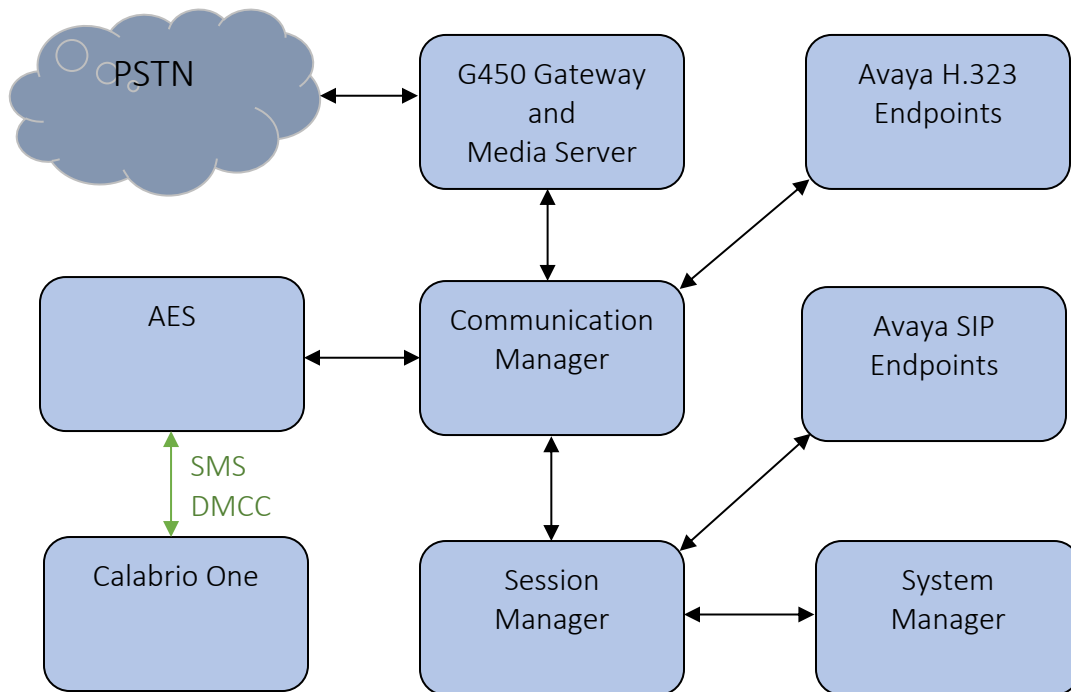


Figure 1 – Calabrio One Compliance Test Configuration

4. Equipment and Software Validated

The following equipment and version were used in the reference configuration described above:

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running on virtualized environment	8.1.0.1.1.890.25517 (R018x.01.0.890.0)
Avaya Aura® Application Enablement Services running on virtualized environment	8.1.0.0.0.9-1
Avaya Aura® Session Manager running on virtualized environment	8.1.0.0.810007
Avaya Aura® System Manager running on virtualized environment	8.1.0.0.733078
Avaya Aura® Media Server running on virtualized environment	8.0.1.121
Avaya G450 Media Gateway	41.9.0
Avaya IP Endpoints <ul style="list-style-type: none">• 9608 (H.323)• J169 (H.323)• 9641GS (SIP)• J179 (SIP)	6.8.2 6.8.2 7.1.6.1 4.0.2.1
Avaya 9404 Digital Telephone	17.0
Avaya 6210 Analog Telephone	-
Desktop PC running Avaya One-X® Communicator (H.323)	6.2.14 SP14
Calabrio Recording and Quality Management running on Windows 2016 Server <ul style="list-style-type: none">• Avaya DMCC SDK• Java Development Kit	11.0.3.409 7.0 1.8

5. Configure Avaya Aura® Communication Manager

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

- Verify Feature and License for the integration
- Administer Communication Manager System Features
- Administer IP Services for Application Enablement Services
- Administer Computer Telephony Integration (CTI) Link
- Add SMS User Account
- Verify Recorded Extensions
- Add Virtual Stations

All the configuration changes in this section for Communication Manager are performed through the System Access Terminal (SAT) interface. For more details on configuring Communication Manager, refer to the Avaya product documentation in **Section 10**.

5.1. Verify Feature and License

Enter the **display system-parameters customer-options** command and ensure that **Computer Telephony Adjunct Links** is set to **y**. If this option is not set to **y**, contact the Avaya sales team or business partner for a proper license file.

```
display system-parameters customer-options                               Page 4 of 12
                                OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y      Audible Message Waiting? y
Access Security Gateway (ASG)? n          Authorization Codes? y
Analog Trunk Incoming Call ID? y          CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y    CAS Main? n
Answer Supervision by Call Classifier? y    Change COR by FAC? n
ARS? y      Computer Telephony Adjunct Links? y
ARS/AAR Partitioning? y      Cvg Of Calls Redirected Off-net? y
ARS/AAR Dialing without FAC? y      DCS (Basic)? y
ASAI Link Core Capabilities? n      DCS Call Coverage? y
ASAI Link Plus Capabilities? n      DCS with Rerouting? y
Async. Transfer Mode (ATM) PNC? n
Async. Transfer Mode (ATM) Trunking? n    Digital Loss Plan Modification? y
ATM WAN Spare Processor? n            DS1 MSP? y
ATMS? y      DS1 Echo Cancellation? y
Attendant Vectoring? y
```

(NOTE: You must logoff & login to effect the permission changes.)

5.2. Administer Communication Manager System Features

Enter the **change system-parameters features** command and ensure that on page 5 **Create Universal Call ID (UCID)** is enabled and a relevant **UCID Network Node ID** (1 was used in the test) is defined. Also ensure that on page 13 that **Send UCID to ASAI** is set to **y**. Calabrio relies on UCID to track complex calls (Transfers and Conferences).

```
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: 1
```

```
change system-parameters features                                     Page 13 of  19
                                FEATURE-RELATED SYSTEM PARAMETERS

CALL CENTER MISCELLANEOUS
  Callr-info Display Timer (sec): 10
                                Clear Callr-info: next-call
  Allow Ringer-off with Auto-Answer? n

  Reporting for PC Non-Predictive Calls? n

  Agent/Caller Disconnect Tones? n
  Interruptible Aux Notification Timer (sec): 3
  Zip Tone Burst for Callmaster Endpoints: double

ASAI
                                Copy ASAI UUI During Conference/Transfer? n
                                Call Classification After Answer Supervision? n
                                Send UCID to ASAI? y
                                For ASAI Send DTMF Tone to Call Originator? y
  Send Connect Event to ASAI For Announcement Answer? n
  Prefer H.323 Over SIP For Dual-Reg Station 3PCC Make Call? n
```

5.3. Administer IP-Services for Application Enablement Services

Add an IP Services entry for Application Enablement Services as described below:

- Enter the **change ip-services** command.
- In the **Service Type** field, type **AESVCS**.
- In the **Enabled** field, type **y**.
- In the **Local Node** field, type the Node name **procr** for the Processor Ethernet Interface.
- In the **Local Port** field, use the default of **8765**.
- Note that in installations using CLAN connectivity, each CLAN interface would require similar configuration.

change ip-services					Page	1 of	3
IP SERVICES							
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port		
AESVCS	y	procr	8765				

On Page 3 of the IP Services form, enter the following values:

- In the **AE Services Server** field, type the host name of the Application Enablement Services server.
- In the **Password** field, type the same password to be administered on the Application Enablement Services server in **Section 6.1**.
- In the **Enabled** field, type **y**.

change ip-services				Page	3 of	3
AE Services Administration						
Server ID	AE Services Server	Password	Enabled	Status		
1:	aes81	*	y	in use		

5.4. Administer Computer Telephony Integration (CTI) Link

Enter the **add cti-link <link number>** command, where **<link number>** is an available CTI link number.

- In the **Extension** field, type a valid extension.
- In the **Type** field, type **ADJ-IP**.
- In the **Name** field, type a descriptive name.

add cti-link 1		Page 1 of 3	
CTI LINK			
CTI Link: 1			
Extension: 59999			
Type: ADJ-IP			
		COR: 1	
Name: CTI 1			
Unicode Name? n			

5.5. Add SMS User Account

Calabrio uses the Application Enablement Services SMS interface to query for administered Stations and Agents for use in administering the application.

A privileged user was used in this test. Access the System Management Interface by typing the IP address of Communication Manager in the URL of a web browser. Login using proper credentials and navigate to **Administration → Server (Maintenance)**. The **Administration/Server (Maintenance)** screen is seen as shown below. Create a user account on Communication Manager by navigating to the **Administer Accounts** page under **Security** from the left-hand pane and selecting the radio button **Add Login** and **Privileged Administrator**. Click **Submit** to continue the process.

The screenshot displays the 'Administration / Server (Maintenance)' interface. The left-hand pane shows a navigation menu with categories: Server, Server Configuration, Server Upgrades, IPSI Firmware Upgrades, Data Backup/Restore, and Security. The 'Security' category is expanded, showing 'Administrator Accounts' as the selected option. The main content area is titled 'Administrator Accounts' and includes a description: 'The Administrator Accounts SMI pages allow you to add, delete, or change administrator logins and Linux groups.' Below this, a 'Select Action:' section contains several radio buttons and dropdown menus. The 'Add Login' radio button is selected, and the 'Privileged Administrator' option is chosen. Other options include 'Unprivileged Administrator', 'SAT Access Only', 'Web Access Only', 'CDR Access Only', 'Business Partner Login (dadmin)', 'Business Partner Craft Login', and 'Custom Login'. Below these are three rows for 'Change Login', 'Remove Login', and 'Lock/Unlock Login', each with a 'Select Login' dropdown. There are also 'Add Group' and 'Remove Group' options with a 'Select Group' dropdown. At the bottom, there are 'Submit' and 'Help' buttons.

Help Log Off Administration This Server:

Administration / Server (Maintenance)

Server

- Status Summary
- Process Status
- Shutdown Server
- Server Date/Time
- Software Version

Server Configuration

- Server Role
- Network Configuration
- Static Routes
- Display Configuration
- Time Zone Configuration
- NTP Configuration

Server Upgrades

- Manage Updates

IPSI Firmware Upgrades

- IPSI Version
- Download IPSI Firmware
- Download Status
- Activate IPSI Upgrade
- Activation Status

Data Backup/Restore

- Backup Now
- Backup History
- Schedule Backup
- Backup Logs
- View/Restore Data
- Restore History

Security

- Administrator Accounts**
- Login Account Policy
- Change Password
- Login Reports

Administrator Accounts

The Administrator Accounts SMI pages allow you to add, delete, or change administrator logins and Linux groups.

Select Action:

☒ Add Login

- ☒ Privileged Administrator
- ☐ Unprivileged Administrator
- ☐ SAT Access Only
- ☐ Web Access Only
- ☐ CDR Access Only
- ☐ Business Partner Login (dadmin)
- ☐ Business Partner Craft Login
- ☐ Custom Login

☐ Change Login

☐ Remove Login

☐ Lock/Unlock Login

☐ Add Group

☐ Remove Group

The **Administrator Accounts -- Add Login** screen is displayed. Enter a name to the **Login name** field and enter desired password.

Administrator Accounts -- Add Login: Privileged Administrator

This page allows you to add a login that is a member of the **SUSERS** group. This login has the greatest access privileges in the system next to root.

Login name	<input type="text" value="calabrio"/>
Primary group	<input type="text" value="susers"/>
Additional groups (profile)	<input type="text" value="prof18"/>
Linux shell	<input type="text" value="/bin/bash"/>
Home directory	<input type="text" value="/var/home/calabrio"/>
Lock this account	<input type="checkbox"/>
SAT Limit	<input type="text" value="none"/>
Date after which account is disabled-blank to ignore (YYYY-MM-DD)	<input type="text"/>
Enter password	<input type="password" value="....."/>
Re-enter password	<input type="password" value="....."/>
Force password change on next login	<input checked="" type="radio"/> No <input type="radio"/> Yes
<input type="button" value="Submit"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

Though a Privileged Administrator account was used, a new user profile can be added to limit permissions. Use the **add user-profile next** command to add a new user profile. Set the **Shell Access**, **Call Center B**, **Features C**, and **Stations M** to **y**.

```

add user-profile next                                     Page 1 of 41
                                USER PROFILE 20

User Profile Name: Calabrio

    This Profile is Disabled? n                      Shell Access? y
Facility Test Call Notification? n      Acknowledgement Required? n
    Grant Un-owned Permissions? n                      Extended Profile? n

    Name          Cat Enbl          Name          Cat Enbl
    Adjuncts A    n                Routing and Dial Plan J    n
    Call Center B  y                Security K    n
    Features C    y                Servers L    n
    Hardware D    n                Stations M    y
    Hospitality E  n                System Parameters N    n
    IP F          n                Translations O    n
    Maintenance G  n                Trunking P    n
Measurements and Performance H    n                Usage Q    n
    Remote Access I  n                User Access R    n

```

5.6. Verify Recorded Extensions

For H.323 and Digital stations that will be recorded, enable **IP Softphone** as shown below, which will be used by Calabrio to correspond to the Multiple Registration recording method. Calabrio needs to know the **Security Code** in order to successfully register, ensure that security codes are set to the same value for these stations; however, check with Calabrio for alternatives if necessary.

For SIP and Analog stations that will be recorded, leave the **IP Softphone** setting disabled, which will be used by Calabrio to correspond to the Single Step Conference recording method.

Use the **display station n** command to verify information, or **change station n** to make changes if necessary.

Note that all SIP station configurations need to be completed via System Manager.

change station 70001		Page 1 of 5
STATION		
Extension: 70001	Lock Messages? n	BCC: 0
Type: 9641	Security Code: *	TN: 1
Port: S000000	Coverage Path 1: 98	COR: 1
Name: Black Panther	Coverage Path 2:	COS: 1
Unicode Name? n	Hunt-to Station:	Tests? y
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 50001	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english	Button Modules: 0	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

5.7. Add Virtual Stations

Virtual stations are used by Calabrio to do Single Step Conference based call recording for SIP and Analog stations. Add a virtual station using the **add station <n>** command; where <n> is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields. Note that the number of virtual stations configured should be equal to the number of stations that will be recorded simultaneously.

- In the **Type** field, enter a station type such as **9608**.
- In the **Name** field, enter a name containing the **DMCC** string (e.g. **DMCC Station 1**). Calabrio uses the DMCC prefix string to identify virtual stations.
- In the **Security Code** field, enter a desired value.
- Set the **IP SoftPhone** field to **y**.


display station 77001		Page 1 of 5
STATION		
Extension: 77001	Lock Messages? n	BCC: 0
Type: 9608	Security Code: *	TN: 1
Port: S000083	Coverage Path 1:	COR: 1
Name: DMCC Station 1	Coverage Path 2:	COS: 1
Unicode Name? n	Hunt-to Station:	Tests? y
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 71001	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:	Button Modules: 0	
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

6. Configure Avaya Aura® Application Enablement Services

All administration of Application Enablement Services is performed via a web browser. Enter <https://<ip-addr>> in the URL field of a web browser where <ip-addr> is the IP address of the Application Enablement Services server. After a login step, the **Welcome to OAM** page is displayed. Note that all navigation is performed by clicking links in the Navigation Panel on the left side of the screen, context panels will then appear on the right side of the screen.

The procedures fall into the following areas:

- Configure Communication Manager Switch Connections
- Configure Calabrio User
- Confirm TSAPI and DMCC Licenses

 **Application Enablement Services**
Management Console

Welcome: User cust
Last login: Tue Sep 3 12:52:17 2019 from 10.64.10.47
Number of prior failed login attempts: 0
HostName/IP: aes81/10.64.110.215
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 8.1.0.0.0.9-1
Server Date and Time: Tue Sep 03 15:33:07 MDT 2019
HA Status: Not Configured

Home

Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management
- ▶ Utilities
- ▶ Help

Welcome to OAM

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

6.1. Configure Communication Manager Switch Connections

To add links to Communication Manager, navigate to the **Communication Manager Interface** → **Switch Connections** page and enter a name for the new switch connection (e.g. **cm15014**) and click the **Add Connection** button (not shown). The **Connection Details** screen is shown. Enter the **Switch Password** configured in **Section 5.3** and check the **Processor Ethernet** box if using the **procr** interface. Click **Apply**.

The screenshot shows the 'Communication Manager Interface | Switch Connections' header. On the left is a navigation menu with options: AE Services, Communication Manager Interface (selected), Switch Connections (selected), Dial Plan, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled 'Connection Details - cm81'. It contains the following fields and options:

- Switch Password: [password field]
- Confirm Switch Password: [password field]
- Msg Period: 30 Minutes (1 - 72)
- Provide AE Services certificate to switch: ☐
- Secure H323 Connection: ☐
- Processor Ethernet: ☒
- Buttons: Apply, Cancel

The display returns to the **Switch Connections** screen which shows that the **cm15014** switch connection has been added.

The screenshot shows the 'Communication Manager Interface | Switch Connections' header. On the left is the same navigation menu as in the previous screenshot. The main content area is titled 'Switch Connections'. It includes an 'Add Connection' button and a table of existing connections:

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> cm81	Yes	30	1

Below the table are several action buttons: Edit Connection, Edit PE/CLAN IPs, Edit H.323 Gatekeeper, Delete Connection, and Survivability Hierarchy.

Click the **Edit PE/CLAN IPs** button on the **Switch Connections** screen to configure the **procr** or **CLAN IP** Address(es). The **Edit Processor Ethernet IP** screen is displayed. Enter the IP address of the **procr** interface and click the **Add/Edit Name or IP** button.

Name or IP Address	Status
10.64.110.213	In Use

6.2. Configure Calabrio User

In the Navigation Panel, select **User Management** → **User Admin** → **Add User**. The **Add User** panel will display as shown below. Enter an appropriate **User Id**, **Common Name**, **Surname**, and **User Password**. Select **Yes** from the **CT User** dropdown list.

Click **Apply** (not shown) at the bottom of the pages to save the entry.

If the Security Database (SDB) is enabled on Application Enablement Services, set the Calabrio user account to Unrestricted Access to enable any device (station, ACD extension, DMCC virtual station) to be used implicitly. This step avoids the need to duplicate administration.

Navigate to **Security → Security Database → CTI Users → List All Users** and select the **calabrio** user and click **Edit**.

Security | Security Database | CTI Users | List All UsersHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▼ Security

▶ Account Management

▶ Audit

▶ Certificate Management

Enterprise Directory

▶ Host AA

▶ PAM

▼ Security Database

▪ Control

▣ CTI Users

▪ List All Users

CTI Users

User ID	Common Name	Worktop Name	Device ID
<input checked="" type="radio"/> calabrio	calabrio	NONE	NONE

EditList All

On the **Edit CTI User** panel, check the **Unrestricted Access** box and click the **Apply Changes** button. Click **Apply** when asked to confirm the change on the **Apply Changes to CTI User Properties** dialog (not shown).

Security | Security Database | CTI Users | List All Users**Home | Help | Logout**

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▼ Security

▶ Account Management

▶ Audit

▶ Certificate Management

Enterprise Directory

▶ Host AA

▶ PAM

▼ Security Database

▪ Control

Edit CTI User

User Profile:

User IDcalabrio

Common Namecalabrio

Worktop Name

NONE ▾

Unrestricted Access☒

Call and Device Control:

Call Origination/Termination and Device Status

None ▾

Call and Device Monitoring:

Device Monitoring

None ▾

Calls On A Device Monitoring

None ▾

Call Monitoring☐

Routing Control:

Allow Routing on Listed Devices

None ▾

Apply Changes

Cancel Changes

6.3. Confirm TSAPI and DMCC Licenses

Calabrio uses a DMCC (**VALUE_AES_DMCC_DMC**) license for each recording port. Additionally, a TSAPI Basic (**VALUE_AES_TSAPI_USERS**) license is used for each agent station being monitored. If the licensed quantities are not sufficient for the implementation, contact the Avaya sales team or business partner for a proper license file.

From the left pane menu on Application Enablement Services Management Console, click **Licensing → WebLM Server Access** (not shown). A **Web License Manager** login window is displayed (not shown). Enter proper credentials to log in. Click **Licensed products → APPL_ENAB → Application_Enablement** from the left pane. The Application Enablement Services license is displayed in the right pane. Ensure that there are enough **Device Media and Call Control** and **TSAPI Simultaneous Users** licenses available.

WebLM Home

Install license

Licensed products

APPL_ENAB

▼ Application_Enablement

View license capacity

View peak usage

ASBCE

► Session_Border_Controller_E_AE

CE

► COLLABORATION_ENVIRONMENT

COMMUNICATION_MANAGER

► Call_Center

► Communication_Manager

► Dialog_Designer

MESSAGING

► Messaging

MSR

► Media_Server

ORCHESTRATION_DESIGNER_IDE

► Orchestration_Designer_IDE

POM

► POM

PRESENCE_SERVICES

► Presence_Services

SYSTEM_MANAGER

► System_Manager

Application Enablement (CTI) - Release: 8 - Stand

You are here: Licensed Products > Application_Enablement > View License Capacity

License installed on: July 18, 2019 3:10:38 PM -06:00

License File Host IDs:

Licensed Features

13 Items Show All

Feature (License Keyword)	Expiration date	Licensed capacity
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	100
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	100
AES HA LARGE VALUE_AES_HA_LARGE	permanent	100
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	100
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	100
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	100
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	100
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	100
DLG VALUE_AES_DLG	permanent	100
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	100
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	100

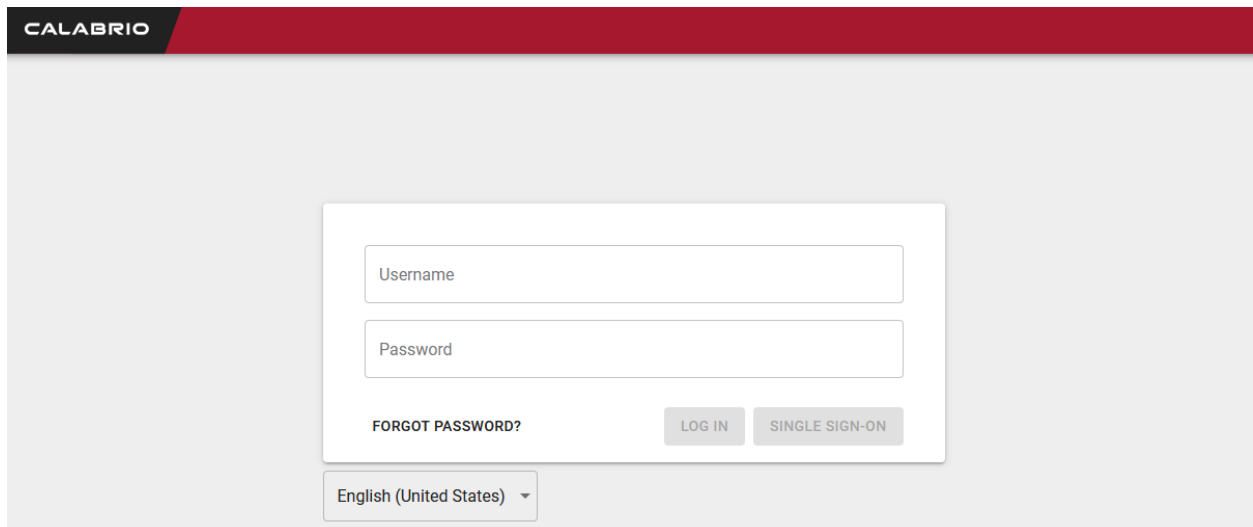
7. Configure Calabrio One

The initial configuration of the Calabrio server is typically performed by Calabrio technicians or authorized installers. These Application Notes will only cover the steps necessary to configure the Calabrio solution to interoperate with Communication Manager and Application Enablement Services. Configuration in this section was performed with the assistance from a Calabrio engineer.

The steps include:

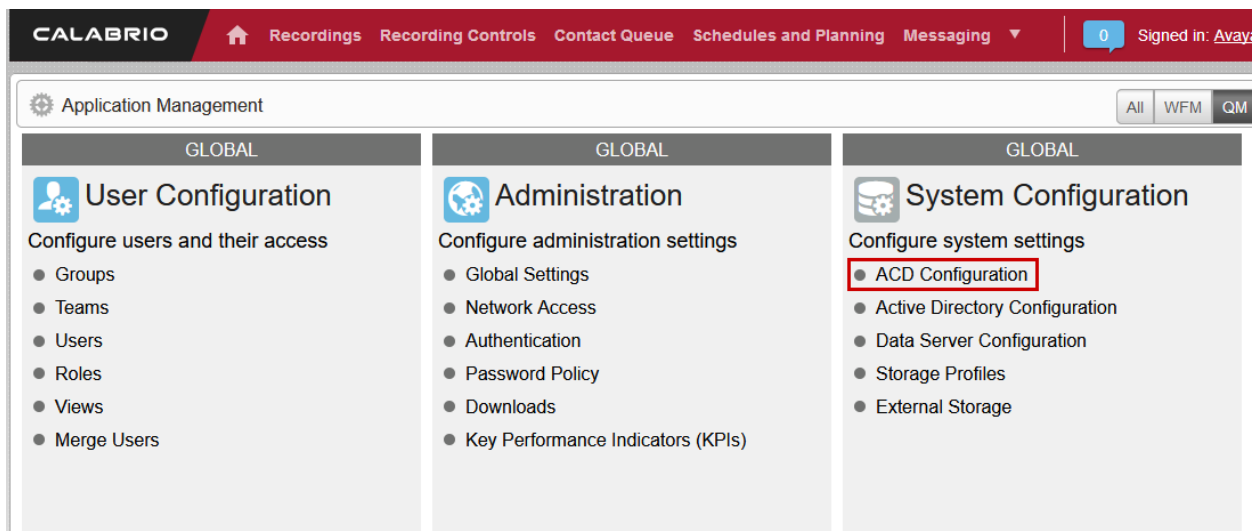
- Configuration of the Application Enablement Interfaces – SMS
- Installation of the Data Server
- Configuration of the Data Server
- Configuration of the Application Enablement Interfaces – DMCC
- Configuration of Device Associations

The configuration of the Calabrio server is performed using Calabrio One web interface. Access the web interface via a browser to the IP Address of Calabrio One server. Log on using appropriate credentials.

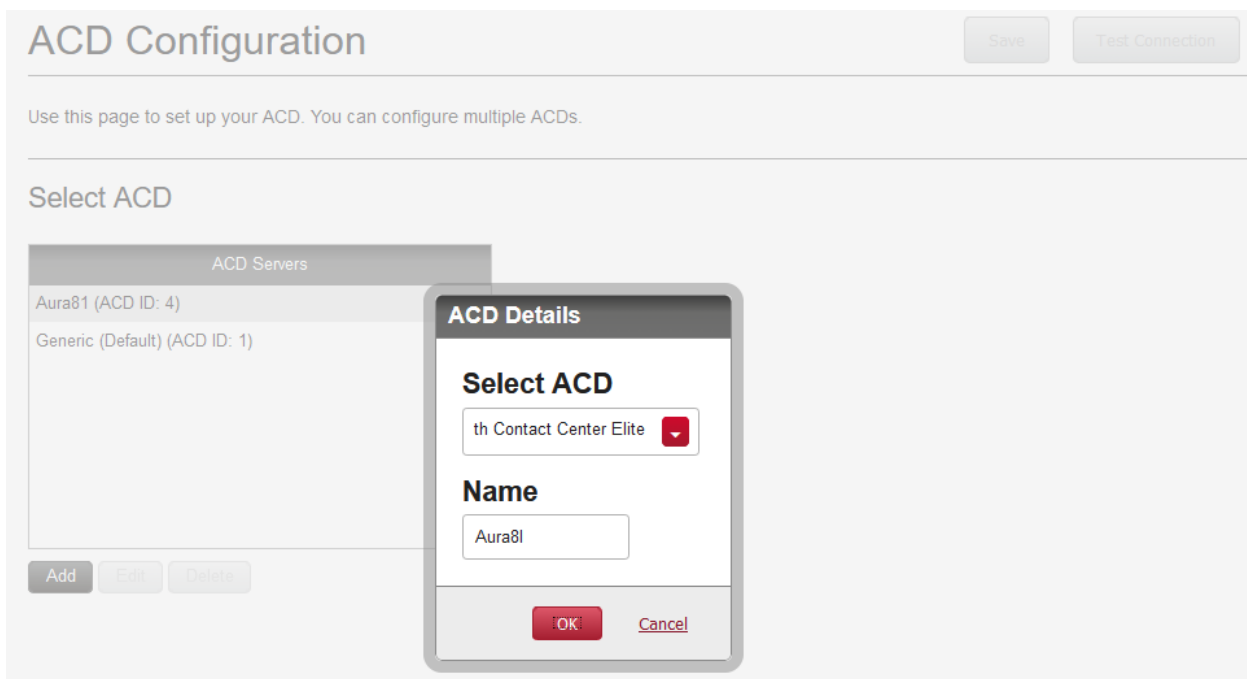
The image shows the Calabrio One web interface login page. At the top, there is a dark red header bar with the word "CALABRIO" in white. Below the header, the main content area is light gray. In the center, there is a white login form with a subtle shadow. The form contains two input fields: "Username" and "Password". Below the "Password" field, there is a link that says "FORGOT PASSWORD?". To the right of this link are two buttons: "LOG IN" and "SINGLE SIGN-ON". Below the login form, there is a language selection dropdown menu showing "English (United States)" with a downward arrow.

7.1. Configuration of the Application Enablement Interfaces – SMS

From the **Dashboard**, navigate to **Application Management** → **ACD Configuration**.



On the **ACD Configuration** page, select **Add** to add a new ACD. Select **Avaya CM with Contact Center Elite** from the **Select ACD** drop down menu and type in a **Name** for the ACD.



Configure the ACD as shown below:

- **SMS SERVER URL:** Type in the SMS Server URL for the AES.
- **COMMUNICATION MANAGER IP ADDRESS:** Communication Manager IP Address
- **COMMUNICATION MANAGER LOGIN & PASSWORD:** As configured in **Section 5.5**
- **VIRTUAL EXTENSION PREFIX:** Type in **DMCC**

Add the other configuration as instructed by a Calabrio. Select **Save** once done.

ACD Configuration

Save

Test Connection

Avaya CM with Contact Center Elite Configuration

AE Services SMS Information.

SMS SERVER URL

https://10.64.110.215

Avaya Communication Manager Information

Avaya Communication Manager Information

COMMUNICATION MANAGER IP ADDRESS

10.64.110.213

COMMUNICATION MANAGER LOGIN

calabrio

COMMUNICATION MANAGER PASSWORD

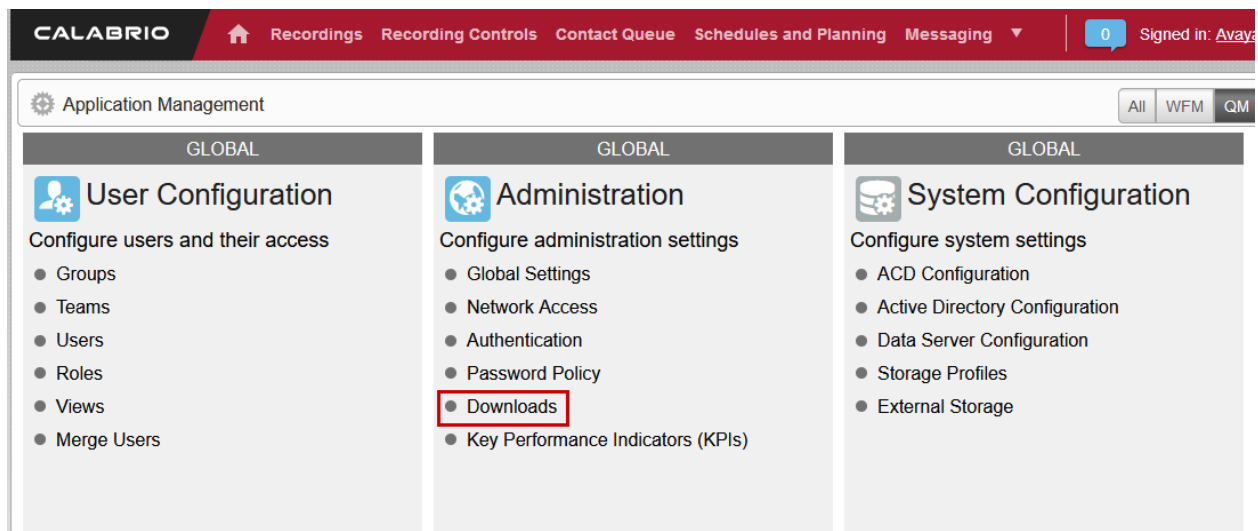
.....

VIRTUAL EXTENSION PREFIX

DMCC

7.2. Installation of the Data Server

From the **Application Management** page, select **Downloads**.



From the **Downloads** page, select **Calabrio One Data Server** to download the Data Server. Install the Data Server on the Calabrio One server.

Downloads

Use this page to access the Calabrio ONE installers available to you. Click the desired installer to download it and follow the instructions in the installation wizard.

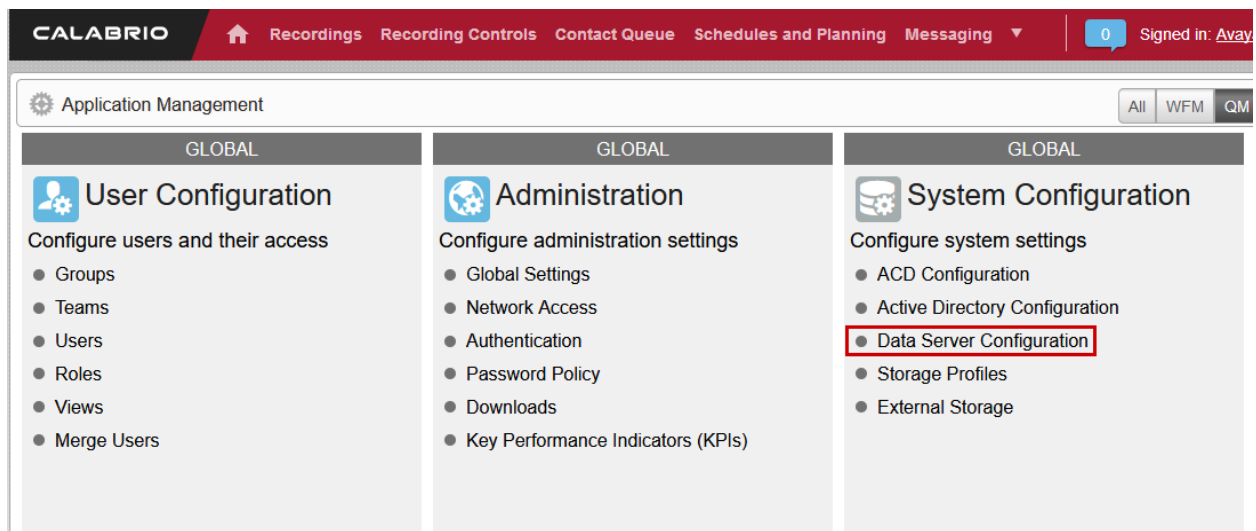
Available Installers

[Calabrio One Data Server](#)

[Calabrio One Smart Desktop](#)

7.3. Configuration of the Data Server

Navigate to **Application Management** → **Data Server Configuration**.



On the **Data Server Configuration** page, select the name of the Data Server to be configured. Check box for **Enable Sync** and choose the ACD configured in previous step to retrieve the data from.

Data Server Configuration

[Save](#)[Test Connection](#)[Remove](#)

Select Data Server Configuration



Display Name

Regional Data Server ACD Sync Settings

☒ Enable Sync

Basic Filter	
Available	Assigned
Generic (Default)	Aura81

Continuing from above, check box for **Enable Capture (not shown)**, **Enable Device Sync (not shown)**, **Enable CTI Signaling** and type in the IP Address of Data Server being configured. Check box for **Enable Audio Recording**. Enter the IP Address of the Recording server and the path to where recordings should be sent to for processing.

Note: The Data Server can be installed on multiple machines and the functions split between them to increase performance. For this testing, the Data Server was installed on the same server running Calabrio One.

Select **Test Connection** to test this configuration, followed by **Save**.

Data Server Configuration

Save

Test Connection

Remove

☒ Enable CTI Signaling

Enter the hostname or IP Address of the Data Server where this signaling service is installed. Note: the address needs to be accessible by the client d

10.64.110.73

Recording Capture Server Settings

Use for recording calls instead of/in addition to using SmartDesktop

☒ Enable Audio Recording

Enter the hostname or IP Address of the Data Server where this capture/voice record server is installed/listening. Note: the address needs to be acce: the client desktops.

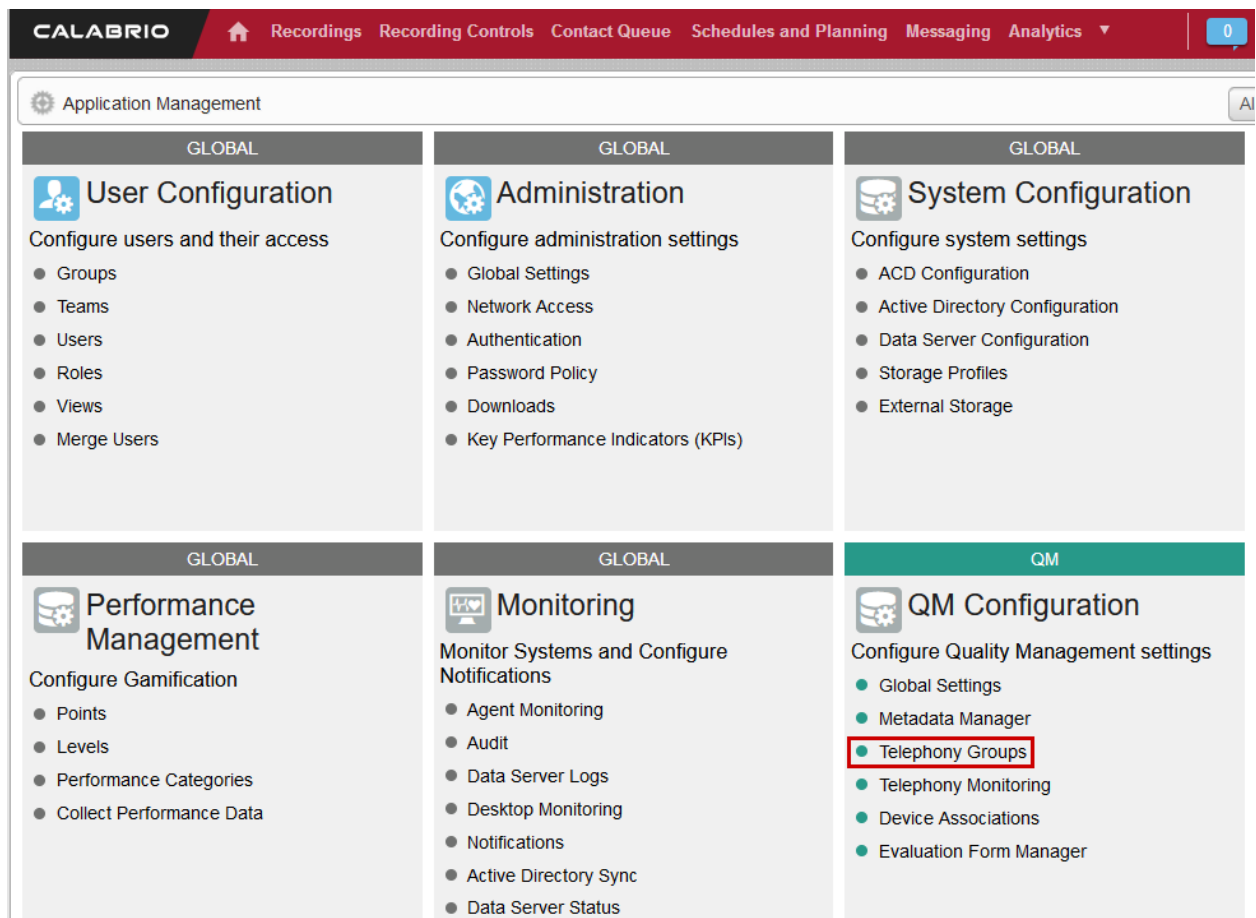
10.64.110.73

Choose a directory where recording files will be temporarily stored before they are uploaded. The specified directory must be accessible by the Local user credentials.

C:\SharedMedia

7.4. Configuration of the Application Enablement Interfaces – DMCC

From the **Application Management** page, select **Telephony Groups**.



On the **Telephone Groups** page, Type in a **TELEPHONY GROUP NAME** and select **Avaya Communication Manager** from the **TELEPHONY GROUP PLATFORM TYPE** drop down menu. Select **Add**.

TELEPHONY GROUP NAME
Enter a unique name for the group.

AvayaAura81

TELEPHONY GROUP PLATFORM TYPE
Select the type of platform for this telephony group

Avaya Communication Manager

Add Update Reset Telephony Group

In the **Avaya Telephony Platform Configuration** section:

- Select **Use Static Password** radio button and type in the password from **Section 5.6**.
- Select the **ASSOCIATED AVAYA ACD** as configured in previous section.
- Select a **DEVICE SYNCHRONIZATION DATA SERVER**. This Data Server was pre-configured.

Telephony Groups

Save

Delete

Avaya Telephony Platform Configuration

Telephony Group Global Settings

DEVICE PASSWORD

☐ Use Device Extension

☒ Use Static Password

.....

☐ Use Custom Pattern ?

ASSOCIATED AVAYA ACD

Select the ACD used to synchronize devices and agents

Aura81 (ACD ID: 4)

☐ Enable Free Seating

RECORDING SKILL HUNT GROUP

Enter the Skill Hunt Group Extension to record

Extension

DEVICE SYNCHRONIZATION DATA SERVER

Select the data server that will synchronize devices

10.64.110.73

In the **Application Enablement Services Information** section:

- Type in the hostname of Communication Manager in **SWITCH CONNECTION NAME**
- **FOR HOSTNAME / IP ADDRESS**, type in the IP Address of AES

Configure the default DMCC Port in the **PORT** field, 4721.

Telephony Groups

Save

Delete

Application Enablement Services Information

SWITCH CONNECTION NAME

The name to use to identify the switch being used with AES. Note: The Connection Name is case-sensitive in AES

cm81

HOSTNAME / IP ADDRESS

10.64.110.215

PORT

4721

☐ Use Secure Connection

User Credentials

USER NAME

calabrio

PASSWORD

.....

Select the **Signaling** tab, type in a name for a **Signaling Group** and select **Add**.

1. Telephony

2. Signaling

3. Recording

Previous

Next

Signaling Groups

Name	Telephony Group
Aura81	AvayaAura81

Aura81|

Add

Update

Delete

Reset Signaling Group

- **PRIMARY QM SIGNALING DATA SERVER:** Type in the IP Address of Calabrio One server
- **AES SERVER:** Type in the IP Address of AES.

PRIMARY QM SIGNALING DATA SERVER
Select the Primary QM Signaling Server. This is a Data Server with the Recording CTI Signaling Server enabled.

10.64.110.73

AES SERVER
Select the primary AES server for this Signaling Group

10.64.110.215

Select the backup AES server for this Signaling Group

Choose...

Select the **Recording** tab, type in a name for a **Recording Group** and select **Add**.

1. Telephony 2. Signaling 3. Recording

Previous Next

Recording Groups Settings

Record Group	Signaling Group	Telephony Group
Aura81	Aura81	AvayaAura81

RECORDING GROUP NAME
Enter a unique name for the group

Aura81

Add Update Delete Reset Recording Group

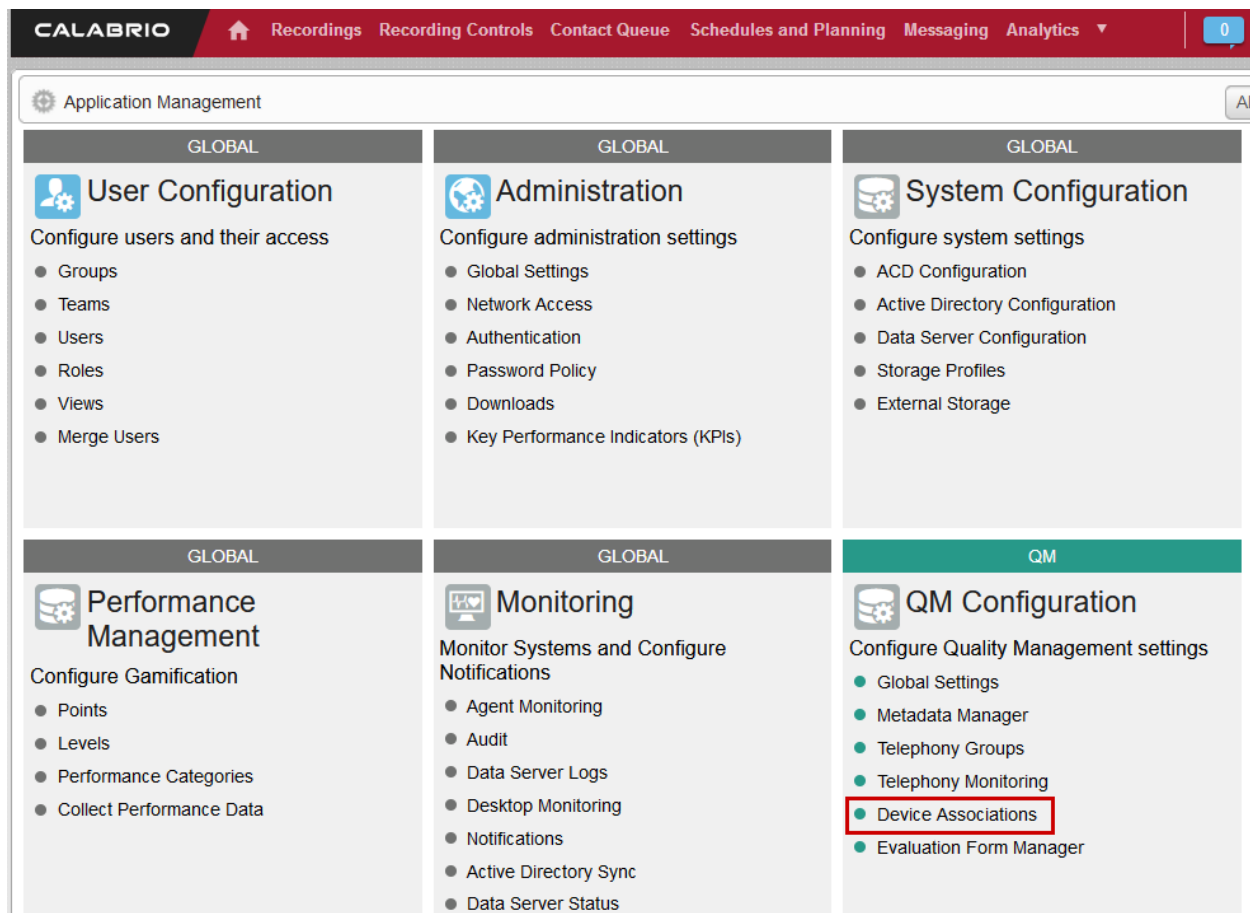
Select the **Recording Group** from that is being configured and set **Priority** to **Primary**. Select **Save** once done.

Recording Groups Assignment

Hostname	Recording Group	Priority
10.64.110.73	Aura81 ▾	Primary ▾

7.5. Configuration of Device Associations

Navigate to **Application Management** → **Device Associations**.



Configure the device association as needed. During the compliance test, the following extensions were configured to be recorded.

Device Associations

Devices

Avaya Phone Device

Aura81

☒ Include Unconfigured Devices

Device Types

Telephony Group

Filter

Search

Cancel

Reset

<div> <div>New or Refine Search</div> <div>Import Devices</div> <div>Export Devices</div> </div> <div>20</div> <div>1 of 1</div>									
Configured	Device Name	Device Type	Extension	Virtual Exten...	Agent	Telephony G...	Signaling Gr...	Recording G...	Recording Ty...
Yes	70002	Avaya Phone	70002		Agent2 CC	Aura81	Aura81	RGAura81	Multiple Registr...
Yes	70001	Avaya Phone	70001		Agent1 CC	Aura81	Aura81	RGAura81	Multiple Registr...
Yes	72001	Avaya Phone	72001		Agent1 Digital	Aura81	Aura81	RGAura81	Multiple Registr...
Yes	70101	Avaya Phone	70101	77001	Agent1 SIP	Aura81	Aura81	RGAura81	Single Step Cor...
Yes	70102	Avaya Phone	70102	77002	Agent2 SIP	Aura81	Aura81	RGAura81	Single Step Cor...
Yes	70003	Avaya Phone	70003		Agent3 CC	Aura81	Aura81	RGAura81	Multiple Registr...
Yes	70152	Avaya Phone	70152			Aura81			Multiple Registr...
Yes	70151	Avaya Phone	70151			Aura81			Multiple Registr...
Yes	70153	Avaya Phone	70153			Aura81			Multiple Registr...

8. Verification Steps

8.1. Verify AES

From the AES OAM page, navigate to **Status → Status and Control → DMCC Service Summary**. Verify the user configured in **Section 6.2** is successfully connected to AES.

Status | Status and Control | DMCC Service Summary

Home | Help | Logout

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Status

Alarm Viewer

Logs

Log Manager

Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

Switch Conn Summary

DMCC Service Summary - Session Summary

Please do not use back button

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)

Generated on Tue Sep 03 15:53:49 MDT 2019

Service Uptime: 40 days, 23 hours 54 minutes

Number of Active Sessions: 1

Number of Sessions Created Since Service Boot: 36

Number of Existing Devices: 12

Number of Devices Created Since Service Boot: 141148

	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	F2EA43882916C074A 9B581F27FA0503D-28	calabrio	cmapiApplication	10.64.110.73	XML Unencrypted	12

Terminate Sessions

Show Terminated Sessions

Item 1-1 of 1

1Go

8.2. Verify Communication Manager

Via SAT, use the **list monitored-station** command to verify the Calabrio is successfully monitoring the configured station.

```
list monitored-station
```

MONITORED STATION																	
Associations:		1		2		3		4		5		6		7		8	
Station Ext	CTI		CTI		CTI		CTI		CTI		CTI		CTI		CTI		
	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	Lnk	CRV	
-----			-----		-----		-----		-----		-----		-----		-----		
70001	1	0002															
70002	1	0001															
70003	1	000D															
70101	1	0016															
70102	1	0011															
72001	1	0013															
77001	1	0014															
77002	1	0007															

8.3. Verify Calabrio One

Place a few calls between recorded extensions. Verify the recordings are available on the Calabrio One web interface.

CALABRIO							
Recordings							
(1) active							
AQP: 0%, ATT: 00:00:17 Results per							
<input type="checkbox"/>	Contact ID	Last Name	First Name	Group Name	Team Name	Calling Number	Called Number
<input type="checkbox"/>	58	CC	Agent1	Default Group	Default Team	70001	72001
<input type="checkbox"/>	57	Digital	Agent1	Default Group	Default Team	70001	72001
<input type="checkbox"/>	56	CC	Agent1	Default Group	Default Team	70001	70101
<input type="checkbox"/>	55	SIP	Agent1	Default Group	Default Team	70001	70101
<input type="checkbox"/>	54	CC	Agent2	Default Group	Default Team	70002	70001
<input type="checkbox"/>	53	CC	Agent1	Default Group	Default Team	70002	70001
<input type="checkbox"/>	52	CC	Agent3	Default Group	Default Team	70003	917204548441
<input type="checkbox"/>	51	CC	Agent3	Default Group	Default Team	17204548441	17209772872
<input type="checkbox"/>	50	SIP	Agent1	Default Group	Default Team	13035380121	17209772872
<input type="checkbox"/>	49	CC	Agent1	Default Group	Default Team	13035380121	17209772872
<input type="checkbox"/>	48	CC	Agent3	Default Group	Default Team	72001	70003
<input type="checkbox"/>	47	CC	Agent2	Default Group	Default Team	70001	72001

Select a call of interest and double click to launch a playback window as shown below.

The screenshot displays the CALABRIO application interface. At the top, a red navigation bar contains the CALABRIO logo and several menu items: Home, Recordings, Contact Queue, Schedules and Planning, Messaging, Analytics, Agent Explorer, and Reporting. Below this, a dark blue header bar shows the selected contact: 'Contact 43', 'Agent2 CC', the date '09/20/2019', and time '11:30 AM'. Playback controls are visible, including a volume icon, a magnifying glass, a play button, and a progress bar showing '00:00 / 00:13'.

The main content area is divided into three sections. On the left, under the 'Details' tab, there is a section for '(5) Associated Contacts' with a list of contact icons. Below this is the 'Contact Information' section, which lists the following details:

Contact	
Contact ID	43
Calling Number	13035380121
Called Number	17209772872
Call Duration	00:00:13
Reason	Archive
HR	No
Training	No
State	Unscored
Contact Type	Call

In the center, the 'Audio' tab is active, showing a red waveform of the call recording. On the right, the 'Evaluation (Unscored)' tab is visible, featuring a dropdown menu labeled 'Choose Evaluation' with 'Select...' as the current selection.

9. Conclusion

These Application Notes describe the procedures for configuring Calabrio One to monitor and record calls placed to and from agents and phones on Avaya Aura® Communication Manager. In the configuration described in these Application Notes, Calabrio uses the Device and Media Control Services and System Management Service of Avaya Aura® Application Enablement Services to perform recording. All feature and serviceability test cases were completed and passed with the observations noted in **Section 2.2**.

10. Additional References

Product documentation for Avaya products may be found at <http://support.avaya.com>.

1. *Administering Avaya Aura® Communication Manager*, Release 8.1.
2. *Administering and Maintaining Avaya Aura® Application Enablement Services*, Release 8.1.

Product documentation related to Calabrio One can be obtained directly from Calabrio.

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