Configuring Voice Monitoring and Recording Services Between etalk Qfinity and Avaya MultiVantage with an Avaya DEFINITY® Server R- Issue 1.0

Abstract

These Application Notes describe the configuration steps to deploy a voice monitoring and recording services using etalk Qfinity. The etalk Qfinity call recording product successfully completed interoperability compliance testing for the Avaya Developer*Connection* program. Testing was accomplished using the DEFINITY® Server R with MultiVantage Software Release 1.2.

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1. Introduction

These Application Notes describe the administration of the voice monitoring and recording services over a traditional Public Switched Telephone Network using etalk Qfinity. etalk Qfinity provides voice monitoring and recording services with the capability to analyze customers' interaction with agents both in real-time and non-real-time conditions. etalk Qfinity can trigger the voice monitoring and recording services based on ANI, DNIS, and schedules. etalk Qfinity has successfully passed the Avaya compliance test process including feature functionality and performance testing. Telephony services between the etalk Qfinity and the Avaya DEFINITY Server R are accomplished using the Genesys Tserver via the DEFINITY LAN Gateway (DLG) and the MAPD interface. **Figure 1** illustrates the configuration that was used to verify compliance. Qfinity has a T1 line connected to the Avaya DEFINITY Server R. The Qfinity server also has a network card configured with TCP/IP to communicate with the MAPD interface.

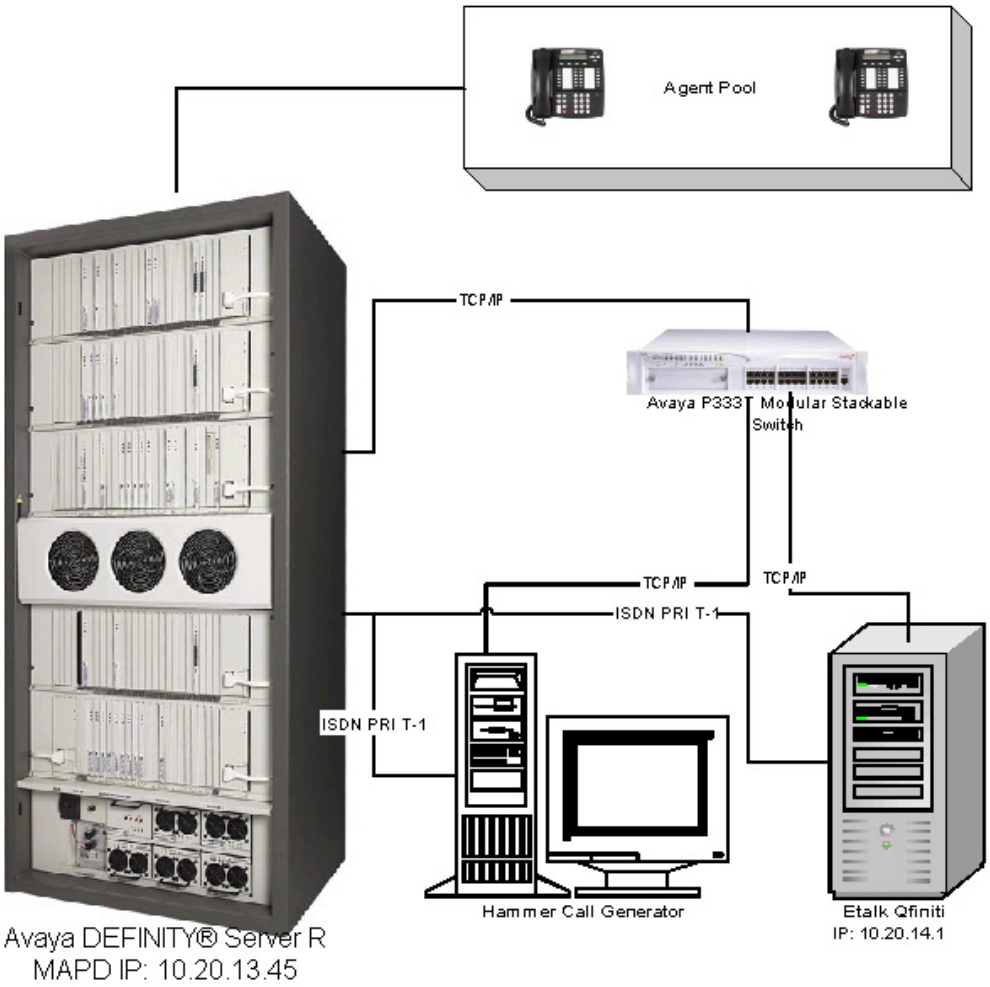


Figure 1: Avaya Developer*Connection* Compliance Test Configuration

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2. Equipment and Software Validated

The following equipment and software were used for the compliance test configuration:

Equipment	Software
Avaya DEFINITY® Server R	MultiVantage 1.2
Avaya DLG (MAPD interface)	Release 2.0, Issue 2.03
etalk Qfinity	3.5.149

3. Configure the Avaya MAPD interface

The MAPD interface must be configured with a TCP/IP address. In the initial configuration, the Avaya MAPD interface can be administered via a console port using the HyperTerminal program. At the main menu, select **2** for TCP/IP Administration, as shown in **Figure 2**.

Main Menu

1. Login/Password Administration

2. TCP/IP Administration...

3. Port Administration...

4. Maintenance...

5. DLG Port Status/Control

6. CV/LAN Port Status/Control

7. Exit

Figure 2: TCP/IP Administration

1. In the TCP/IP Administration screen, select **1** for This Host.
2. Enter the Hostname, Host IP Address and Subnet Mask for the MAPD interface.
3. Return back to the TCP/IP Administration and select **3** for Network Routing Information.
4. In the Network Routing Information, select **2** for Default Gateway. Enter the default gateway IP address.
5. Return to the Main Menu

The following assign DLG Application to a port.

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1. Select **3** for Port Administration
2. In the Port Administration, select **1** for Port Administration
3. In the Application Port Assignment, select one of the ports and press the **APPL** key to set the application to DLG. As shown in **Figure 3**, this configuration assigns port 3 to run the DLG application.

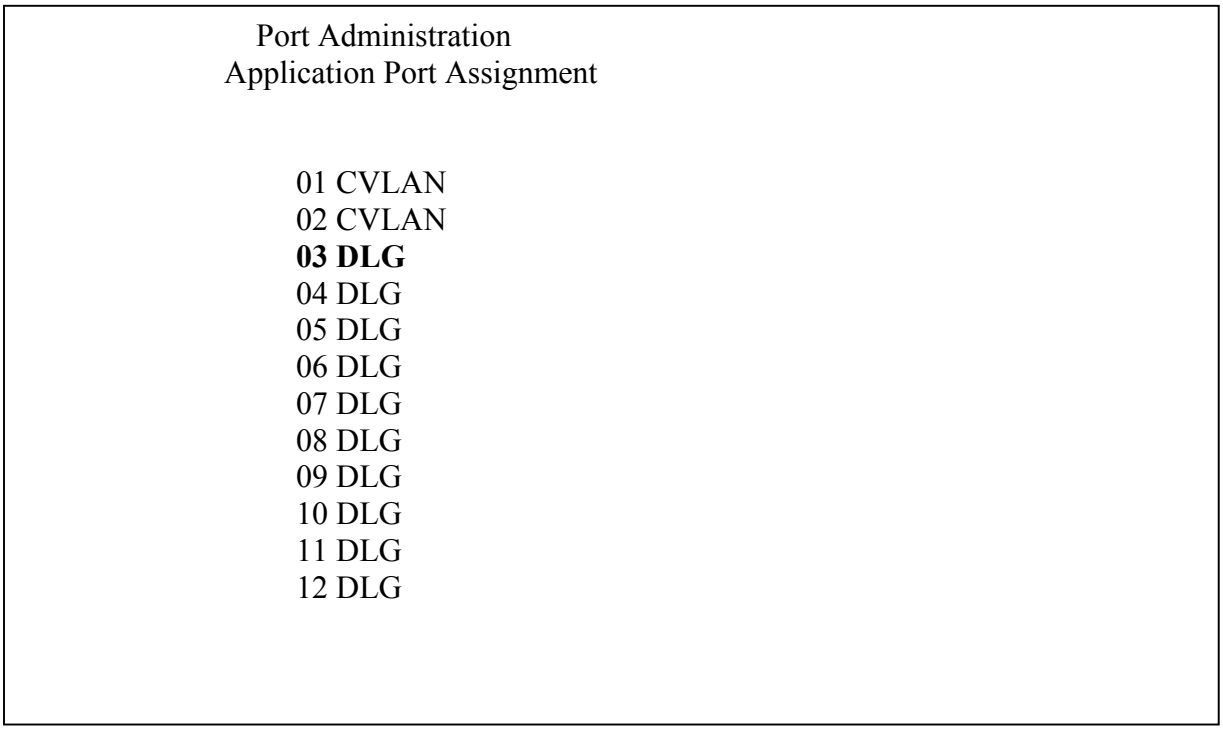


Figure 3: Application Port Assignment

4. Return to the Port Administration,

The following create a CTI link to an assigned port.

1. Select **2** for DLG Administration
2. From the Avaya Terminal Emulator window, click on the **add** button. Enter the port that was assigned to run the DLG application, the Avaya CT server, and the link number. **Figure 4** below illustrates a CTI link to the Avaya CT server using port 3 with an IP address of 10.20.13.20 and client link 1.

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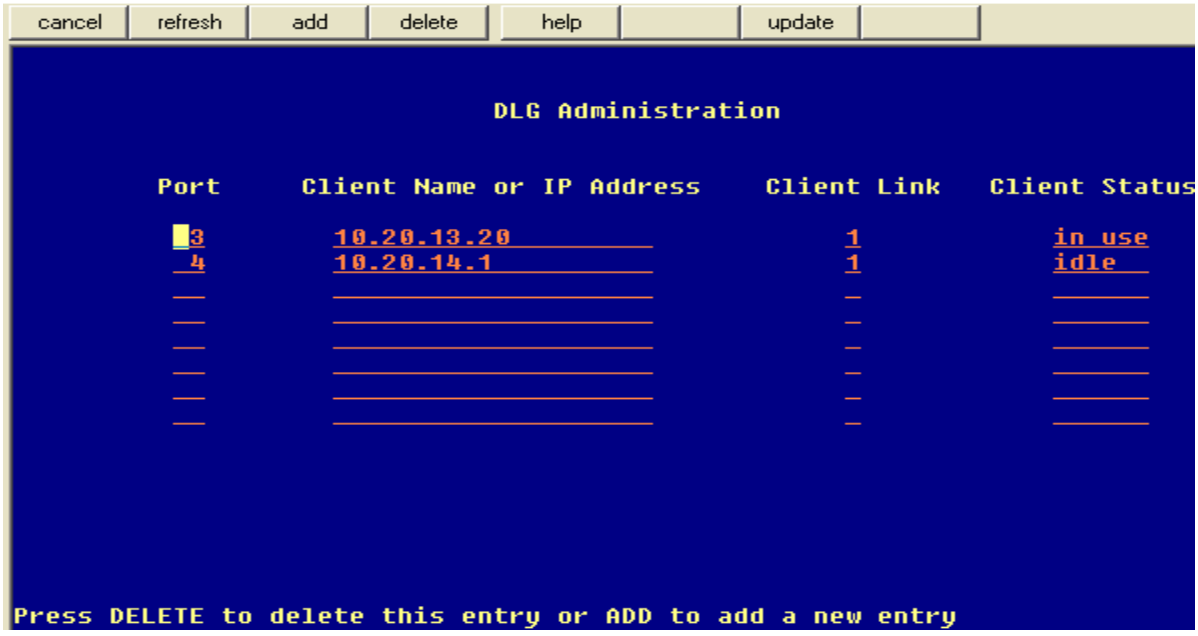


Figure 4: DLG Administration

The following steps verify that the CTI link is in service.

1. Return to the Main Menu and select **5** for DLG Port Status/Control.
2. Verify that the link is up. **Figure 5** illustrates that port 3 is in service.

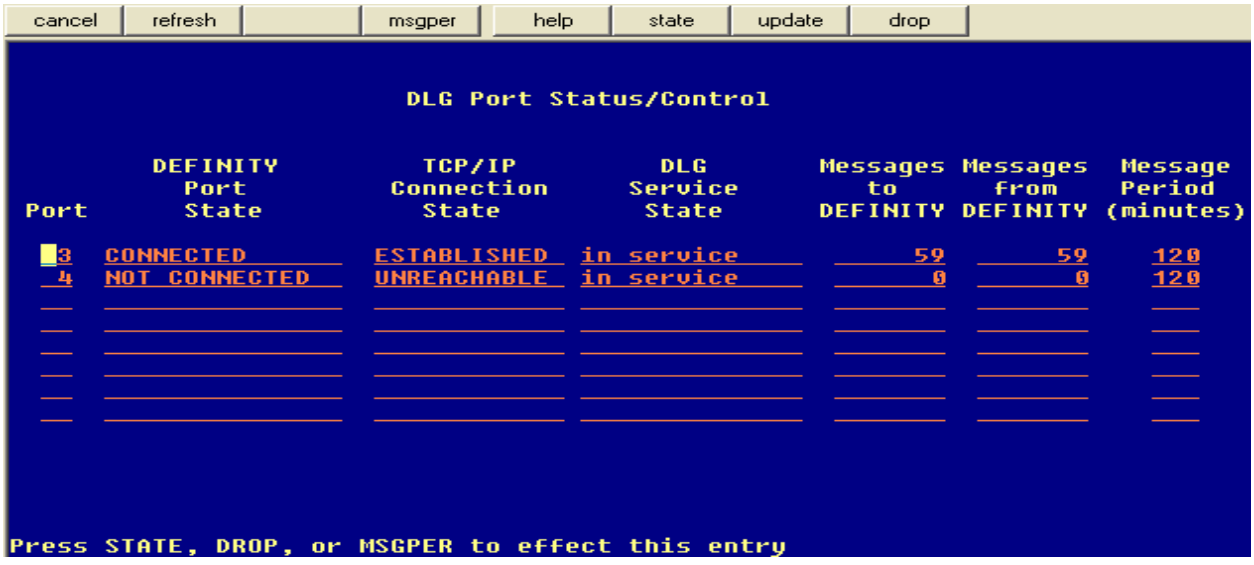


Figure 5: DLG Port Status/Control

4. Configure the Avaya DEFINITY Server R

Configure the Avaya CTI Server.

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1. From Avaya Site Administration or a telnet session, create a cti-link used by the Avaya MAPD to communicate with the Avaya DEFINITY® Server R. At the command prompt, enter "add cti-link #" where # is the next available link.
2. Enter an extension in the **Extension** field.
3. Enter **ASAI** for **Type**.
4. Enter the port assigned to the DLG application in Section 3. **Figure 6** illustrates the administration for the cti-link.

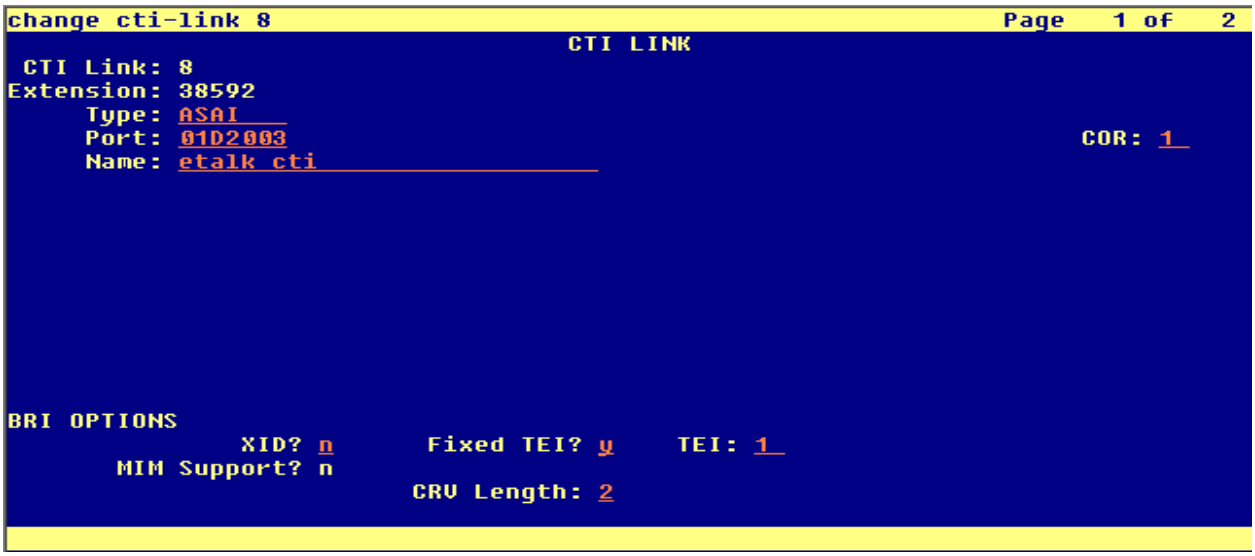


Figure 6: CTI Link Administration

Configure the T1 connected to Qfinity server.

1. Configure the T1 line connected to the etalk Qfinity. **Figure 7** illustrates the DS1 circuit pack configuration required.

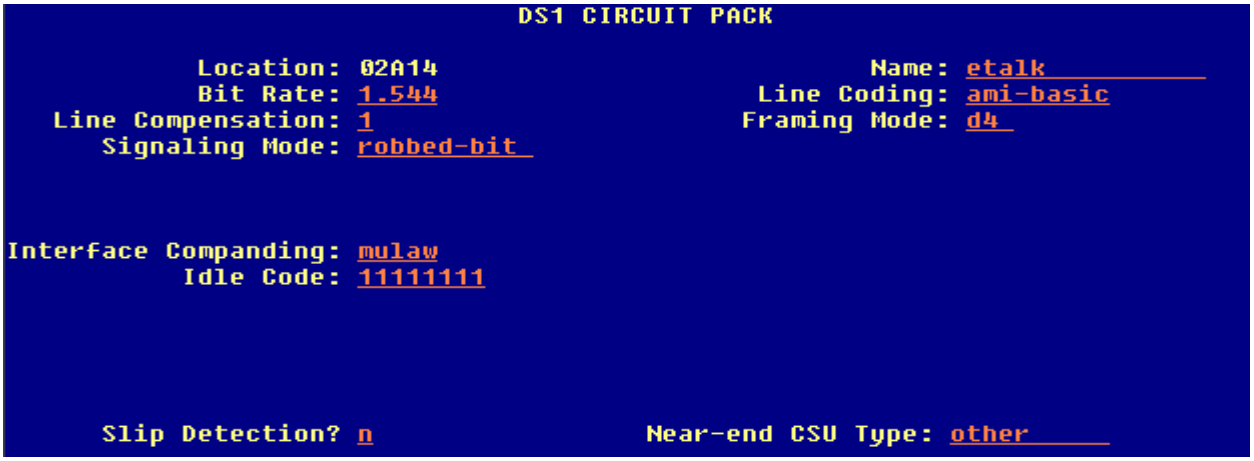


Figure 7: DS1 Circuit Pack Configuration

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2. Add 24 digital stations connected to the etalk Qfinity server. **Figure 8** illustrates an example configuration of a digital line assigned to the T1.

```
                                STATION

Extension: 31010                      Lock Messages? n          BCC: 0
     Type: DS1FD                        Security Code:            TN: 1
     Port: 02A1401                 Coverage Path 1:              COR: 1
     Name: etalk ds1 #1            Coverage Path 2:              COS: 1
                                   Hunt-to Station:          Tests? y

STATION OPTIONS
                Loss Group: 4
     Off Premises Station? y
        R Balance Network? n
```

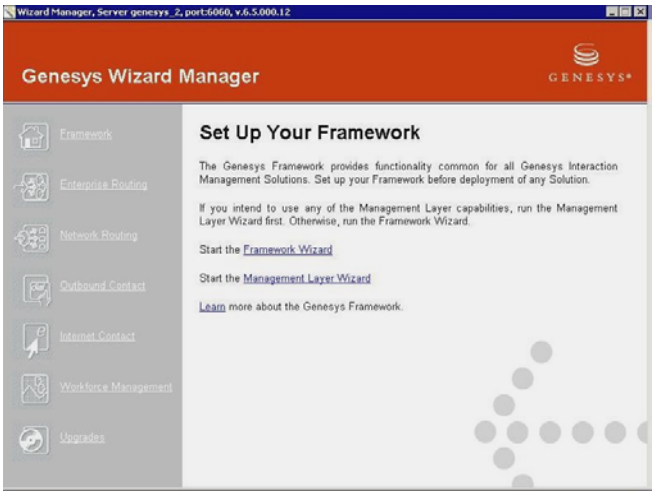
Figure 8: Station Administration

5. Configure the etalk Qfinity Server

These Application Notes do not explain how to install the etalk Qfinity server (see Section 9 for a reference to the Qfinity installation guide). The following procedures explain how to configure the CTI link between the Qfinity and Avaya CTI.

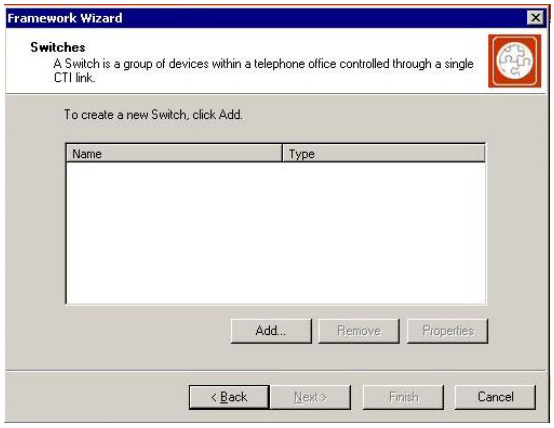
Configure the Genesys CTI Server

1. Start the Wizard Manager application select **Start>Programs>Genesys Solutions>Genesys Wizards> Manager**
2. Click the **Start the Framework Wizard** link and the Framework Wizard screen will appear.



3. At the Welcome screen, click **Next**.
4. At the Switches screen, select **Add**.

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5. At the Switch Name screen, type in the name of the switch (i.e.Avaya_g3) and click **Next**

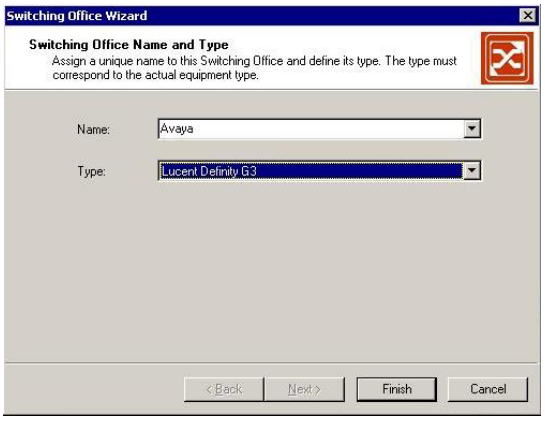


6. At the Switching Office screen, click the **Add** button and enter the following information:

   * **Name**: Type in Name of customer

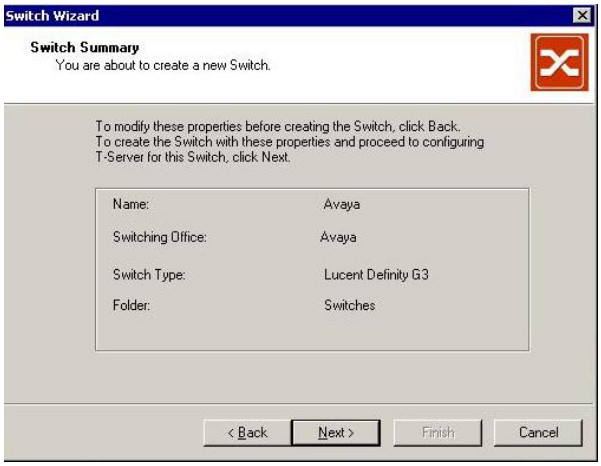
   * **Type**: Use drop down arrow to select switch type, ex. Lucent Definity G3

7. Click **Finish** to add Switching Office.



8. The Next dialog appears with the defined Switching Office. Click **Finish** to continue.
9. Select the Switching Office defined and click **Next**.
10. The Switch Summary displays the information for the Switching Office defined. Click **Next**.

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11. At the T-Server Name screen, assign a unique name to this TServer, and click **Next**.



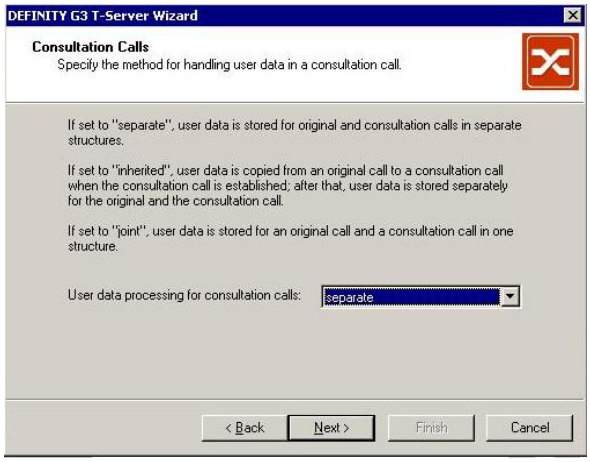
12. At the Log Configuration screen, click the **Run Log Wizard** button
13. Keep the default setting (Standard) and click **Next**
14. Keep the default setting (Console) and select **Plain Text**, and click **Next**
15. Press <Enter> to accept the default for the log file name, (e.g. T-server_Application_Avaya_g3), and click **Next**.
16. At the Log File Segmentation screen, select the following options:

    * **Segmentation**: Option to Create segments of not more than and use the drop down list and select 2MB.

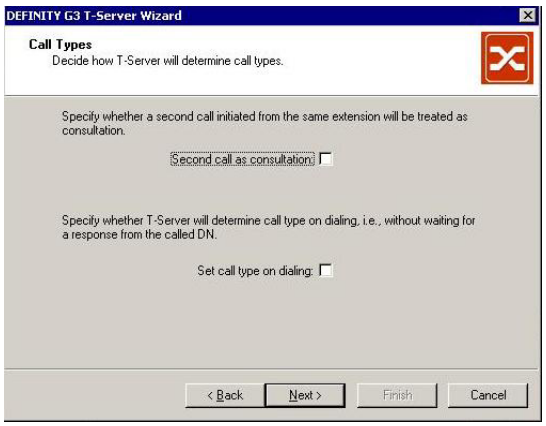
    * **Expiration:** Option to Store the maximum of Last ___segments. Enter 10 segments.

17. Click **Next**.
18. At the Log Options Summary screen, accept options by clicking **Finish** and continue the installation.
19. Installation returns to the Log Configuration screen. To continue, click **Next**.
20. Type in the **Number of Licenses** which is the number from license file and click **Next**.
21. At the Consultation Calls screen, select Separate **for User data processing for consultation calls** and click **Next**.

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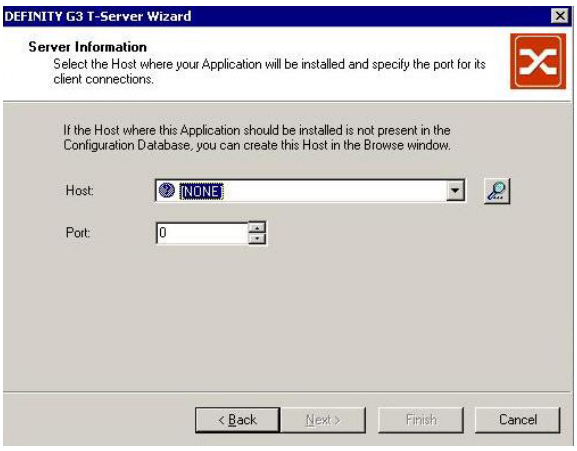


22. Use the drop down list and select the ACD Registration Mode. Select **non-EAS**, and click **Next**.
23. In the Call Types screen = (leave as default unchecked) and click **Next**.

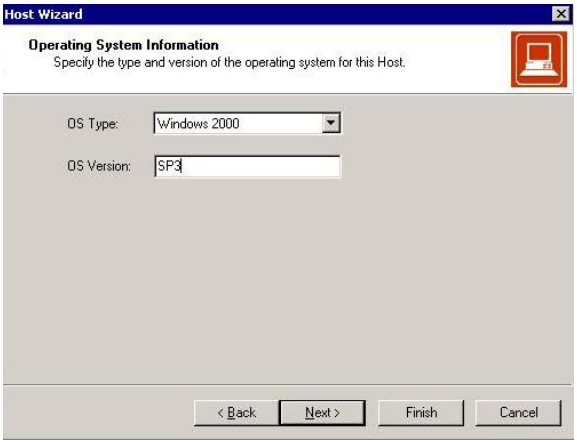


24. On the Agent State screen, for **Query Agent Work Mode** use the drop down list to select **On-Restart**. Click **Next**.
25. At the Server Information screen
    - Click the Magnifying Glass icon
    - Click the New Host icon (sheet of paper with folded corner) next to "Look in" drop down box in "Browse for Host" screen.

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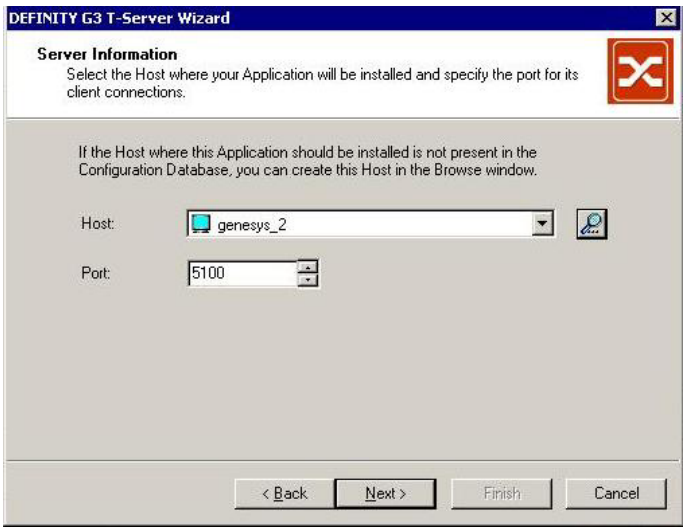


26. At the Host Name and IP Address screen
    - Type the machine name in the Name box
    - Click Lookup (to automatically resolve IP)
    - Click **Next**
27. At the Operating System Information screen
    - Use drop down arrow to select **OS Type** = Windows NT or 2000
    - Type in **Version** = SP3 and click Finish to complete.



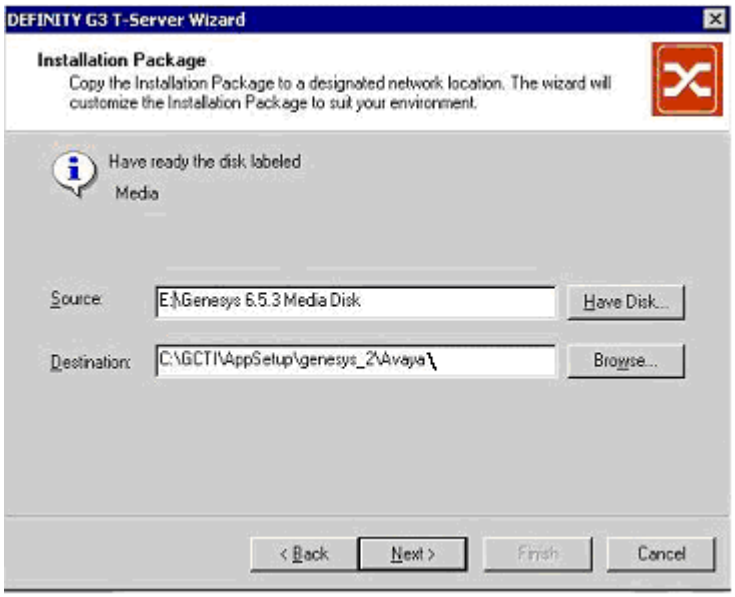
28. At the Server Information screen
    - Type in **Communication Port** = 5100 and click **Next**

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29. At the Installation Package screen

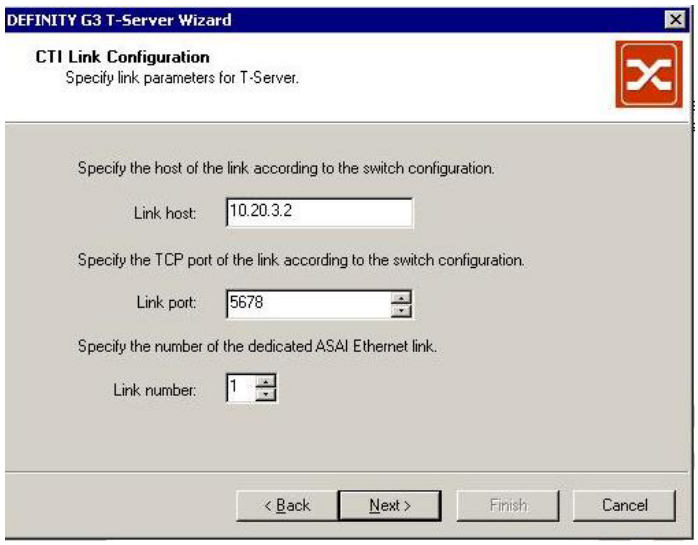
- Click **Have Disk** and browse to select the Genesys Media CD. The Wizard expands the directory entry to reflect: CD Drive :\Genesys 6.5.3 Media Disk\
- For Destination, enter C:\GCTI\AppSetup\genesys_2\Avaya\ (Be sure that the final slash is included).
- Click **Next**
- Click **Next**



30. At CTI Link Configuration screen

- Type in IP address of the switch CTI link in Link Host box
  Link Port = 5678
  Link Number = 1
  Click **Next**
  Leave unchecked "**Show advanced properties**"
  At T-server Summary, click **Next**.

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31. At Agent Logins screen, click **Next**.
32. At DN Types screen , click **Next**.
33. At ACD Positions screen, click **Next**.
34. At Extensions screen , click **Next**.
35. At Completing the T-server Installation Wizard screen, click **Finish**
36. At Switches screen, click **Next**.
37. At Place Groups screen, click **Next**.
38. At Agent Groups, click **Next**.
39. At Completing the Framework Wizard screen, click **Finish**
40. Close the Genesys Wizard Manager.
41. Reboot the server.

6. General Test Approach

The compliance test encompassed both the feature and performance tests. The performance data was collected from the Avaya DEFINITY Server R, Avaya Definity LAN Gateway, and the Qfinity server. An Empirix Hammer call generation test tool was used to generate calls over twenty-three channels for duration of one hour. One hour tests were performed with the following call durations: 40 seconds with a total of 1840 calls per hour, 20 seconds with a total of 2553 calls per hour and 15 seconds with a total of 2576 calls per hour. The Qfinity was scheduled to monitor and record 23 agents. At the end of each hour test, the Avaya DEFINITY Server R reported on skill, load balance, occupancy. The Avaya Definity LAN Gateway on the MAPD interface reported the number of CTI messages between the Genesys CTI server and the Avaya MAPD interface. The etalk Qfinity was also monitored for server CPU and memory usage.

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7. Support

etalk provides a toll free number and email for technical support. For technical support, call 1-800-346-4436 or email to techsupport@etalk.com

8. Conclusion

This compliance test verified that the etalk Qfinity successfully implemented the monitoring and recording services using the Genesys CTI server integration with Avaya DEFINITY Server R. The etalk Qfinity solution functioned successfully both in low and high call volume environments over an extended period of time.

9. Reference

etalk-Software Installation Guide Part Number: Q15-1102A
etalk-CTI Installation Guide Part Number: R46-0902E

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