AVAYA DMCC RECORDING SOLUTIONS

This document is intended to provide an overview of the requirements for designing the CyberTech Recording Solutions for Avaya where a CTI integration with AES is used. AES (Application Enablement Services) from Avaya are Call Control possibilities for Devices & Media (DMCC). For installing the Avaya DMCC Recording Solutions from CyberTech, the “Avaya DMCC Connectivity Manual” is available.

This document describes the following:

- Release overview
- Architecture overview
- Capabilities
- License overview
- Order info

RELEASE OVERVIEW

Avaya

With Avaya AES Release 3 the first third party call control possibilities were introduced called CMAPI (Call Manager API). In Avaya AES Release 3.1,extended capabilities were added and the CMAPI started to be referred to as Device, Media and Call Control API or DMCC. The latest Release 4 of AES has some additional capabilities.

CyberTech

CyberTech introduced Avaya DMCC recording with CyberTech Release 5. Avaya DMCC recording is available for CyberTech Myracle and CyberTech PRO. For Avaya DMCC recording, in addition to the standard CyberTech software, CTI Server software is needed for integration with the Avaya AES.

Overview:

The following **minimal** software versions are required for the equipment.

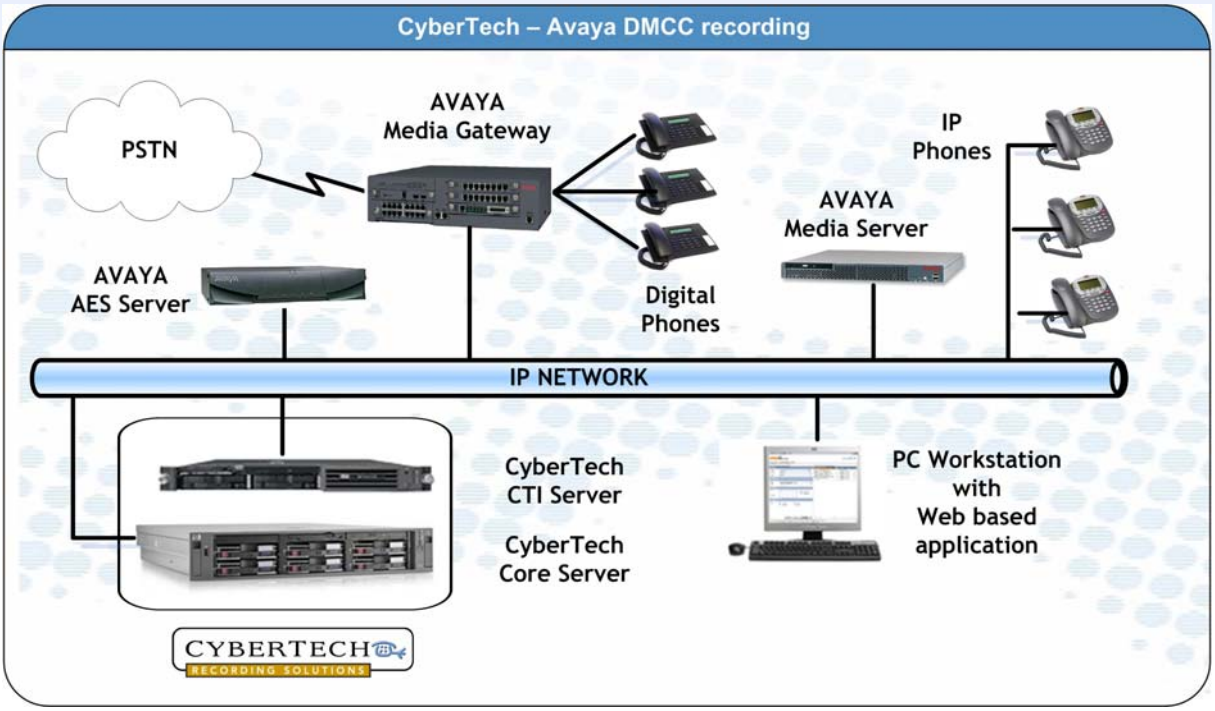
Avaya equipment	Software Version
Avaya S8720 Server, Communications Manager	4.0.1 .731.2-14300
Avaya AES Server	Release 3
CyberTech equipment	**Software Version**
CyberTech Myracle or Pro	Release 5.x
CyberTech Pro CTI Server	Callcontroller 1.0.6.0, AvayaLinkController 1.0.8.0

ARCHITECTURE

The CyberTech Recording Solution is connected via an IP connection to the same LAN where also the Avaya Call Manager and the Avaya AES server are connected. Via a secure link between the AES Server and the CyberTech Recording Solution, calls are being started and stopped for recording. Recording can be done via two methods (to be set and selected within the AES Server configuration tool):

- Silent Observer (No Talk)
- Single Step Conference

A 'target' list in the Recording Solution determines which extensions are being recorded. A target is the mapping between an extension name and username and is assigned to a recording channel. With Silent Observer, for each extension were this is used, a recording channel is required. With Single Step Conference the assignment to a channel is done dynamically, and only the number of maximum concurrent recording channels are required. The CyberTech CTI server controls the starting and stopping of the recordings, the Core Server and/or Satellites receive and store the audio and call data.



CAPABILITIES

Extension Types - Avaya DMCC Recording used 'targets' for recording. The targets can be any kind of Avaya extension type (Analogue, Digital, VoIP). Also any combination of these extension types can be recorded within one Recording Solution.

Number of Channels - As a stand-alone configuration (CyberTech Pro or CyberTech Myracle) and a combination of Core Server and CTI Server in one box, the maximum number of channels is **64**. With CyberTech Pro, and a separate box for both the Core Server and CTI Server, the maximum number of channels is **168**. With three of more boxes (one for the Core Server, one for the CTI Server, and one or more Satellites), each Satellite can have a maximum of **240** channels (with no channels in the Core Server).

Free Seating - Since the username or agent-ID is recorded (instead of a physical channels number), free seating is supported with Avaya DMCC recording.

Cradle to Grave - Each call received an unique call-ID. By searching on this call-ID a call can be traced from Cradle to Grave, including transfers.

Encryption – Encryption on the Avaya can be enabled, as long as the LAN part between the Avaya Call Manager and the CyberTech Recording Solution is not encrypted.

Additional database fields – the following additional database fields will become available with Avaya DMCC recording:

Field	Description	Remark
CVSC00	Recorded target	The target that triggered the recording
CVSC01	Call ID used within Avaya	Each call is assigned a unique Avaya Call ID
CVSC02	Last disconnect cause for call (Hold, Disc, etc.)	Reason why the call was disconnected On hook, Transfer complete, etc
CVSC03	Calling party information (called DNIS/CLI)	The party that initiated the call
CVSC04	Called party information (called DDI)	The party that received the call
CVSC05	Party the call was ringing on	This is the party that was alerting. Only appears on the answering phone
CVSC06	Party who was answering the call	This will always be the same as the target.
CVSC07	Last party in call (transferring party)	Party that initiated the transfer or conference to this target
CVSC08	List of parties in conference	List of parties involved in the transfer or conference.
CVSC09	Trunk ID involved in call	Incoming calls Only
CVSC10	ACD Queue the call came from	Queue where the call originated from
CVSC11	Agent ID involved in the call	Logged in agent on phone
CVSC12	Unique Call ID for multiple linked PBX	Unique Call ID

LICENSE OVERVIEW

The following licences are required for Avaya DMCC recording:

		Silent Observe	Single Step Conf.
Avaya licenses	Type	Amount	
TSAPI Basic License	AE SVCS 4.0 TSAPI	1 per target [2]	1 per recording channel [2]
Avaya Call Manager	CMAPI (IP_API_A)	1 per target [3]	1 per recording channel [3]
CyberTech licenses	Type	Amount	
CyberTech channel licenses	VoIP	1 per target	1 per recording channel
Avaya Active IP recording	Server software	1 per recording system	1 per recording system

1) Set the parameters "Computer Telephony Adjunct Links" to yes.
2) Required number of TSAPI licenses are 1 per target, 1 per virtual IP phone and 1 per hunt group.
3) The maximum number of licenses is the (maximum) number of simultaneous recording channels.

ORDER INFO

Avaya

The required Avaya licenses can only be ordered from Avaya or an Avaya Authorized reseller.

Note: ASAI Link Core license is **NOT** required anymore

CyberTech

These are the order items for the CyberTech licenses:

Description	Remarks
Myracle (max. 64 channels)	
Myracle, 4 ch. VoIP base License (incl. s-PCI card)	Choose one of the base licenses (PCI or PCI-E card)
Myracle, 4 ch. VoIP base License (incl. s-PCI-E card)	
Myracle, 8 ch. VoIP base License (incl. s-PCI card)	
Myracle, 8 ch. VoIP base License (incl. s-PCI-E card)	
Myracle, VoIP additional License, per channel	1 for each recording target
Myracle, CTI Server softw. Avaya active VoIP recording	1 per recording system
Pro	
Pro, 4 ch. VoIP base License (incl. s-PCI card)	Choose one of the base licenses (PCI or PCI-E card)
Pro, 4 ch. VoIP base License (incl. s-PCI-E card)	
Pro, 8 ch. VoIP base License (incl. s-PCI card)	
Pro, 8 ch. VoIP base License (incl. s-PCI-E card)	
Pro, VoIP additional License, per channel	1 for each recording target
Pro, CTI Server softw. Avaya active VoIP recording	1 per recording system