

EVOIPneo active for Mitel MiVoice 5000



Administration manual for system providers

5/12/2020

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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1 General information

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2 Introduction

This manual describes the installation and configuration of the recording solution in the application System Configuration.



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

The recording solution EVOIP_{neo} active for Mitel MiVoice 5000 provides the functionality which is necessary for an active IP recording in connection with an Mitel MiVoice 5000 PBX.

The recording server and the PBX communicate via a direct **CSTA** link. The signaling provides the information about the conversation participants as well as other additional information and controls the streaming of the audio data to the recording server.

Based on the criteria configured in the Recording Planner, the Recording Control service makes a recording decision. The EVOIP_{neo} recording service records the corresponding conversation data and saves them on the recording server.

For the monitored end devices, the recording server receives the conversation data directly from the phones. 2 separate RTP data streams are sent for each recorded end device. Depending on the configuration of the PBX, these streams can also be encrypted. The respective key is provided via the **CSTA** link.

On one Mitel MiVoice 5000 system, recorded extensions can only benefit from or be monitored by one of following other applications:

- MiCollab
- MiContact Center Business and/or InAttend
- A third-party **CSTA** application

EVOIP_{neo} active for Mitel MiVoice 5000

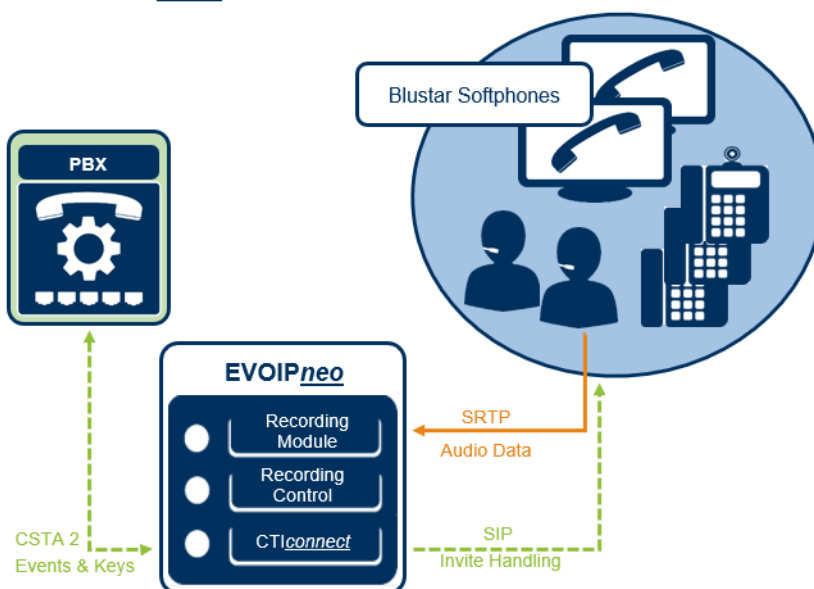


Fig. 1: Overview of the recording solution

3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.



A list of the codecs supported in this recording solution can be found in the installation manual *Installation requirements*.



A list of the supported PBXs and end devices as well as their supported versions can be found at ASC XCHANGE (<https://www.asc.de/partner>) in the current *neo Integration Overview*.

3.1 Hardware components



For basic information about the necessary hardware components refer to the installation manual *Installation requirements*.



EVOIP_{neo} recording software can be used on the customer's existing hardware. Alternatively, you can use ASC recorders.

3.1.1 Recorder

For the recording solution you can use the following systems:

- EVOLUTION_{neo} eco
- EVOLUTION_{neo}
- EVOLUTION_{neo} XXL



With hybrid systems (VoIP and TDM) the required software for the recording solution has already been installed on the EVOLUTION_{neo} recorder. If more performance is needed, an additional EVOLUTION_{neo} recorder or EVOIP_{neo} server can be added.

3.2 Software components

For the recording, you need the installation medium with the server software *neo* Suite which is installed on the ASC recording server.

3.3 Genesys system components (optional)

3.3.1 Genesys Framework

When using a CTI_{connect} for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.

4 Installation requirements



For basic information about the used default ports refer to the installation manual *Installation requirements* in chapter *Communication matrix*.



If you have configured customer-specific ports, you have to open them in the firewall separately.

4.1 Licenses

ASC

License name	Number
EVOIP ^{neo} Base license - active	1 license per recording server
EVOIP ^{neo} active for Mitel MiVoice 5000	1 license per concurrent recording resource

Tab. 1: Licenses

License name	Number
PHONE ^{app} universal for recording control per system	1 license per recording system

Tab. 2: Licenses for the phone application (optional)

Mitel MiVoice

Mitel MiVoice CTI CSTA

License name	Number
CTI CSTA	1 license per monitor point

Tab. 3: Licenses

Genesys T-Server (optional)

License name	Number
CTI ^{connect} for Genesys T-Server	1 per recording system
Genesys Recording Connector	1 per monitored recording resource
Genesys Universal SDK	1 per recording server

Tab. 4: Licenses for Genesys

4.2 Information

Before you start the installation, make sure that the following information is available:

- IP address of the recording server
- List of extensions to be recorded

5

Overview install and configure product

The following steps have to be carried out:

1. Install neo software
2. Configure System Configuration
 - Create and activate recording architectures
 - The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.
 - Configure servers
 - In the Servers module, the usage of the server is configured.
A server can be used for archiving, import, export, replay, data storage or for audio analysis.
 - Create PBX
 - A PBX configuration can either be created via the PBX module or via the configuration in the Integrations module.
 - Create, configure, and activate integration
 - Configure recording architecture
Assignment of the previously created recording architecture
 - Configure CTI connection data
Configuration of CTI connection parameters and of the grammar
 - Configure monitor points
Set monitor points for the extensions to be recorded
 - Global recording settings
Configuration of the settings for all recording servers in the network
 - Configure recording servers
Configuration of the parameters of the recording server, e. g. IP address, RTP incoming port and extensions
 - Configure add-on
By default, the add-on has been deactivated.
The following add-ons can be configured optionally for this recording solution:
Genesys T-Server
 - Configure miscellaneous settings
Optional configuration of participant information in an additional data field

6 Installation



Before installing the neo software, ensure that Microsoft Windows has been installed and configured according to our specifications.



For information about the installation and configuration of Microsoft Windows refer to the respective installation manual for system providers *Configuration Windows Server 2012 R2*, *Configuration Windows Server 2016* or *Configuration Windows Server 2019*.



For information about the installation of the neo software refer to the installation manual for system providers *Installation of the recording software of ASC*.

7 Configuration

7.1 Configure Mitel MiVoice 5000



The Mitel MiVoice 5000 PBX should be configured by a Mitel technician. The configuration file of the PBX has to contain the IP address of the recording server so that the **RTP** data can be sent to the recording server.

7.2 System Configuration



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

7.2.1 Start application

During the installation routine, shortcuts for the *neo* programs are created on your desktop.

1. To start the application directly on the server, double-click on the shortcut System Configuration.

To access the application from a computer via the web, enter the following URL in the address bar:

https://<System-IP>/SystemConfiguration.

If you have configured customer-specific ports, you have to include the port in the URL:

https://<System-IP>:<Port>/SystemConfiguration.

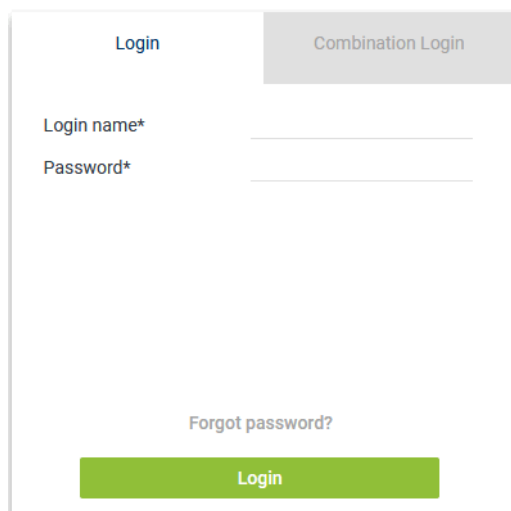


Fig. 2: System Configuration - web interface

To install and configure the recording solutions, you have to log in as system provider.

Login data for the administrator of the system provider:

User name:	<i>system-admin</i>
<i>neo</i> version < 6.3	
Default password:	<i>1</i>
	If the default password <i>1</i> has never been changed before a software update to a <i>neo</i> version ≥ 6.3 , the password must be changed upon the next login or by entering it again.
	If the default password has already been changed before a software update to a <i>neo</i> version ≥ 6.3 , the changed password remains.
<i>neo</i> version ≥ 6.3	

Default password: A\$c123

Tab. 5: Login data - system provider

2. Log in to the web interface.
 - ⇒ The main window System Configuration appears.

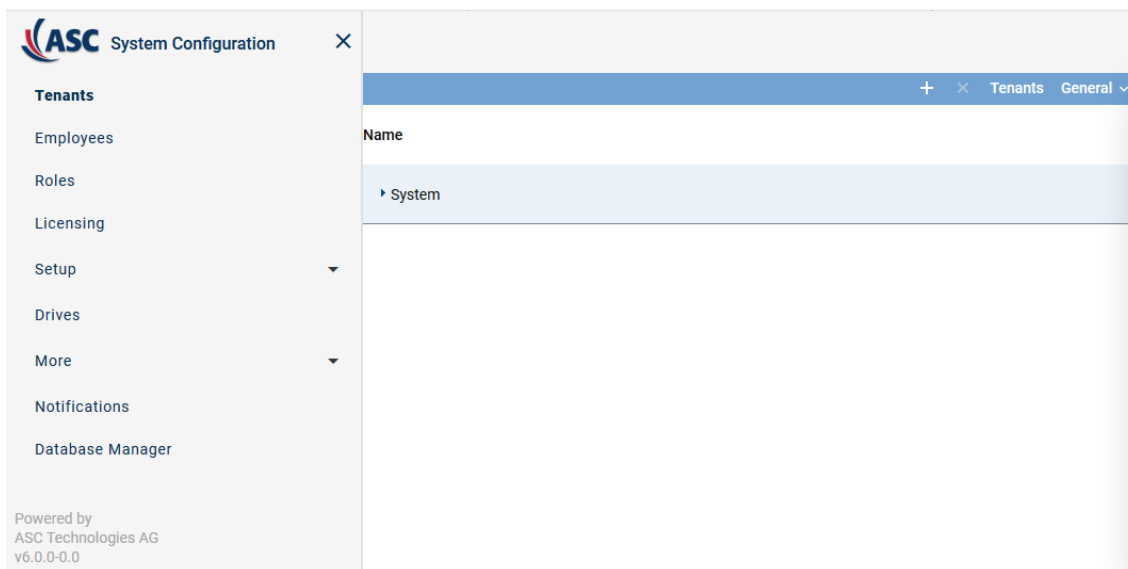


Fig. 3: System Configuration - main view:

7.2.2 Configure recording solution

Supported recording architectures

In this recording solution, the following recording architecture types are supported:

- All-in-one Basic Recording
- All-in-one Failover
- Multi-Server Recording
- Multi-Server Failover

7.2.2.1 Configure recording solution All-in-one Basic

7.2.2.1.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

1. Select the menu item *Setup > Recording Architectures* in the navigation bar.
 - ⇒ The following window appears:

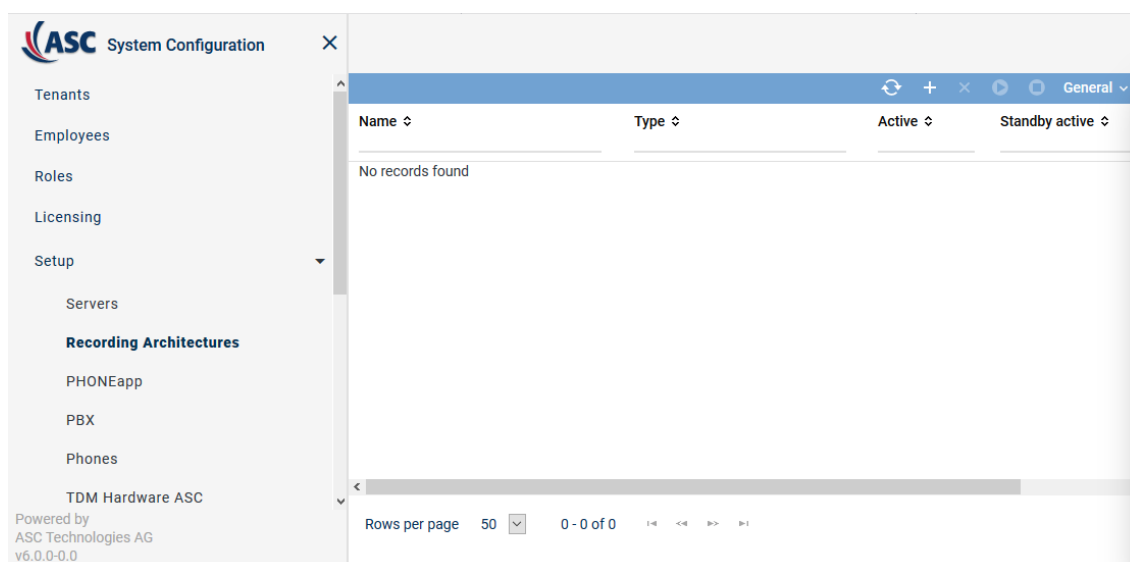




Fig. 4: Recording architectures - main view

Name	Name of the recording architecture
Type	Type of the recording architecture
Active	Shows whether the recording architecture has been activated and is ready to be used for the recording. ✓ = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (Deactivate) in the toolbar. ✗ = Recording architecture is not active. It can be activated by clicking on the icon  (Activate) in the toolbar.
Standby Active	Shows whether the standby server is active for one or several recording components in the recording architecture. ✓ = At least 1 standby server is active. ✗ = No standby server is active or no standby server has been defined.
Creation Date	Date on which the recording architecture was installed.
Updated	Date on which the settings of the recording architecture were updated for the last time.




NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.



Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 5: Toolbar Recording Architectures module

	Refresh	Refreshes the main view.
	Create	Creates a new recording architecture.
	Delete	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.

	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architecture</i>	<i>Standby Management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.
	<i>Reset Search</i>	Resets all manually entered search criteria.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.




For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create recording architecture All-in-one Basic

If the entire *neo* software has been installed on one server, you must create a recording architecture of the type *All-in-one Basic Recording*.



Depending on the selected recording architecture type, the following configuration steps vary. The following configuration steps are exemplary for the recording architecture *All-in-one Basic Recording*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
⇒ The window *New Recording Architecture* appears.

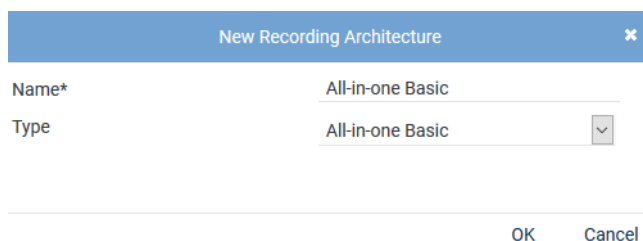
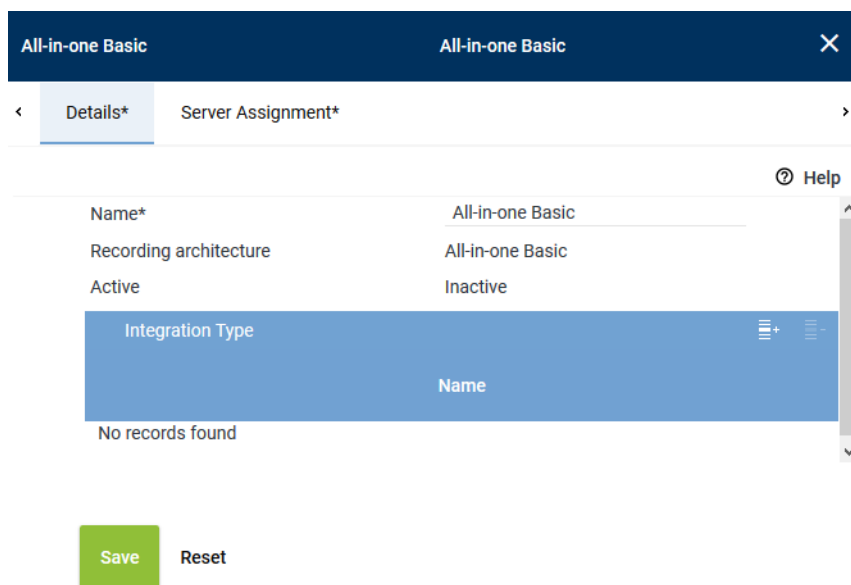


Fig. 6: Create recording architecture - All-in-one Basic Recording

2. In the entry field *Name*, enter a descriptive name for the recording architecture.
3. From the drop-down list *Type*, select the recording architecture type *All-in-one Basic Recording*.
NOTICE! The drop-down list only displays the supported recording architecture types.
4. Click on the button *OK*.
 ⇒ Your entries now appear in the detail view.




The screenshot shows a configuration window titled 'All-in-one Basic'. It has two tabs: 'Details*' (selected) and 'Server Assignment*'. The 'Details*' tab contains the following fields:

- Name***: All-in-one Basic
- Recording architecture**: All-in-one Basic
- Active**: Inactive

Below these fields is a table titled 'Integration Type' with a 'Name' column. The table is currently empty, and a message 'No records found' is displayed at the bottom of the table. To the right of the table is a vertical scrollbar. At the bottom of the window are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 7: Recording architecture - tab Details

Add integration type

1. Click on the icon  (Add) in the toolbar of the list *Integration Type*.
 ⇒ The window *Integration Type* appears.

Integration Type

×

Name

Mitel MiVoice 5000 active

Add

Cancel

Fig. 8: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.



Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice 5000* from the list of the available integration types and click on the button *Add*.
⇒ The name of the integration type now appears in the list in the detail view.

Assign server for All-in-one Basic

1. Click on the tab *Server Assignment* to assign a recording server to the recording architecture.

All-in-one Basic

All-in-one Basic

×

Details*

Server Assignment*

Server*

REC-01

+

-

Used in activated architecture

No

Recording type

☐ VoIP/Video
☐ TDM
☐ Screen
☐ Chat

Save

Reset

Fig. 9: Recording Architecture - tab Server Assignment

- Click on the button **+** behind the entry field **Server**.

⇒ The window **Servers** appears.

Servers			×
Name ↕	IP Address ↕	Path ↕	
REC-01	192.168.173.171	C:\	

Rows per page 20 ▾

1 - 8 of 8

⏪

⏴

⏵

⏩

Add

Cancel

Fig. 10: Recording Architecture - assign server

- Select the entry of the corresponding server.



A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

- Click on the button **Add**.
⇒ The name of the server now appears in the detail view.
- Activate the check box in front of the recording types for which you would like to use this server.

Recording type

☒ VoIP/Video

☐ TDM

☐ Screen




☐ Chat

Fig. 11: Recording Architecture - activate recording type



You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.

Activate recording architecture

1. Click on the button **Save**.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the tool-bar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
 - ⇒ In the column *Active*, the icon  (*Active*) appears.





Recording Architecture			
Name ▾	Type ▾	Active	Standby active ▾
All-in-one Basic	All-in-one Basic		

Fig. 12: Recording architecture - activate recording architecture

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



If you install an extension for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.1.2 Configure servers

Every server in your network that the *neo* software has been installed on is automatically identified as a server of the recording system and displayed in the main view of the Servers module. In the Servers module, you can configure the usage of the servers in your recording system.

1. Select the menu item *Setup > Servers* in the navigation bar.
 - ⇒ The following window appears:

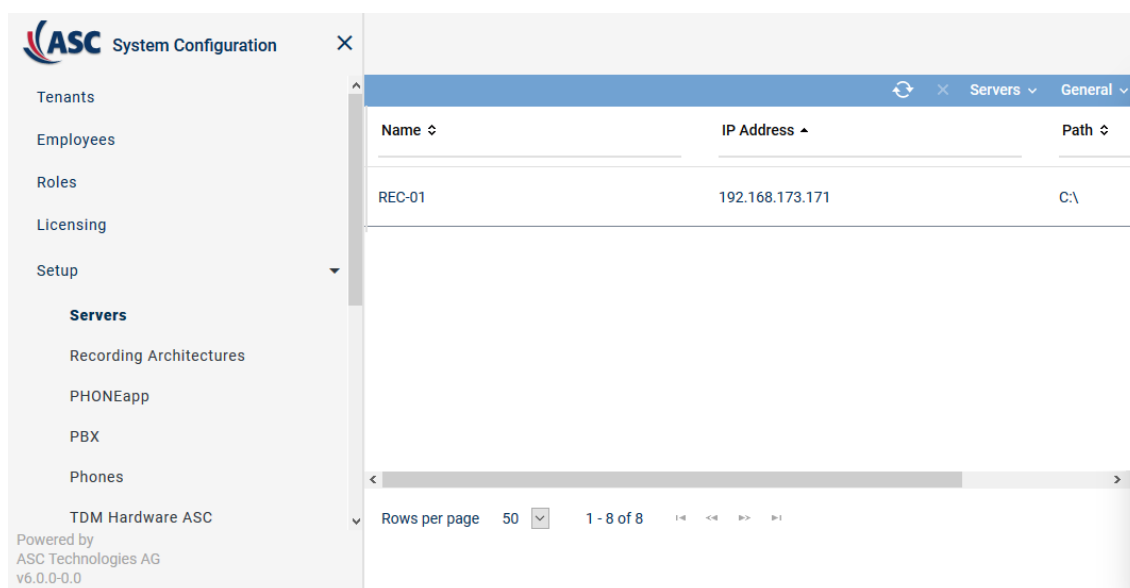


Fig. 13: Servers - main view

Depending on the configuration of the columns, the following information is displayed in the main view:

<i>Name</i>	Shows the name of the server.
<i>IP Address</i>	Shows the IP address of the server.
<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.

NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.

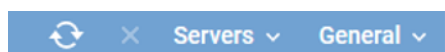




Fig. 14: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Delete</i>	Deletes the selected server configuration. This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.
<i>Servers</i>	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations" , p. 20.
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for the time synchronization, see chapter "Administrate NTP server" , p. 36.
	<i>Manage Synchronization Configurations</i>	Opens a window in which you can manage the synchronization configurations.
<i>General</i>	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view:

	<ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.
<i>Reset Search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

- Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.

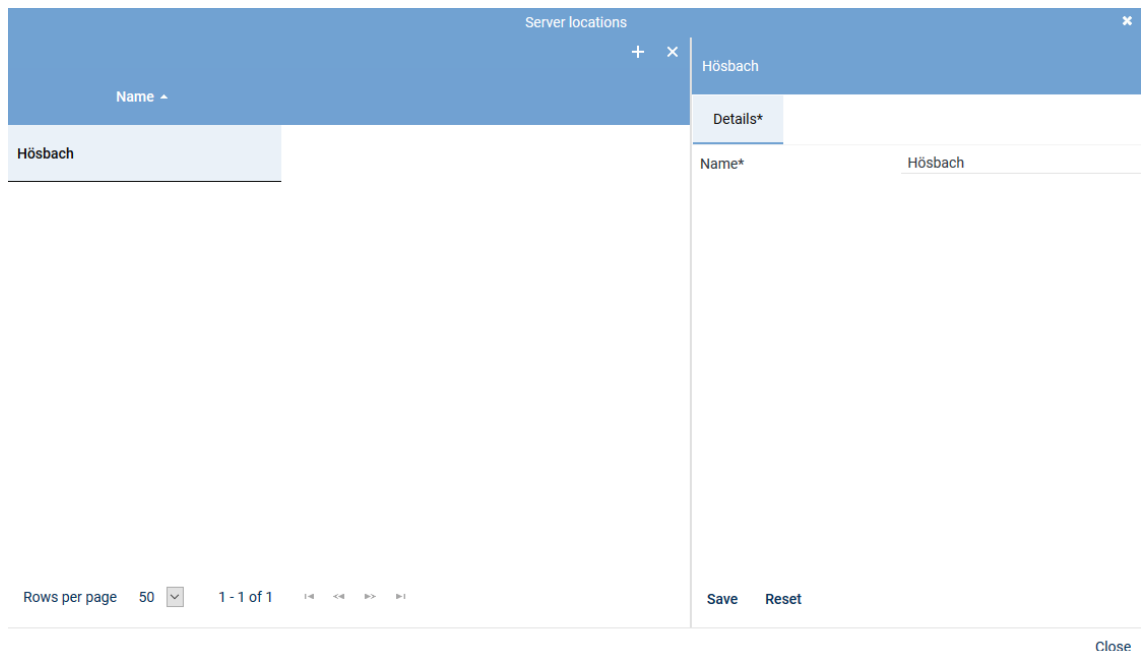



Fig. 15: Add server locations

- Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
- Enter the name of the location on the right side in the tab *Details*.
- To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.
- To add further locations, repeat the last 3 steps.

6. To close the window, click on the button *Close*.

Delete server location



A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.

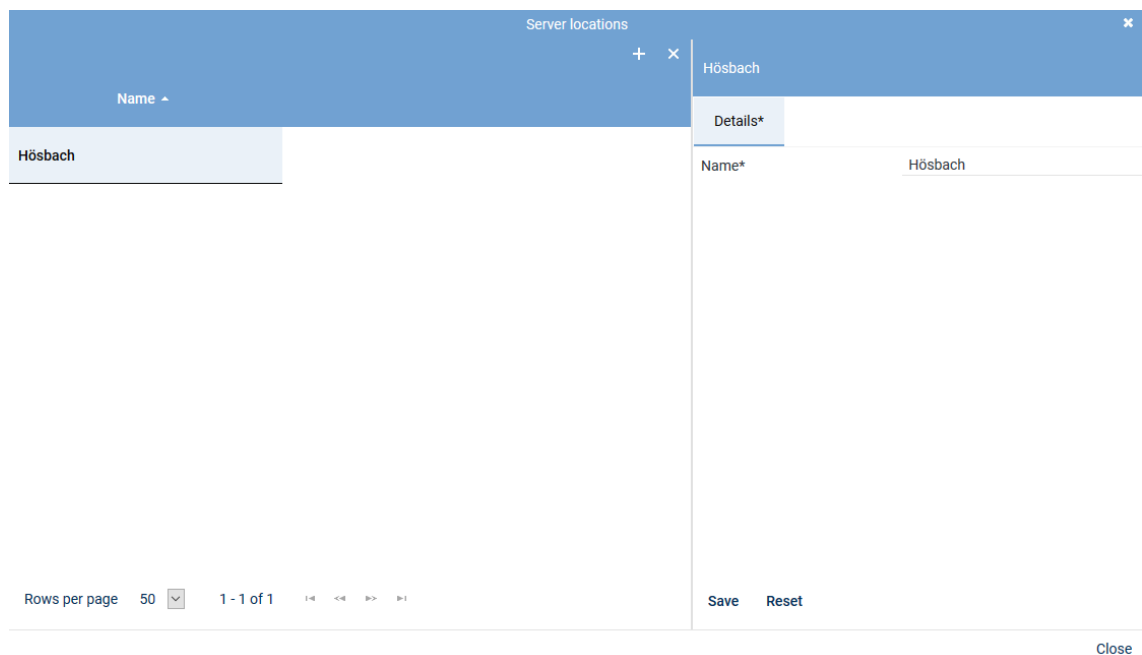



Fig. 16: Delete server location

3. Click on the icon  (*Delete*) in the toolbar of the window.
4. To delete further locations, repeat the last 2 steps.
5. To close the window, click on the button *Close*.

Tab Details

1. To configure the server, select the entry of the corresponding server in the main view.
⇒ In the detail view, the tab *Details* appears.
The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.

<
Details*
Usage*
Media Streamer
Replay Server Address Mapping
Key Ma >

? Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171 <input type="button" value="v"/>
Server location	Hörsbach <input type="button" value="v"/>

Fig. 17: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.
- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab *Usage* to configure the purpose of usage.



Since a server can be used for several recording solutions, all purposes of use are listed. Note that some purposes of use do not apply for some recording solutions. As an example: You cannot use audio analysis or replay via phone in a chat recording.

<
Details*
Usage*
Media Streamer*
Replay Server Address Mapping
Key M. >

API Server	▶
Audio Analysis	▶
Recording Control/Key Management	▶
Data Processing	▶
Replay	▶
Virtualization	▶

Fig. 18: Servers - tab Usage

Group field API Server

API Server ▼

☒ API server

API server name* API Server 1

Storage expansions

Path	Server	

No records found

☒ Replay via phone

Fig. 19: Group field API Server


The ASC API Server is a service within the neo software.




The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the neo system by means of this interface, too, using defined commands.

Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 32.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 24.

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated. <input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> Application POWERplay Pro Application POWERplay Instant Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p> <p>NOTICE! In the tab <i>Media Streamer</i>, you have to assign this function to a PBX, see chapter "Tab Media Streamer", p. 31. To be able to do so, at least 1 PBX must have been configured in the system.</p>

Add storage expansion for replay

- Click on the icon  (*Add*) in the toolbar of the list.
- Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Storage Expansion for Replay				
Device Type	Name	Path	Free Disk Space	Server
NAS	NAS 2	NAS 2	<div></div>	REC-02

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 20: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio Analysis

Audio Analysis ▼

☒ Audio analysis (SAES mode)

Stream audio data from* + -

☐ Emotion detection

Stream audio data from* + -

Fig. 21: Group field Audio Analysis

Parameters	Value/Description
<i>Audio analysis</i>	<p>Activate this check box to use the server for audio analysis. The audio data is then streamed for audio analysis from the configured server to this server.</p> <ul style="list-style-type: none"> Stream audio data from From the list of available servers, select the server from which the audio data is supposed to be streamed for audio analysis via the button +.
<i>Emotion detection</i>	<p>Activate this check box to activate emotion detection for the audio analysis.</p> <p><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Tab. 6: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture ▼

☒ neo key management

Fig. 22: Group field Recording Control/Key Management

Parameters	Value/Description
<i>Recording control/Monitoring</i>	<p>Activate the check box if you would like to use CLIENTcommand or an API recording control or if you would like to use <i>Monitoring</i>. This feature is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the respective recording architecture you would like to use for the control.
- <i>neo key management</i>	<p>The function allows customer-specific encryption of the recordings. To be able to configure the key management, you have to activate the check box <i>Key management</i>.</p> <p>This function can only be activated if the license <i>ASC_KEY_MANAGEMENT</i> is available.</p>

Parameters	Value/Description
	For further information about the configuration of the key management refer to the administration manual <i>Configuration of servers and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i> .

Tab. 7: Configure Recording Control/Key Management

Group field Data Processing

Data Processing

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose...


Fig. 23: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the target server, see chapter "Add target server to a list", p. 28. By clicking on the icon  (Remove), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>

Parameter	Value/Description
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 28. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	<p>Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.</p>
<i>Export</i>	<p>Activate the check box <i>Export</i> to allow the export from this server.</p>
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 8: Configure data storage

Add target server to a list

1. In the toolbar of the list *Target Server*, click on the icon  (*Add*).
2. Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Name	IP Address
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

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Add Cancel

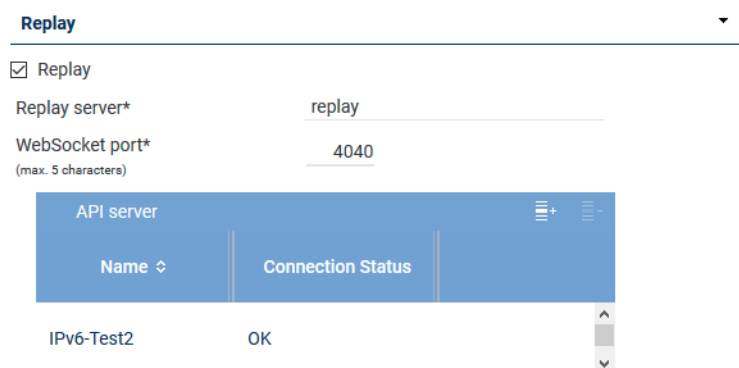
Fig. 24: Select server



Only those servers are available on which the function *Data storage* has been activated.

3. To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

Name	Connection Status
IPv6-Test2	OK

Fig. 25: Group field Replay

Parameter	Value/Description
Replay	A replay server can replay recordings via the integrated <i>Replay Feature</i> . Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.

Parameter	Value/Description
	<p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port</i> (maximum of 5 characters)	Enter the port via which the data to be replayed in POWERplay Web are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> • By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 29. • By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 9: Configure replay

Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:

- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
- If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.


- If several **API** servers are available in the network, you can assign further **API** servers in addition to the local **API** server. The assigned **API** servers are addressed in order. For this reason, the local **API** server should always be first in the list.
1. To assign an **API** server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 2. Select the server from the list on which the **API** service is running.



Fig. 26: Select server



Only those servers are available on which the **API** service has been installed and activated. See [chapter "Group field API Server", p. 23](#).

3. To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 27: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 10: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

1. To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

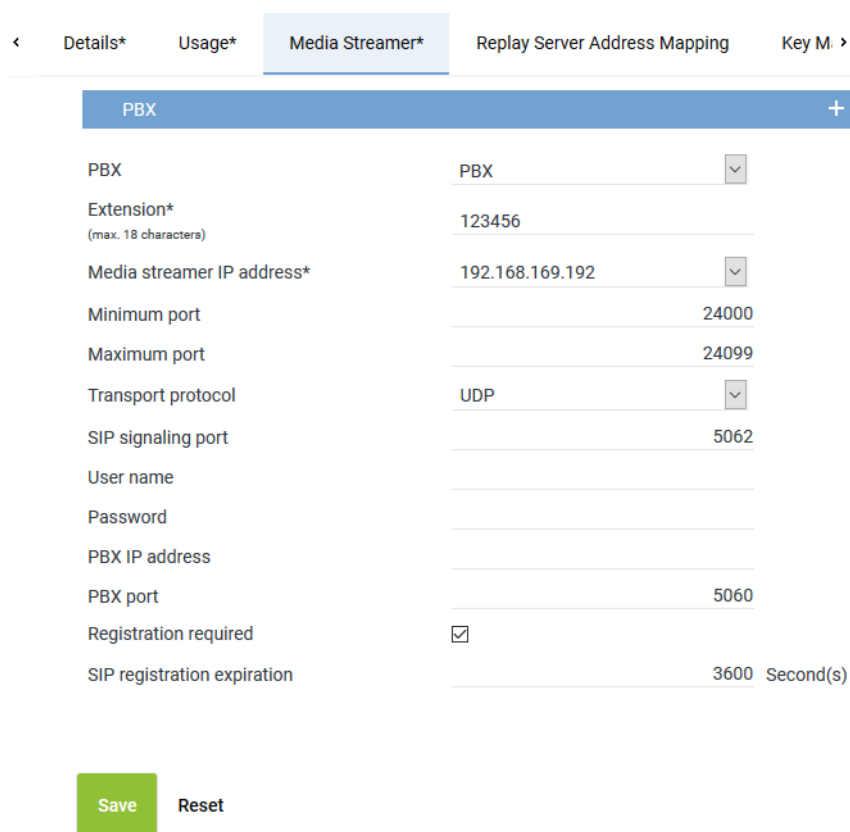
Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.



< Details* Usage* **Media Streamer*** Replay Server Address Mapping Key M. >

PBX +

PBX	PBX	▼
Extension*	123456	
(max. 18 characters)		
Media streamer IP address*	192.168.169.192	▼
Minimum port	24000	
Maximum port	24099	
Transport protocol	UDP	▼
SIP signaling port	5062	
User name		
Password		
PBX IP address		
PBX port	5060	
Registration required	<input checked="" type="checkbox"/>	
SIP registration expiration	3600	Second(s)

Save Reset

Fig. 28: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 37.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>

<i>Media streamer IP address</i>	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>
<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	<p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.</p>
<i>Transport protocol</i>	<p>Select the transport protocol type you would like to use for the SIP communication from the drop-down list.</p> <p>TCP = unencrypted UDP = unencrypted TLS = encrypted</p> <p>If an external analog gateway has been integrated, select UDP in the drop-down list.</p>
<i>SIP signaling port</i>	<p>Enter the port for the SIP communication.</p> <p>Port for data exchange: 5062</p>
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	<p>Enter the IP address of the SIP registrar of the PBX.</p> <p>If an external analog gateway has been integrated, enter the IP address 169.254.254.101.</p>
<i>PBX port</i>	<p>Enter the port of the SIP registrar of the PBX.</p> <p>If an external analog gateway has been integrated, enter the value 5060.</p>
<i>Registration required</i>	<p>Select whether the SIP extension has to be registered with the SIP registrar of the PBX.</p> <p><input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered.</p> <p>If an external analog gateway has been integrated, deactivate the check box Registration required.</p>
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

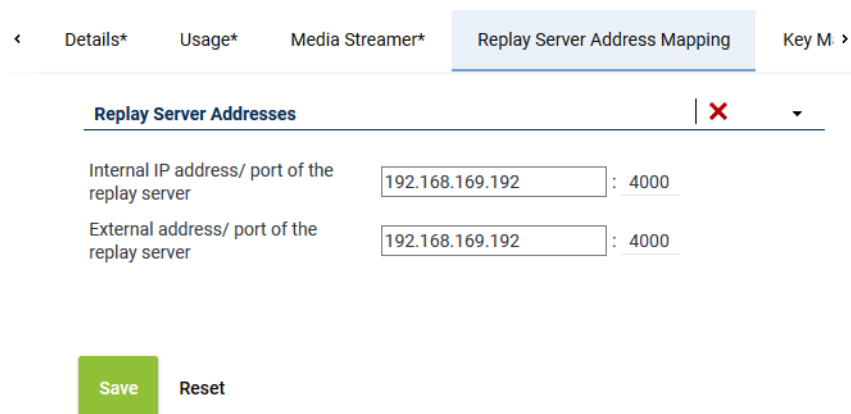


Fig. 29: Servers Module - tab Replay Server Address Mapping

Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon  in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port **4040** as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the *Tenants* module.



For information about the configuration refer to the administration manual for tenants *User management tenant*.

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping
Key Management >

Key creation interval

☒ All

365 Day(s)

☐ Create key manually

Delay usage
until

0 Day(s)

0 Hour(s)

☐ Key expiration date
after

0 Day(s)

☒ In case of an error switch to simple key management automatically

Save

Reset

Fig. 30: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



For information about the configuration refer to the administration manual for tenants *User management tenant*.

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

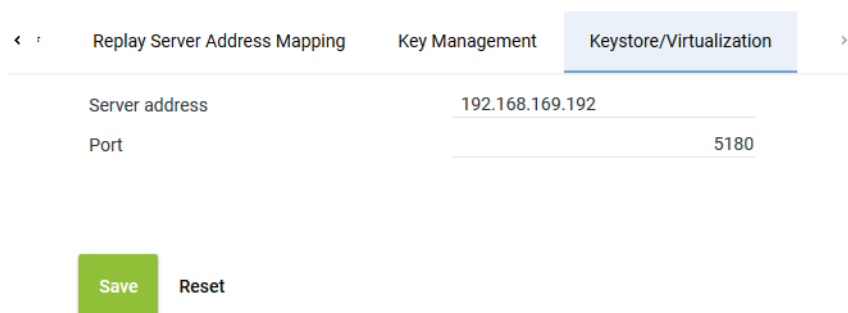
In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.



The screenshot shows a configuration interface with three tabs: 'Replay Server Address Mapping', 'Key Management', and 'Keystore/Virtualization'. The 'Keystore/Virtualization' tab is active. It contains two input fields: 'Server address' with the value '192.168.169.192' and 'Port' with the value '5180'. Below these fields are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 31: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization: IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

	<ul style="list-style-type: none"> If you use only the ASC key management: IP address of the server with the master password database
Port	Enter the port for the connection. Default value: 5180

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

Administrate NTP server

The recording system works with an [NTP](#)-based time synchronization. The function *Administrate NTP server* allows defining several [NTP](#) servers. Every server in the system identifies all [NTP](#) servers configured within the system and can use any [NTP](#) server for time synchronization. That way, every server can connect immediately to another [NTP](#) server if its current [NTP](#) server connection breaks down.

Add NTP server

- Select the menu item *Servers > Administrate NTP Server* in the toolbar of the main view.
⇒ The window *NTP Server* appears.

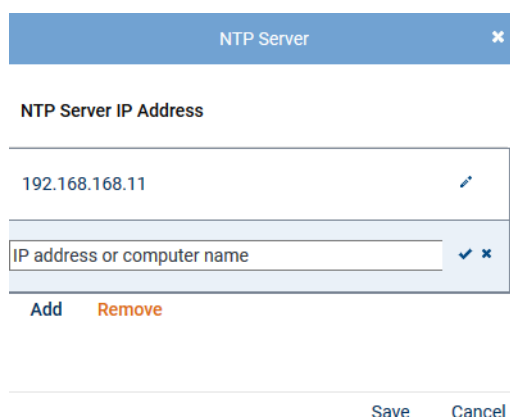





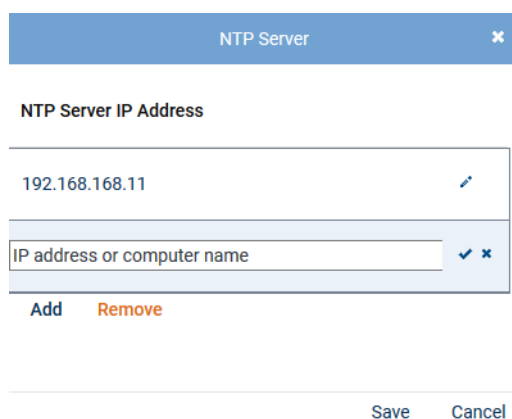
Fig. 32: Add NTP server

The list displays all NTP servers that have been configured during the installation.

- To add a server, click on the button *Add*.
- In the newly added row, click on the icon  (*Edit*).
- Enter the [IP](#) address or the name of the [NTP](#) server in the entry field.
- To save the entry in the row, click on the icon  (*Save*).
To discard the entry in the row, click on the icon  (*Discard*).
- To save all changes in the list, click on the button *Save*.
To discard the changes and close the window, click on the button *Cancel*.




Edit IP address

- Select the menu item *Servers > Administrate NTP Server* in the toolbar of the main view.
⇒ The window *NTP Server* appears.



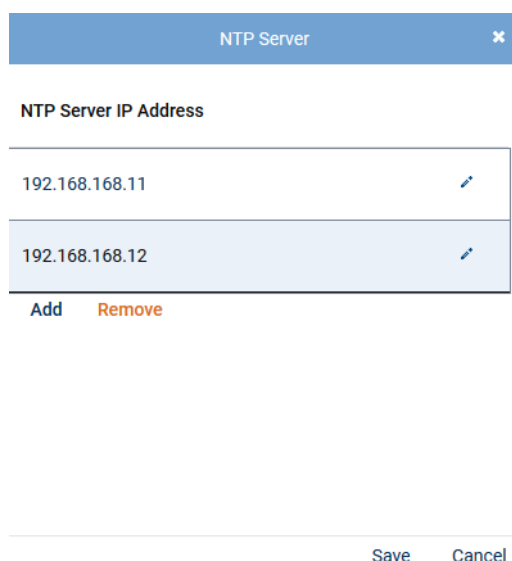
The screenshot shows a window titled "NTP Server" with a close button (X). Below the title is the section "NTP Server IP Address". It contains a table with one row showing the IP address "192.168.168.11" and an edit icon (pencil). Below the table is a text input field with the placeholder "IP address or computer name" and check/cancel icons. At the bottom of the table are "Add" and "Remove" buttons. At the bottom of the window are "Save" and "Cancel" buttons.

Fig. 33: Edit IP address

- Click on the icon  (*Edit*) in the row with the IP address that you would like to edit.
- Change the entry in the entry field.
- To save the change, click on the icon  (*Save*).
To discard the change, click on the icon  (*Discard*).
- To save the changes, click on the button *Save*.
To discard the changes and close the window, click on the button *Cancel*.

Remove NTP server

- Select the menu item *Servers > Administrate NTP Server* in the toolbar of the main view.
⇒ The window *NTP Server* appears.



The screenshot shows a window titled "NTP Server" with a close button (X). Below the title is the section "NTP Server IP Address". It contains a table with two rows. The first row shows the IP address "192.168.168.11" and an edit icon (pencil). The second row shows the IP address "192.168.168.12" and an edit icon (pencil). Below the table are "Add" and "Remove" buttons. At the bottom of the window are "Save" and "Cancel" buttons.

Fig. 34: Remove NTP server

- In the list, select the NTP server that you would like to remove.
- Click on the button *Remove*.
⇒ The NTP server is removed from the list.
- To save the change, click on the button *Save*.
To discard the change and close the window, click on the button *Cancel*.

7.2.2.1.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

1. Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

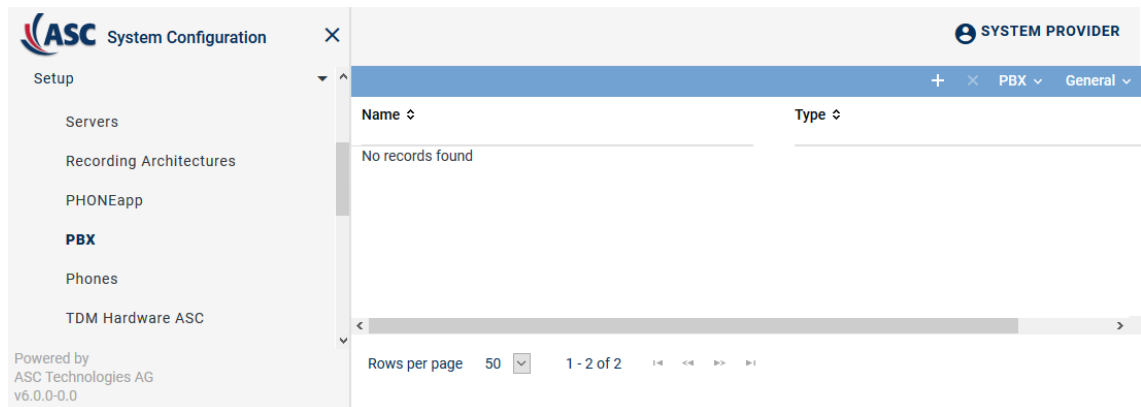




Fig. 35: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.



Fig. 36: Toolbar PBX module

	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

1. Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.

⇒ In the detail view, the tab *Details* appears.

×

<
Details* PHONEapp Configuration Web Service
>

Name*

PBX type*

Maximum length of extensions

Country code

Area code*

Net code*

Mitel MiVoice 5000

Mitel MiVoice 5000 ▼

4 ▼

☒ Select from list
United States (1) ▼
☐ Enter manually

6021

5963

Non Phone IPs

No records found

Add Delete

IPs to be Ignored

No records found

Add Delete

MACs to be Ignored

No records found

Add Delete

Save

Reset

Fig. 37: Create new PBX - tab Details

2. Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> <i>Select from list</i> Select the country code from the drop-down list. <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 11: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.1.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

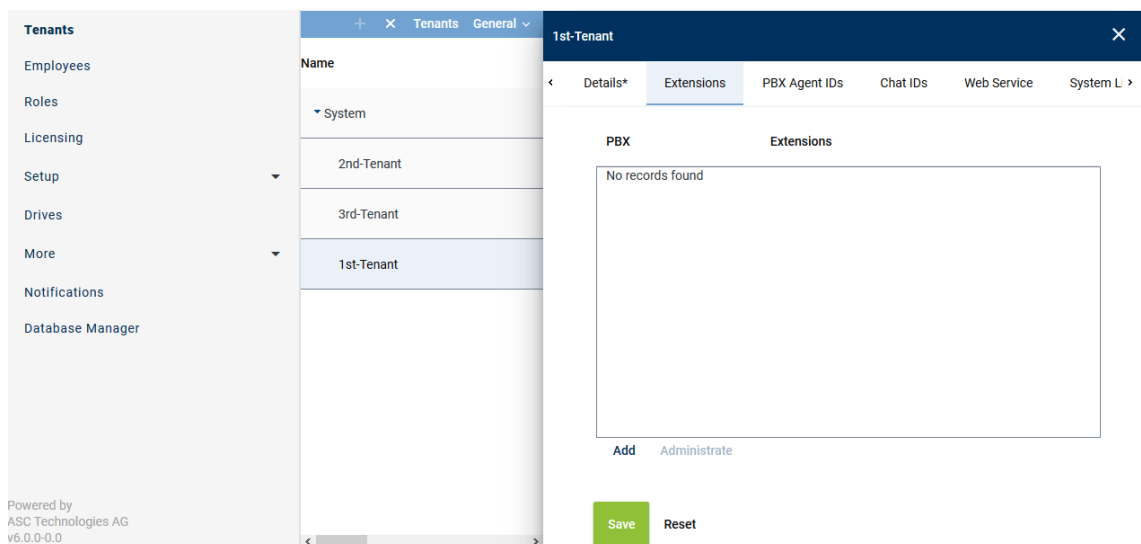


Fig. 38: Tenants - main view - tab Extensions

Add extensions

- In the main view, select the tenant to whom you would like to assign extensions.
- Click on the tab *Extensions*.
- Click on the button *Add*.
⇒ The following window appears:

Add Extensions ×

PBX

PBX ▼

☐ File import

☐ File contains a headline

File name

...

☒ Manual entry

Extension or extension range separated by
", or ", (e. g. 3434,3535; 4000-4100)

6000-6999

☐ Replace existing list of extensions

Add
Cancel

Fig. 39: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

<i>File import</i>	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p> <p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> Click on the button ... behind the field <i>File name</i>. Click on the button <i>Choose File</i>. Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the extensions of the selected PBX.</p>

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☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

5. Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove extensions

1. In the list, select the **PBX** for which you would like to remove the assigned extensions.

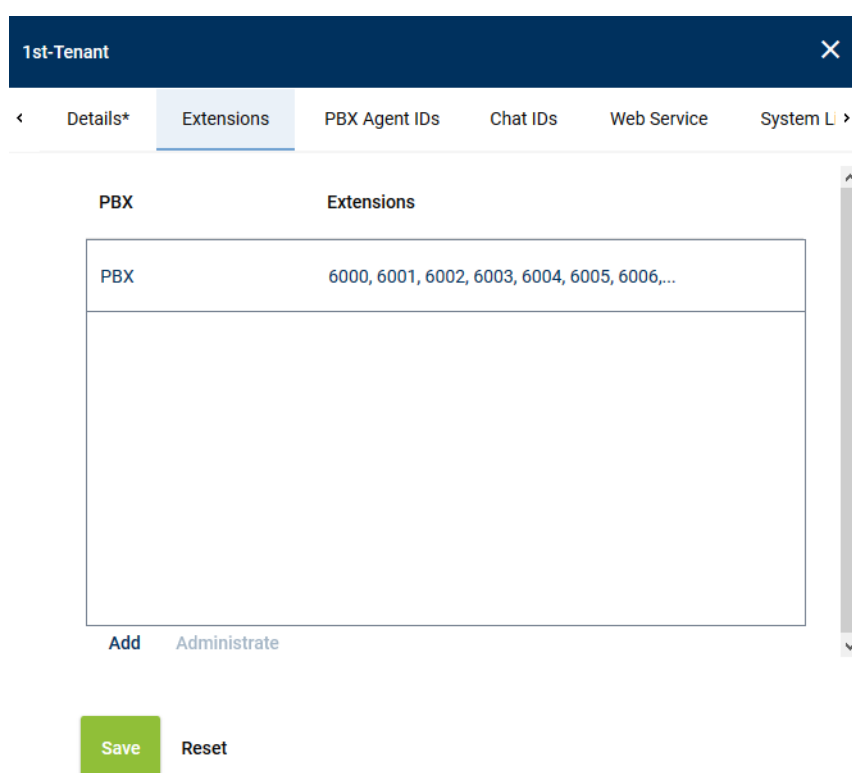


Fig. 40: Remove extensions

2. Click the button *Administrate*.
3. Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Fig. 41: Select extensions

4. To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

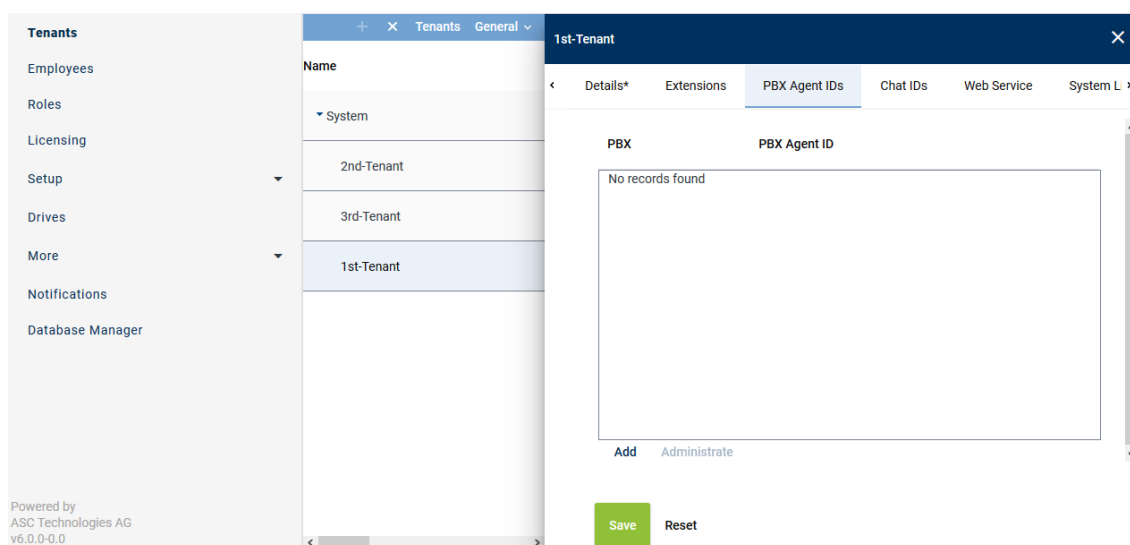


Fig. 42: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
 - ⇒ The following window appears:

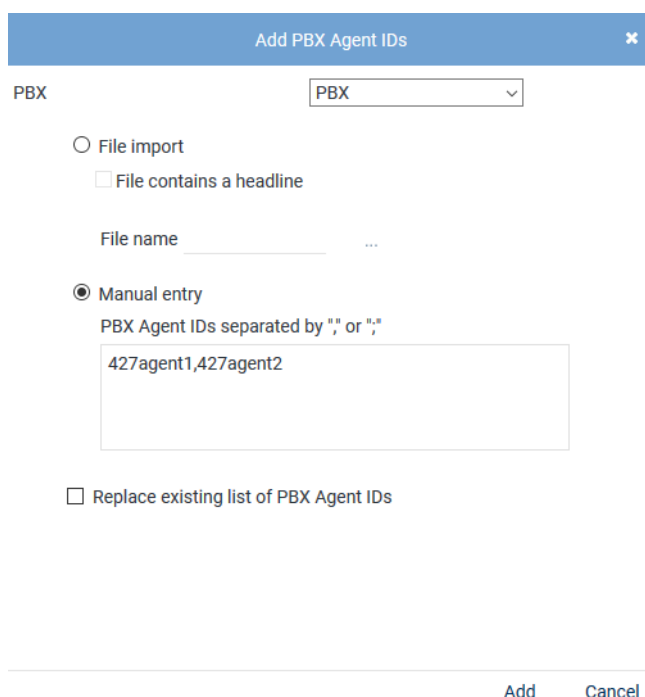




Fig. 43: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.
<i>File contains a headline</i>	

	<p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

- Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

Administrate PBX Agent IDs
✕

ID

427agent1

427agent2

Remove Cancel

Fig. 44: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.1.5 Configure additional data

In the Additional Data module, you can configure the additional data which is delivered for a conversation with a protocol.

For selection fields to appear in the drop-down list, they have to be configured in the Additional Data module.

1. Select the menu item *Setup > Additional Data* in the navigation bar.

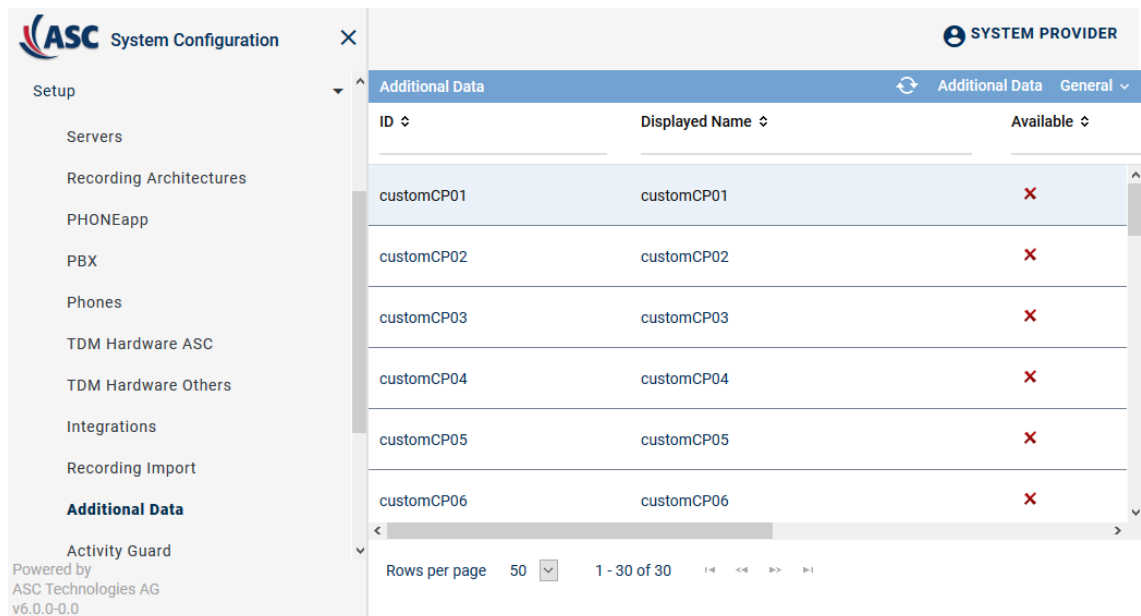


Fig. 45: Additional Data module main view

2. Select a set of data.
⇒ The detail view displays the information you can configure.

Change display name

Change Display Name
▼







Language	Content	
ar_SA	customCP01	
bg_BG	customCP01	
de_DE	Universal Call ID	
en_GB	customCP01	
en_US	Universal Call ID	 

Fig. 46: Configure additional data

1. To change the display name, click on the pen in the line of the language you would like to change.
2. Enter a display name and click on the check mark at the end of the line to confirm the entry.

Availability

Availability
▼

Available	<input checked="" type="checkbox"/>
Editable	<input checked="" type="checkbox"/>
External recording control	<input checked="" type="checkbox"/>

Save

Reset

Fig. 47: Additional data - configure availability

1. To make the data field available to the entire system, activate the check box of the option *Available*.
2. To make the data field in the search and replay applications editable later on, activate the check box of the option *Editable*.
3. To be able to use the data field for external recording control, activate the check box of the option *External recording control*. This option is only available if recording control has been activated in the *Servers module* in the tab *Usage*.
4. Click on the button *Save* to save the settings.



For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



Additional data which is not delivered along with the protocol is not available for further use.

7.2.2.1.6 Create integration for All-in-one Basic

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.

1. In the navigation bar, select the menu item *Setup > Integrations*.

⇒ The following window appears:

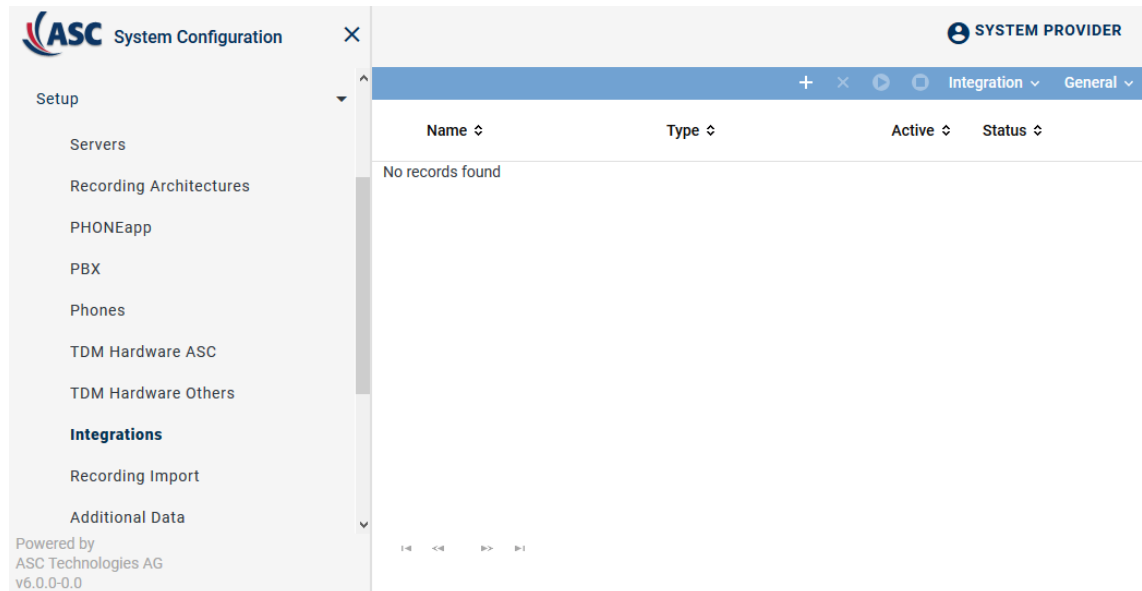




Fig. 48: Integrations - main view

In the table in the main view, the following information is displayed:





Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. <div> ✓ = Integration is active, can be deactivated in the toolbar via the icon . ✗ = Integration is not active, can be activated in the toolbar via the icon . </div>
Status	Shows whether the configuration has been carried out completely. <div> ✓ = Configuration is complete. ✗ = Configuration is incomplete. </div>

Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 49: Toolbar Integrations module

	Create	Opens the detail view so that you can create a new integration.
	Delete	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	Activate	Activates the selected integration. The integration can only be activated if it has been configured completely.
	Deactivate	Deactivates the selected integration. This stops running recordings.

<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
⇒ The window *Upload File* appears.

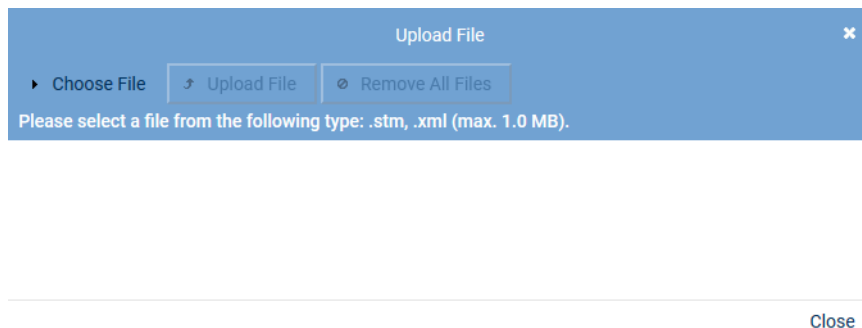


Fig. 50: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
⇒ The selected file appears in the window *Upload File*.

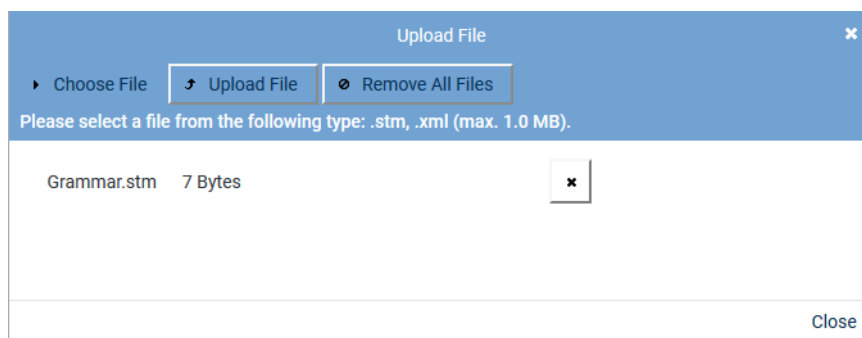


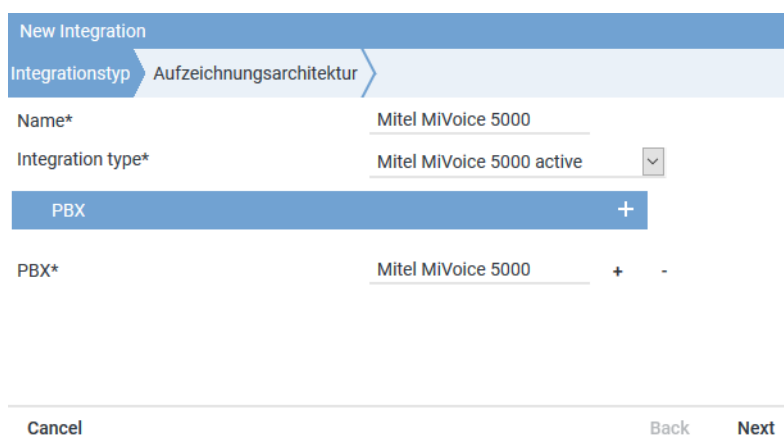


Fig. 51: Upload grammar

- To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type

- Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.



New Integration

Integrationstyp Aufzeichnungsarchitektur

Name* Mitel MiVoice 5000


Integration type* Mitel MiVoice 5000 active

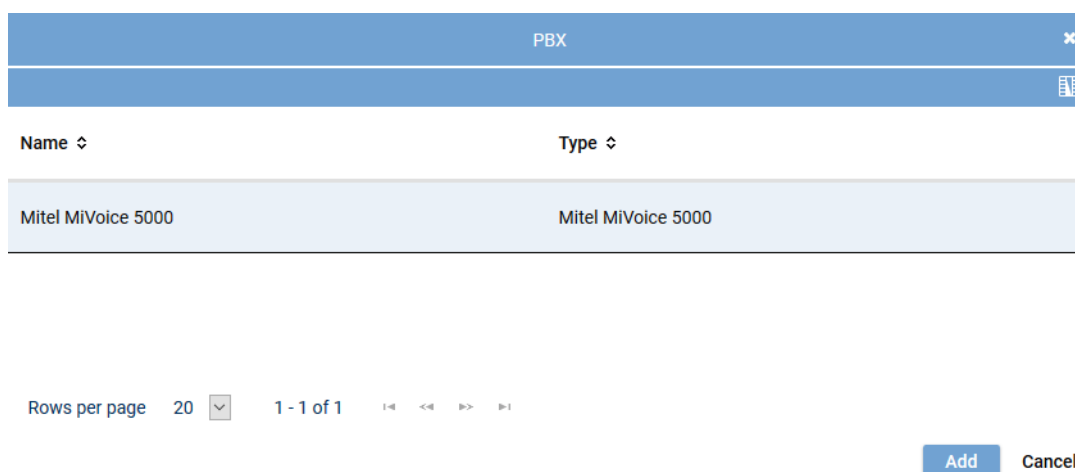
PBX +

PBX* Mitel MiVoice 5000 + -

Cancel Back Next

Fig. 52: Create integration type

2. Enter the following parameters:
3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



PBX

Name	Type
Mitel MiVoice 5000	Mitel MiVoice 5000

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 53: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for All-in-one Basic

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.



New Integration

Integration Type Recording Architecture

Recording Architecture

Recording architecture* All-in-one Basic

Save Cancel Back Next

Fig. 54: Assign recording architecture - All-in-one Basic


2. Select the respective recording architecture from the drop-down list *Recording architecture*.



Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button **Save**.
⇒ The integration now appears in the main view.

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:









Mitel MiVoice 5000		Mitel MiVoice 5000 active	✗	✓
Step	Configuration			
Configure recording architecture	✓			
Configure CTI connection data	✗			
Configure monitor points	✗			
Global recording settings	✗			
Configure recording servers	✗			
Configure add-on	✓			
Configure miscellaneous settings	✓			

Fig. 55: Configuration steps of the integration

Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

1. Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.


- ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.



Fig. 56: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and - if required - additional data.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

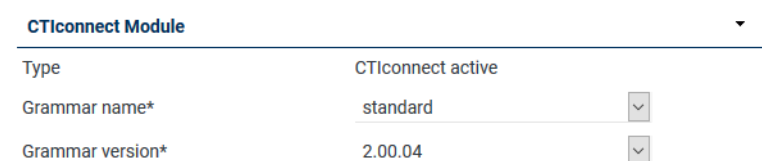


Fig. 57: Group field CTIconnect module

- Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 12: Configure CTIconnect module

Group field Connection Data

In this group field, you can enter the link to the CTIconnect module of the recording server.

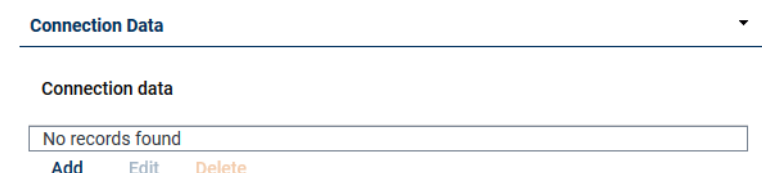


Fig. 58: Group field Connection Data

- In the group field *Connection Data* in the table, click on the button *Add*.

⇒ The following window appears:



Fig. 59: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of the PBX.
PBX port	Enter the port for the PBX connection.

Tab. 13: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ▶ to expand the group field and to assign the additional data to the data fields of the search and replay applications.

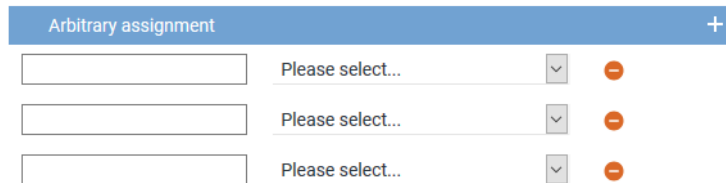



Fig. 60: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.

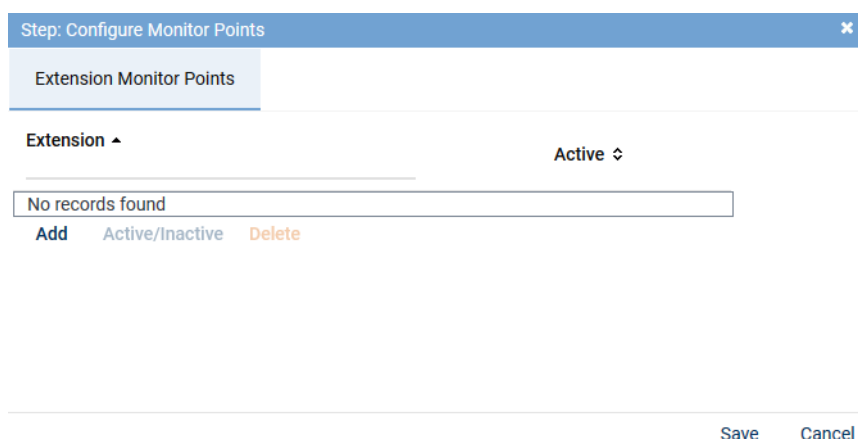


For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure monitor points

In this configuration step, the monitor points for the monitored end devices are configured.

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*).
⇒ The window *Step: Configure Monitor Points* appears in the detail view.



Step: Configure Monitor Points

Extension Monitor Points

Extension ▾ Active ⇅

No records found

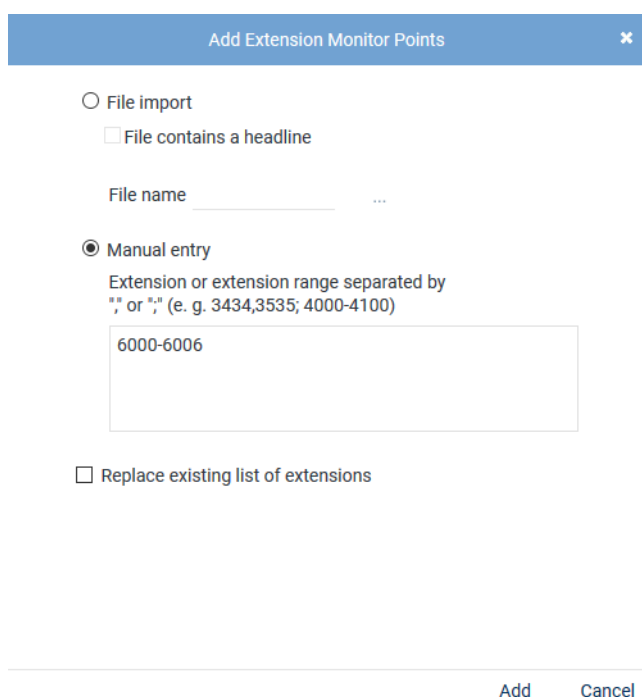
Add Active/Inactive Delete

Save Cancel

Fig. 61: Configuration step - configure monitor points

Extension monitor points

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
⇒ The window *Add Extension Monitor Points* appears.



Add Extension Monitor Points

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry



Extension or extension range separated by
",\" or \",\" (e. g. 3434,3535; 4000-4100)

6000-6006

☐ Replace existing list of extensions

Add Cancel

Fig. 62: Add extension monitor points

File import	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
	File contains a headline

	<p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p> <p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button ↗ (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumeric entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.

Step: Configure Monitor Points

Extension Monitor Points

Extension ▲	Active ⇅
6000	✓
6001	✓

Add
Active/Inactive
Delete


Save
Cancel

Fig. 63: Configured extension monitor points

Add	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
Active/Inactive	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.


- Click on the button *Save* to apply the settings and to finish this configuration step.

Global recording settings

- Click on the button  (*Edit configuration step*) in the line *Global recording settings* in the main view.
⇒ The window *Step: Global Recording Settings* appears.

Step: Global Recording Settings

Details*

Transport protocol	UDP	
Port SIP signaling*	5060	
Remote SIP port*	7300	
PBX IP address*	192.168.170.227	
PBX port*	3211	

Save
Cancel

Fig. 64: Configuration step - Global Recording Settings

- Set the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Transport protocol</i>	Select the used protocol, e. g. <i>UDP</i> .
<i>Port SIP signaling (AKN)</i>	Enter the port for the SIP signaling, where the signaling is received. The default value is <i>5060</i> .
<i>Remote SIP port</i>	Enter the port for the end devices, here <i>7300</i> .
<i>PBX IP address</i>	Enter the IP address for the connection to the PBX here.
<i>PBX port</i>	Enter the port for the connection to the PBX, here <i>3211</i> .

Tab. 14: Global recording settings

- Click on the button *Save* to finish the configuration in this step.

Configure recording server for All-in-one Basic


- Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
⇒ The window *Step: Configure Recording Servers* appears.



Fig. 65: Configuration step - Configure recording servers

- Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. 20000.
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. 21000.

Tab. 15: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive **RTP**.

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

- Click on the button *Save*.
- Click on the button *Close* to finish this configuration step.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTIconnect service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

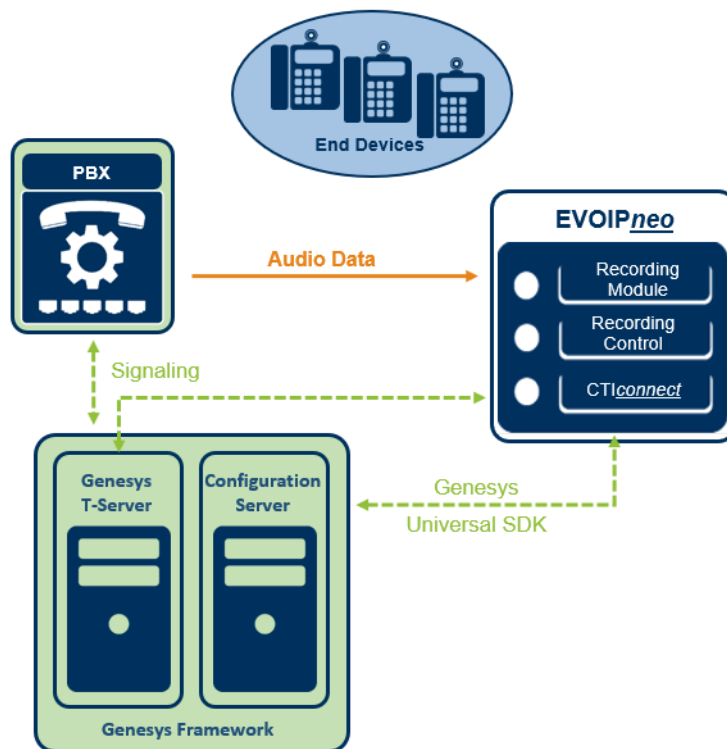


Fig. 66: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)"](#), p. 89.

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

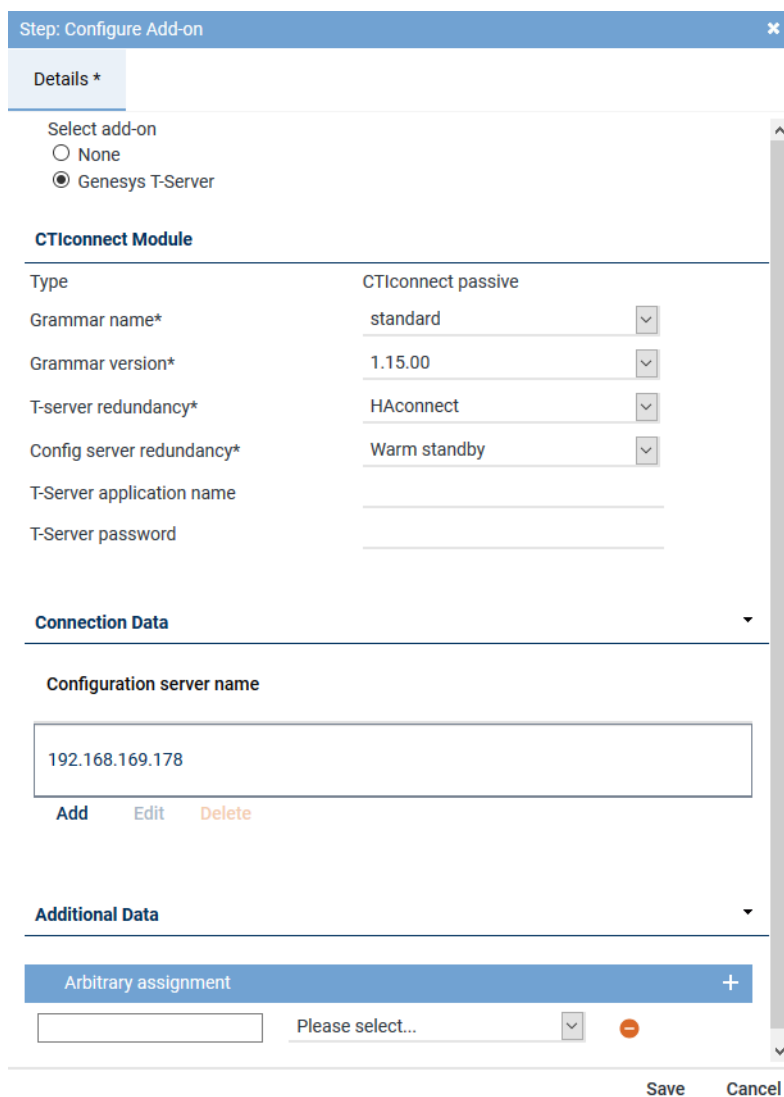
Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.



Step: Configure Add-on

Details *

Select add-on

☐ None

☒ Genesys T-Server

CTIconnect Module

Type	CTIconnect passive
Grammar name*	standard
Grammar version*	1.15.00
T-server redundancy*	HAconnect
Config server redundancy*	Warm standby
T-Server application name	
T-Server password	

Connection Data

Configuration server name

192.168.169.178

Add Edit Delete

Additional Data

Arbitrary assignment

Please select...

Save Cancel

Fig. 67: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
<i>Type</i>	Here, the type of the CTI <u>connect</u> module is displayed.
<i>Grammar name</i>	Select the respective grammar.
<i>Grammar version</i>	Select the respective grammar version.
<i>T-server redundancy</i>	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>Config server redundancy</i>	From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	This parameter must only be entered, if authentication on the Genesys T-Server is required. Enter the application name that the CTI <u>connect</u> module is supposed to use to log in to the Genesys T-Server. If you use several Genesys T-Servers, the login data must be identical for all servers.
<i>T-Server password</i>	This parameter must only be entered, if authentication on the Genesys T-Server is required. Enter the password that the CTI <u>connect</u> module is supposed to use to log in to the Genesys T-Server. If you use several Genesys T-Servers, the login data must be identical for all servers.

Tab. 16: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

1. In the group field *Connection Data* in the table, click on the button *Add*.

⇒ The following window appears:

Configure Connection
✕

Configuration server name*	<input style="width: 90%;" type="text" value="192.168.169.178"/>
Configuration server port*	<input style="width: 90%;" type="text" value="2020"/>
Configuration server user name*	<input style="width: 90%;" type="text" value="default"/>
Configuration server password*	<input style="width: 90%;" type="password" value="••••••••"/>
Application name*	<input style="width: 90%;" type="text" value="default"/>
Tenant name*	<input style="width: 90%;" type="text" value="Resources"/>

[Add](#)
[Cancel](#)

Fig. 68: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 17: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

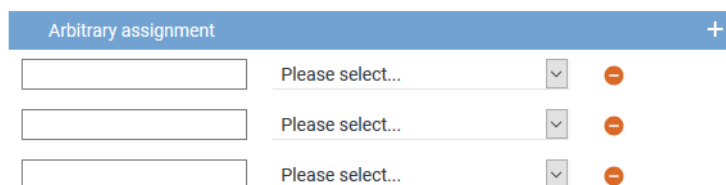



Fig. 69: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.

⇒ The window *Step: Miscellaneous Settings* appears.

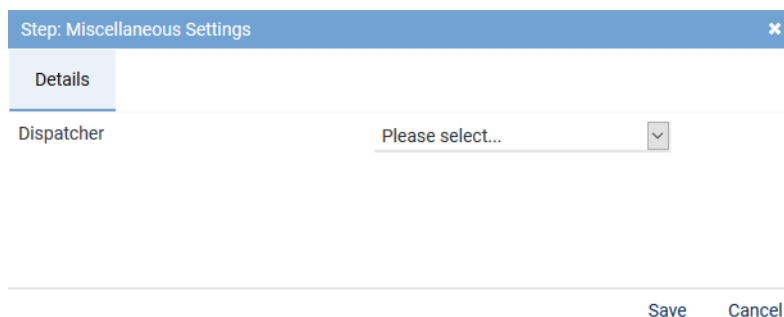


Fig. 70: Configure miscellaneous settings

2. Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.




Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.




If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (OK) will appear in the main view, in the line of the created integration, in the column *Status*.

Mitel MiVoice 5000		Mitel MiVoice 5000 active	✖	✔
Step	Configuration			
Configure recording architecture	✔			
Configure CTI connection data	✔			
Configure monitor points	✔			
Global recording settings	✔			
Configure recording servers	✔			
Configure add-on	✔			
Configure miscellaneous settings	✔			

Fig. 71: Activate integration

1. Mark the integration in the main view, so that the icon  (Activate) becomes active in the toolbar.
2. To activate the integration, click on the icon  (Activate).
 - ⇒ In the column Active, the icon  (Active) appears.

Mitel MiVoice 5000		Mitel MiVoice 5000 active	✔	✔
Name ↕	Type ▲	Active ↕	Status ↕	

Fig. 72: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

1. To deactivate the integration, click on the icon  (Deactivate) in the toolbar.
 - ⇒ In the column Active, the icon  (Inactive) appears.
 - ⇒ The icon  (Delete) becomes active in the toolbar.





+ × ⏮ ⏭ Integration ▾ General			
Name ↕	Type ▲	Active ↕	Status ↕
 Mitel MiVoice 5000	Mitel MiVoice 5000 active		

Fig. 73: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.3 Configure XML PHONEapp

If you would like to use the XML PHONEapp, you have to execute the following configuration:

- Configure key assignment for the phones.
- Modules in the application *Configure System Configuration*:
 - Servers module
 - Activate recording control
 - Select recording architecture
 - PHONEapp module
 - Configure phone types
 - Configure basic settings
 - PBX module
 - Activate PHONEapp configuration
 - Configure PBX-specific parameters
 - Phones module
 - Configure the parameters for the assignment of the phone, e. g. extension, PBX phone ID, computer name, address for replay via phone, phone type, and time slot.
 - Recording Planner module
 - Configure operation modes

7.2.3.1 Configure key control

To be able to control the XML PHONEapp via the phone's keys, you have to assign the individual keys the respective commands on the phones. The configuration has to be done in the configuration file of the end devices. The key options must be activated in the PBX. The configuration is usually done by the telecommunication technician.

The assignment of the end devices can be done via the following parameters:

Parameter	Description
deviceIPAddress	IP address of the end device
deviceExtension	Extension of the end device

Tab. 18: Available parameters

Observe the following syntax:

Configuration example for the assignment via the extension:

- Configure start function
`http://172.16.101.94/PHONEapp/XMLInterface?event=START&deviceExtension=$
$SIPUSERNAME$`

2. Configure stop function
`http://172.16.101.94/PHONEapp/XMLInterface?event=STOP&deviceExtension=$$SIPUSERNAME$$`
3. Configure mute function
`http://172.16.101.94/PHONEapp/XMLInterface?event=MUTE&deviceExtension=$$SIPUSERNAME$$`
4. Configure unmute function
`http://172.16.101.94/PHONEapp/XMLInterface?event=UNMUTE&deviceExtension=$$SIPUSERNAME$$`
5. Configure keep function
`http://172.16.101.94/PHONEapp/XMLInterface?event=KEEP&deviceExtension=$$SIPUSERNAME$$`
6. Configure delete function
`http://172.16.101.94/PHONEapp/XMLInterface?event=DELETE&deviceExtension=$$SIPUSERNAME$$`
7. Configure the display of the current recording status
`http://172.16.101.94/PHONEapp/XMLInterface?event=GETSTATE&deviceExtension=$$SIPUSERNAME$$`
8. Configure the display of tagging attributes
`http://172.16.101.94/PHONEapp/XMLInterface?event=SET_TAGGING&deviceExtension=$$SIPUSERNAME$$`



The addition `$$SIPUSERNAME$$` makes sure that the extension of the respectively logged-in users is used.

7.2.3.2 Configure Servers module

To be able to control the recording by means of `PHONEapp`, you have to activate recording control in the Servers module.

1. Select the menu item *Setup > Servers* in the navigation bar.
2. Select the tab *Usage*.

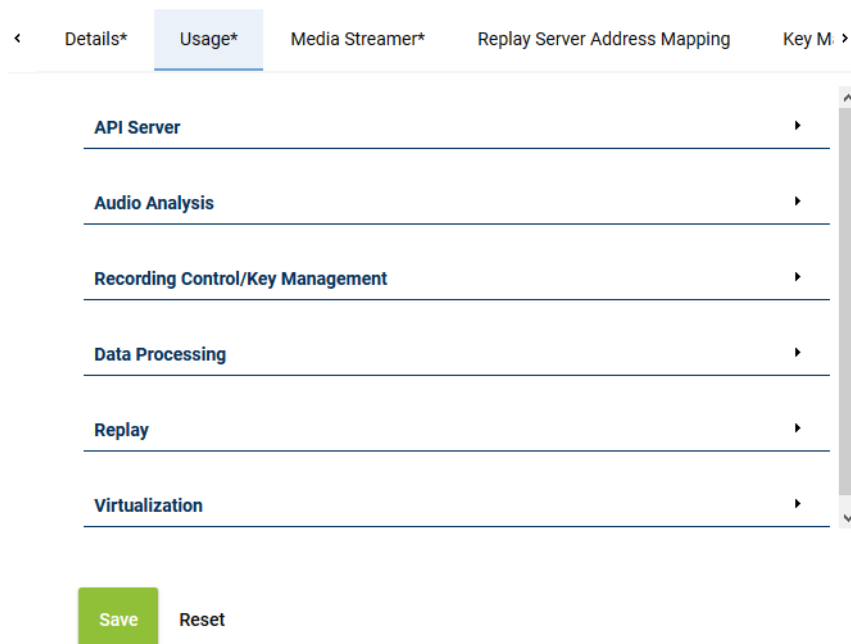


Fig. 74: Servers - tab Usage

- Open the group field *Recording Control/Key Management*.

7.2.3.2.1 Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 75: Group field Recording Control/Key Management

Parameters	Value/Description
<i>Recording control/Monitoring</i>	<p>Activate the check box if you would like to use <i>CLIENT^{command}</i> or an API recording control or if you would like to use <i>Monitoring</i>. This feature is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the respective recording architecture you would like to use for the control.
- <i>neo key management</i>	<p>The function allows customer-specific encryption of the recordings. To be able to configure the key management, you have to activate the check box <i>Key management</i>.</p> <p>This function can only be activated if the license <i>ASC_KEY_MANAGEMENT</i> is available.</p> <p>For further information about the configuration of the key management refer to the administration manual <i>Configuration of servers and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 19: Configure Recording Control/Key Management

7.2.3.3 Configure PHONEapp

- In the navigation bar, select the menu item *Setup > PHONEapp*.
⇒ The following window appears:

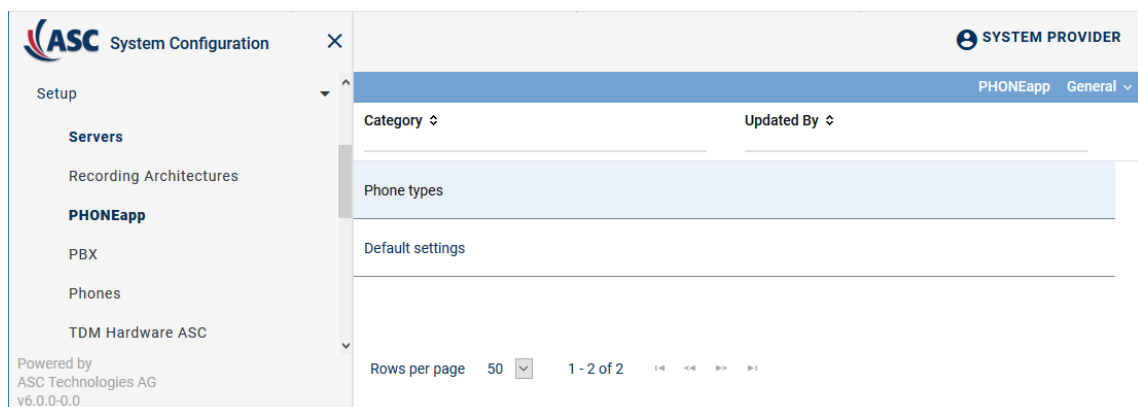


Fig. 76: PHONEapp - main view:

In this module, you can adjust the basic settings for the phone applications and configure phone types.

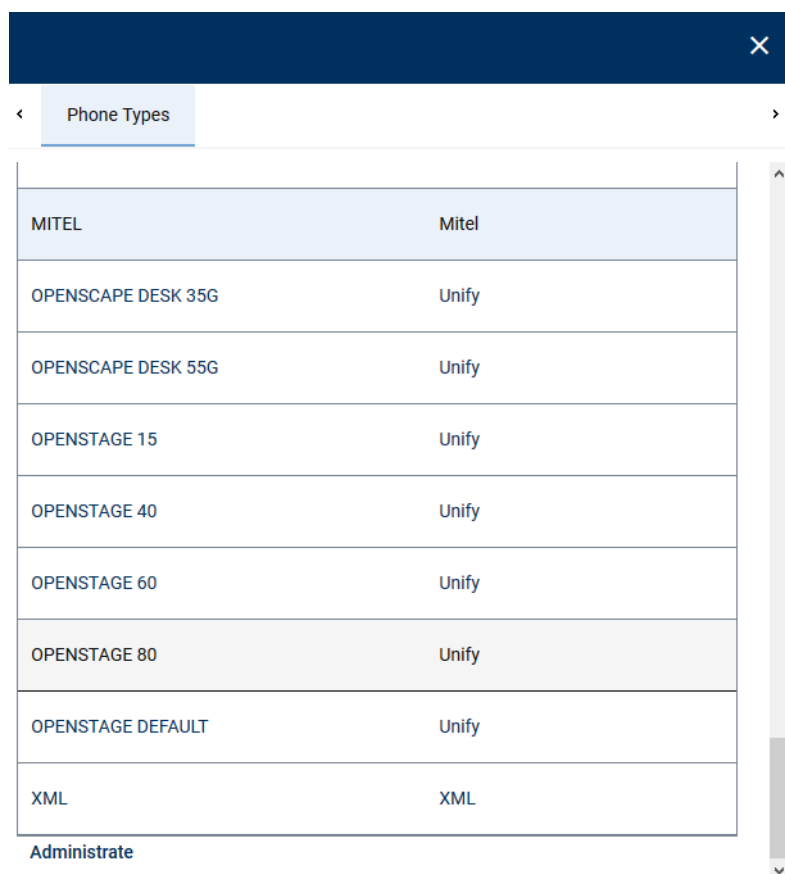
In the category *Phone types*, you can display the properties of the supported end devices and add additional phone types.

To configure the function keys you have to create a new phone type in the category Phone types.

7.2.3.3.1 Category Phone Type

The category *Phone Types* displays the properties of the supported end devices.

1. In the main view of *Setup > PHONEapp*, select the category *Phone Types*.
 ⇒ In the detail view, a table is displayed which contains all supported end devices.

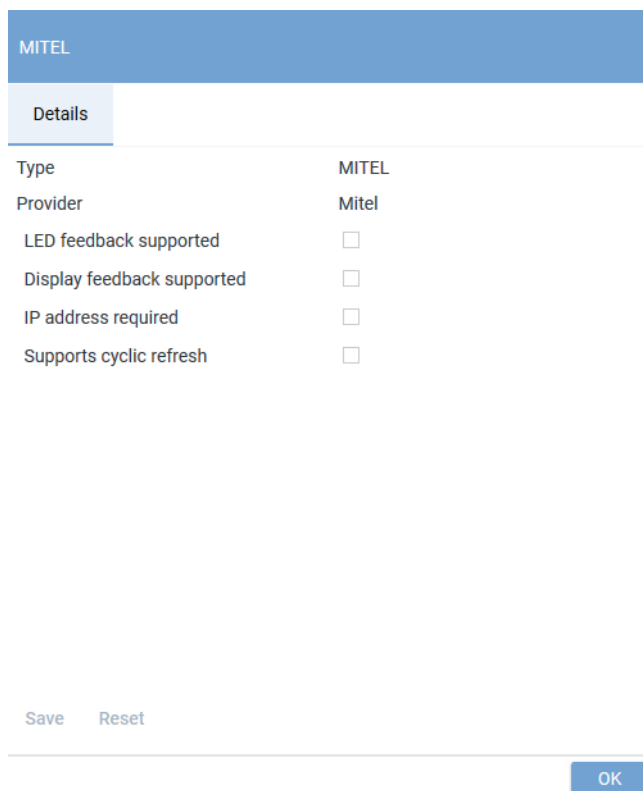


Phone Types	
MITEL	Mitel
OPENScape DESK 35G	Unify
OPENScape DESK 55G	Unify
OPENSTAGE 15	Unify
OPENSTAGE 40	Unify
OPENSTAGE 60	Unify
OPENSTAGE 80	Unify
OPENSTAGE DEFAULT	Unify
XML	XML

Administrate

Fig. 77: Detail view phone types

2. To display the properties of the phone type, select the type *Mitel* and click on the button *Administrate*.
 ⇒ In the window *Phone Type*, the properties of the selected end device are displayed.



The screenshot shows a configuration window titled "MITEL". It has a "Details" tab selected. The window displays the following information:

Type	MITEL
Provider	Mitel
LED feedback supported	<input type="checkbox"/>
Display feedback supported	<input type="checkbox"/>
IP address required	<input type="checkbox"/>
Supports cyclic refresh	<input type="checkbox"/>

At the bottom left, there are "Save" and "Reset" buttons. At the bottom right, there is an "OK" button.

Fig. 78: Display of the properties

NOTICE! The properties cannot be configured here but are displayed to inform you which functions are supported by the end device.

- Click on the button *Close* to close the window and to change to the detail view.

7.2.3.3.2 Category Default Settings

Define the values of the general settings for your PBX here. The default settings are divided into different group fields.

- In the main view of *Setup > PHONEapp*, select the category *Default Settings*.
⇒ Different group fields are displayed in the detail view.

<
Default Settings*

General


Activated ☒
PHONEapp URL*
Only certified requests ☐

Language

Time Parameter



Response waiting time* Milliseconds
Error waiting time* Milliseconds
Phone refresh interval* Milliseconds

Tagging Attributes

Request Parameter	Field
tag_field	ASC_COMMENT 

Add
Delete


Register Fields

Field	Recording Control Field	Active
Comment	ASC_COMMENT	 

Add
Delete

Predefined Tagging Fields

☐ Activated



Tagging Field

Save
Reset

Fig. 79: Detail view Default settings

- Adjust the respective settings.
- Click on the button **Save**.

General	Here, you have to enter the address of the PHONE <u>app</u> and activate it.
<ul style="list-style-type: none"> <i>Activated</i> 	Activates the recording control by means of the PHONE <u>app</u> .
<ul style="list-style-type: none"> <i>PHONEapp URL</i> 	Enter the URL under which the PHONE <u>app</u> is supposed to be accessible. Enter the IP address of the application server instead of <host>.

	<p>Enter the additional port, if it differs from default (port 80 for <i>http</i> or port 443 for <i>https</i>), e. g. <i>http://<core_ip>:90</i>.</p> <p>The end device will establish a connection with this URL. The PHONEapp transfers the data provided by the URL to the display of the end device.</p> <p>When using a load balancer, enter the IP address and the port of the load balancer here.</p>
<ul style="list-style-type: none"> • <i>Only certified requests</i> 	<p>If the check box has been activated, certificate-based authentication of the client (end device) on the server is required. To be able to do so, the client certificate must be imported in the certificate key store of the server.</p>
<i>Language</i>	<p>Select the respective default language for the PHONEapp from the drop-down list. The selected language applies to all end devices, unless the display language in the module <i>Setup > Phones</i> is not configured otherwise.</p>
<i>Time Parameter</i>	<p>Define the time parameters in milliseconds here. Do not make any changes without a prior consultation of your local ASC support or the ASC support under +49 700 27278776.</p>
<ul style="list-style-type: none"> • <i>Response waiting time</i> 	<p>Define the period of time during which the PHONEapp is supposed to send a response to the phone. The response waiting time covers the period from the moment of receiving the phone's request via the internal processing of the request to the moment of returning the results to the end device. If the request could not be processed during this period of time, the end device will display a message that the processing is still in progress.</p>
<ul style="list-style-type: none"> • <i>Error waiting time</i> 	<p>Define the maximum period of time available for processing a request. The error waiting time covers the maximum period of time from the moment when the PHONEapp has sent the request to the completion of the internal processing of the request. If the signal of pressing a key could not be processed during the indicated period of time, the process is canceled and an error message is issued.</p>
<ul style="list-style-type: none"> • <i>Phone refresh interval</i> (this setting is only relevant for Alcatel and Cisco) 	<p>Define the interval during which the status is supposed to be refreshed on the phone. If the interval is too short, the display starts blinking repeatedly. If the interval is too long, it may take very long until the current status of the recording is displayed on the end device.</p>
<i>Tagging Attributes</i>	<p>Here, you define which data field is filled when tagging via the PHONEapp. All additional data fields as well as the field <i>ASC_COMMENT</i> are available.</p>
<i>Register Fields</i>	<p>Here, you configure how the tagging value is displayed.</p> <p>All IDs listed under <i>Setup > Additional Data</i> as well as the field <i>ASC-COMMENT</i> can be used.</p>
<i>Predefined Tagging Fields</i>	<p>Define whether a comment field with free text or selectable predefined tagging fields are supposed to be used and saved on the end devices.</p>
<ul style="list-style-type: none"> • <i>Activated</i> 	<p>Activates the list of predefined tagging fields on the end device. If the function has been deactivated, a manual comment field is displayed.</p>

- *Tagging Field*

Define which selectable predefined tagging fields are supposed to be used and saved on the end devices.

Configure tagging attributes



The name of the request parameter *tag_field* must not be changed nor must its assignment be deleted. Otherwise tagging via the PHONEapp does not work anymore. The request parameter *tag_field* can be allocated to another available field, though.

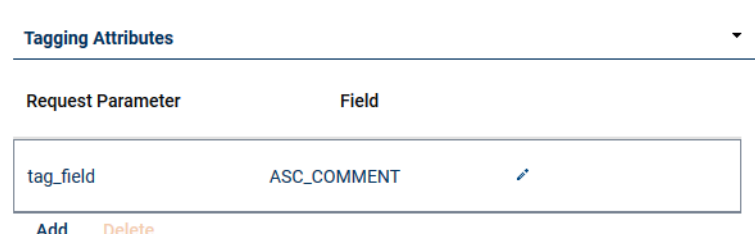


Tagging attributes should only be changed in exceptional justified cases. Incorrect changes can cause a malfunction of the PHONEapp.

Every request parameter may only be used once. The available field may be allocated several times to different request parameters. All additional data which has been marked as available in the Additional Data module of the application System Configuration can be used as field.

Add and edit tagging attributes


1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Tagging Attributes*.



Request Parameter	Field
tag_field	ASC_COMMENT

Add Delete

Fig. 80: Group field Tagging Attributes



2. Click on the button *Add*.
⇒ A new entry is added.
3. To edit the entry, click on the icon .
⇒ The line can be edited.



Request Parameter	Field
tag_field	ASC_COMMENT
New request parameter	New field

Add Delete

Fig. 81: Edit tagging attributes

4. Enter the respective parameters.
5. To save the changes, click on the icon .
To discard the changes, click on the icon .
6. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

Delete tagging attributes

1. In the detail view, select the attribute you would like to delete.
2. Click on the button *Delete*.
3. Click on the button *Yes*.

⇒ The selected attribute is removed from the list.

- Click on the button *Save* to apply the change in the tab *Default settings*.

Configure register fields

Add and edit register fields

- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Register Fields*.





Register Fields			
Field	Recording Control Field		Active
Comment	ASC_COMMENT	✓	
Add Delete			

Fig. 82: Group field Register Fields

- Click on the button *Add*.
⇒ A new entry is added.
- To edit the entry, click on the icon .
⇒ The line can be edited.

Register Fields			
Field	Recording Control Field		Active
Comment	ASC_COMMENT	✓	
<input type="text" value="New field"/>	<input type="text" value="New RC field"/>	<input checked="" type="checkbox"/>	 
Add Delete			

Fig. 83: Edit register fields

- Enter the respective parameters.
The name in the field *Field* can be selected arbitrarily. In the field *Recording Control Field*, all IDs listed under *Setup > Additional Data* can be used. In addition, the field name *ASC_COMMENT* can be used.
- Activate or deactivate the register field via the check box.
- To save the changes, click on the icon .
To discard the changes, click on the icon .
- In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

Delete register fields

- In the detail view, select the attribute you would like to delete.
- Click on the button *Delete*.
- Click on the button *Yes*.
⇒ The selected attribute is removed from the list.
- Click on the button *Save* to apply the change in the tab *Default Settings*.

Configure predefined tagging fields

Within the *PHONEapp* you can tag and mark recorded conversations. That way, you can categorize recorded conversations which facilitates filtering and searching for them at a later moment. The *PHONEapp* offers the default possibility to either enter a free text in the comment field or to use predefined tagging fields. The user can see these attributes when pressing a certain key of the end device. That way, the user can tag this conversation during or after the recording.

Activate comment field with free text

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.
 2. Deactivate the check box *Activated*.
- ⇒ The comment with free text is displayed during the tagging process.

Activate tagging fields without free text

Here, you can configure predefined tagging fields which are supposed to be added to the conversation.

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.

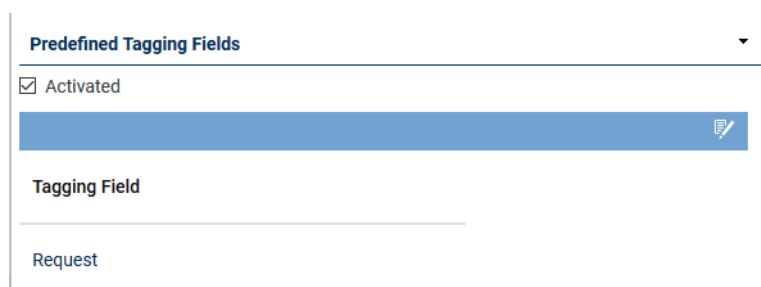

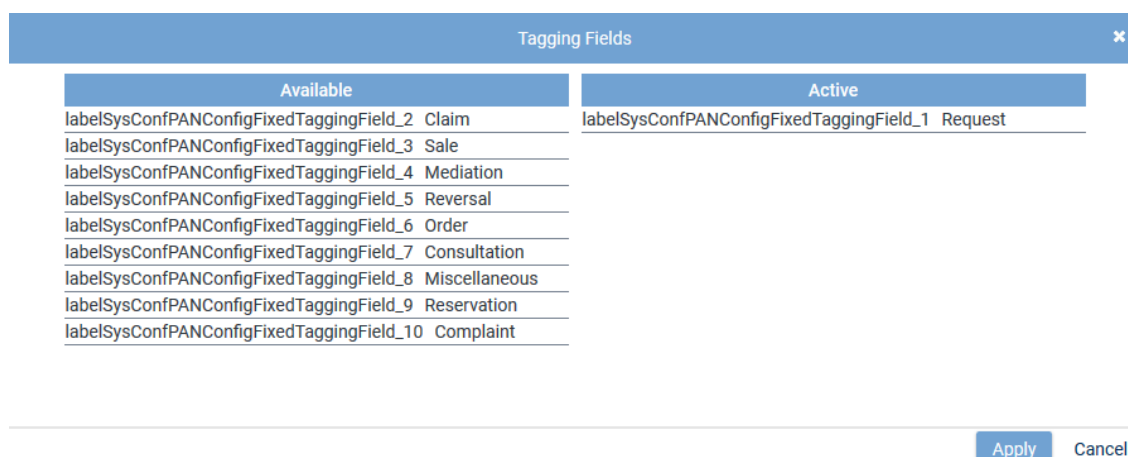



Fig. 84: Configure tagging fields

2. Activate the check box *Activated*.
 3. Click on the icon  (*Edit*).
- ⇒ The window *Tagging Fields* appears.



Available	Active
labelSysConfPANConfigFixedTaggingField_2 Claim	labelSysConfPANConfigFixedTaggingField_1 Request
labelSysConfPANConfigFixedTaggingField_3 Sale	
labelSysConfPANConfigFixedTaggingField_4 Mediation	
labelSysConfPANConfigFixedTaggingField_5 Reversal	
labelSysConfPANConfigFixedTaggingField_6 Order	
labelSysConfPANConfigFixedTaggingField_7 Consultation	
labelSysConfPANConfigFixedTaggingField_8 Miscellaneous	
labelSysConfPANConfigFixedTaggingField_9 Reservation	
labelSysConfPANConfigFixedTaggingField_10 Complaint	

Fig. 85: Edit tagging fields

4. To add a field, select the field and use drag and drop to transfer it from the list of available fields on the left to the list *Active* in the window on the right.
5. To apply the changes, click on the button *Apply*.
To discard the changes, click on the button *Cancel* or on the icon .

6. To activate the fields you have added, click on the check box *Activated*.
 7. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.
- The following fields are available by default in the list *Available*:











<i>Request</i>	Use this attribute to tag conversations which revolve around a request.
<i>Claim</i>	Use this attribute to tag conversations which revolve around a claim.
<i>Mediation</i>	Use this attribute to tag conversations which revolve around a mediation.
<i>Order</i>	Use this attribute to tag conversations which revolve around an order.
<i>Consultation</i>	Use this attribute to tag conversations which revolve around a consultation.
<i>Reservation</i>	Use this attribute to tag conversations which revolve around a reservation.
<i>Complaint</i>	Use this attribute to tag conversations which revolve around a complaint.
<i>Sale</i>	Use this attribute to tag conversations which revolve around a sale.
<i>Reversal</i>	Use this attribute to tag conversations which revolve around a reversal.



The tagging fields are displayed along with their corresponding resource string. You can adjust the tagging fields in the Resource Editor module of the application System Configuration. See administration manual *System Configuration - Resource Editor*.

Changes in the Resource Editor module only apply for future recordings. Existing taggings are not changed.

The following functions are available in the window *Tagging Fields*:

	<i>Add</i>	Adds the selected column.
	<i>Add all</i>	Adds all selected columns.
	<i>Remove</i>	Removes the selected column.
	<i>Remove all</i>	Removes all selected columns.
	<i>Up</i>	Moves the selected column one row up.
	<i>First position</i>	Places the selected column first.
	<i>Down</i>	Moves the selected column one row down.
	<i>Last position</i>	Places the selected column last.
	Saves all changes and closes the window <i>Tagging Fields</i> .	
	Closes the window <i>Tagging Fields</i> without applying the changes.	
	Closes the window <i>Tagging Fields</i> without applying the changes.	



You can change the position of a tagging field by selecting the field with the left mouse key and dragging it to the respective position.

7.2.3.4 Configure PBX module

In the PBX module, you have to activate the PHONE_{app} configuration.

1. In the navigation bar, select the menu item *Setup > PBX*.

2. Select the tab **PHONEapp Configuration**.

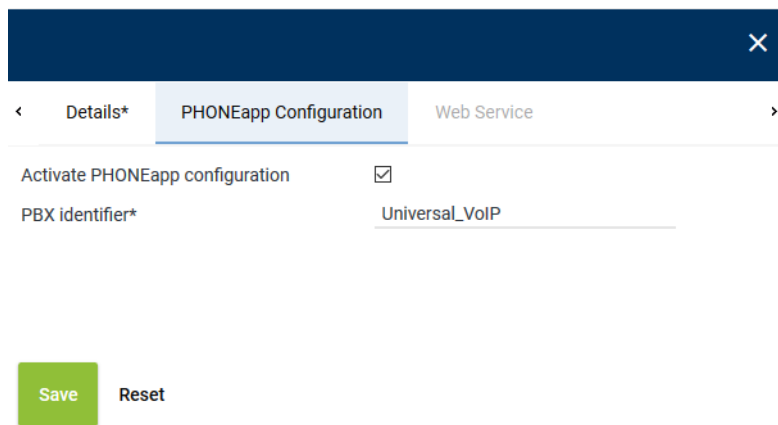


Fig. 86: Activate PHONEapp configuration

3. Enter the following parameters:

Activate PHONEapp configuration	Here, the PHONEapp is activated.
PBX identifier	Enter the identifier of the PBX. The identifier allows the PBX to connect with the PHONEapp. This identifier is specified during the installation of the PBX. Only use letters, numbers, and underscores.

4. In the detail view, click on the button **Save** to apply the changes in the tab **PHONEapp Configuration**.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

7.2.3.5

Configure Phones module

In the Phones module, you can create and configure phones.

1. Select the menu item **Setup > Phones** in the navigation bar.

⇒ The following window appears:

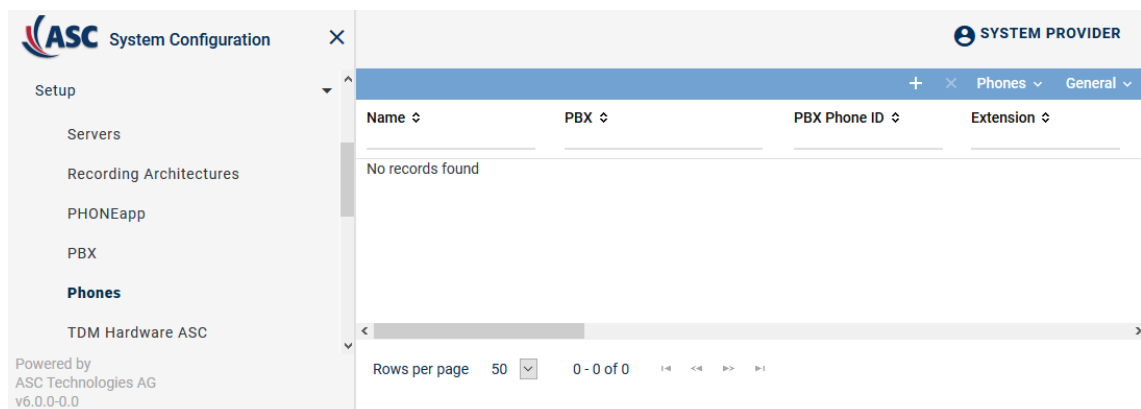



Fig. 87: Phones - main view


Depending on the table configuration, the following information is displayed in the table in the main view:

Name	Shows the name of the phone.
PBX	Shows the name of the PBX.

<i>PBX Phone ID</i>	Shows the identifier which has been configured for the phone in the PBX.
<i>Extension</i>	Shows the assigned extension of the phone.
<i>Computer Name</i>	Shows the computer name if it has been defined in the details.
<i>Phone Type</i>	Shows the selected phone type if the PHONE _{app} configuration has been activated.
<i>Display Language</i>	Shows the selected display language.

NOTICE! You can add hidden columns to the table in the main view via the icon  (*Adjust table*) in the toolbar.

7.2.3.5.1 Create phones

1. Click on the icon  (*Create*) in the toolbar of the window Phones to create new phones. In recording solutions using TDM phones as well as IP phones, a context menu appears in which you can select which phone type you would like to create. The selection depends on the PBX and the installed licenses.

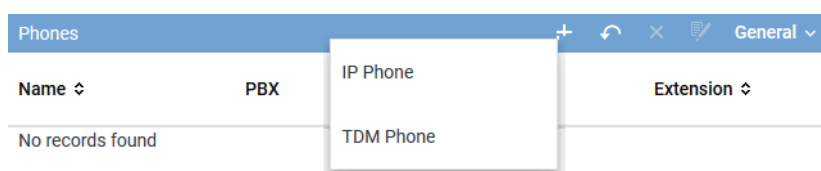



Fig. 88: Create phones Select phone type

The configuration parameters depend on each other. For the unambiguous mapping at least one of the following combinations must be configured for the name of the phone:

- PBX phone ID and SSRC
 - Extension and PBX phone ID
 - Extension and computer name
 - Extension and IP address
 - Extension and MAC address
 - Computer name and PBX phone ID
 - Computer name and IP address
 - Computer name and MAC address
2. In the detail view, click on the button *Save* to apply the changes.
- ⇒ The recently created phone appears in the main view.

7.2.3.5.2 Delete phones

1. In the main view, select the phone you would like to delete.
2. Click on the icon  (*Delete*).
 - ⇒ The security prompt to delete an element appears.
3. To really delete the selected phone, confirm the security prompt.

7.2.3.6 Configure Recording Planner module

The different operation modes for recording calls are configured in the Recording Planner module of the System Configuration.

Information about the creation of profiles can be found in the administration manual *ASC System Configuration - Recording Planner* for Tenants.

7.2.4 Import InAttend conversation to neo

Supported import formats

WAV + CSV

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available in [WAVE](#) format. If the required additional data is contained in the file name, then no separate [CSV](#) file is needed.

A corresponding [CSV](#) file is required, if the data can only be extracted from the content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

WAV + XML

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available in [WAVE](#) format.

If the required additional data is contained in the file name of the [WAVE](#) file, then no separate [XML](#) file is needed.

A corresponding [XML](#) file is required, if the data can only be extracted from the file content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

To import conversations from an InAttend Console of Mitel to the *neo* system, the following pre-conditions must be met:

- Audio data must be available in [WAVE](#) format.
- In the Servers module in the tab *Usage*, the functions *Data storage and import* must have been activated.
- In the PBX module, a [PBX](#) must have been configured.
- In the Additional Data module, respective fields for the additional data must have been configured.
e. g. *customCP01*.
- In the Recording Import module, you must configure an import job.

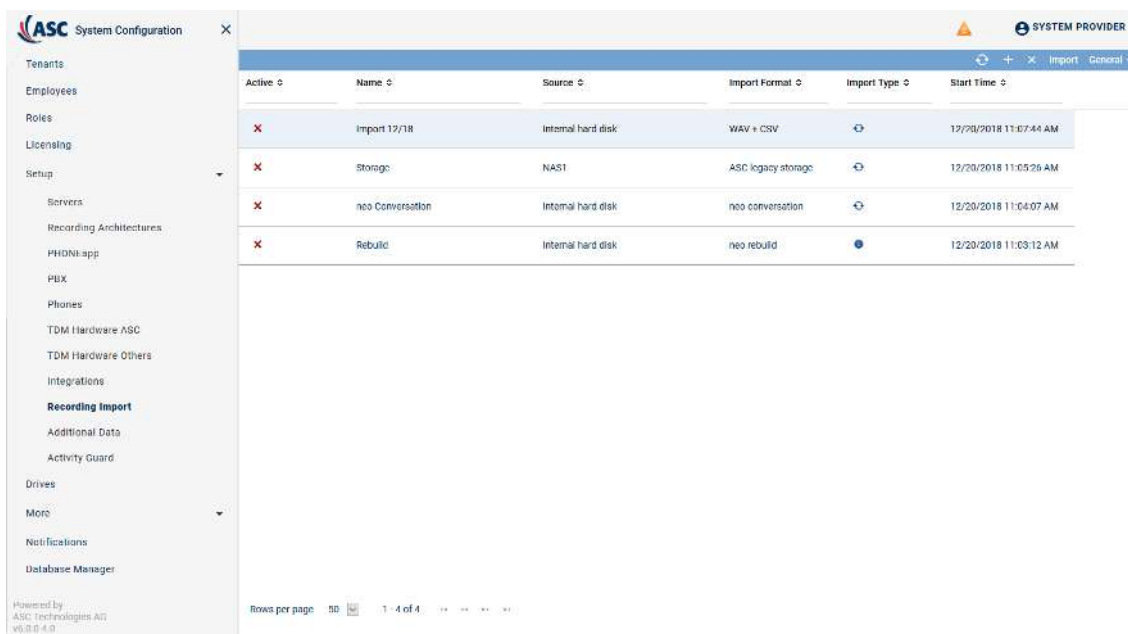
7.2.4.1 Configure import job

To import recordings, you must configure an import job.



The following configuration has to be carried out as system administrator.


1. Open the application *System Configuration*.
2. Log in as system provider.
3. Select the menu item *Setup > Recording Import*.



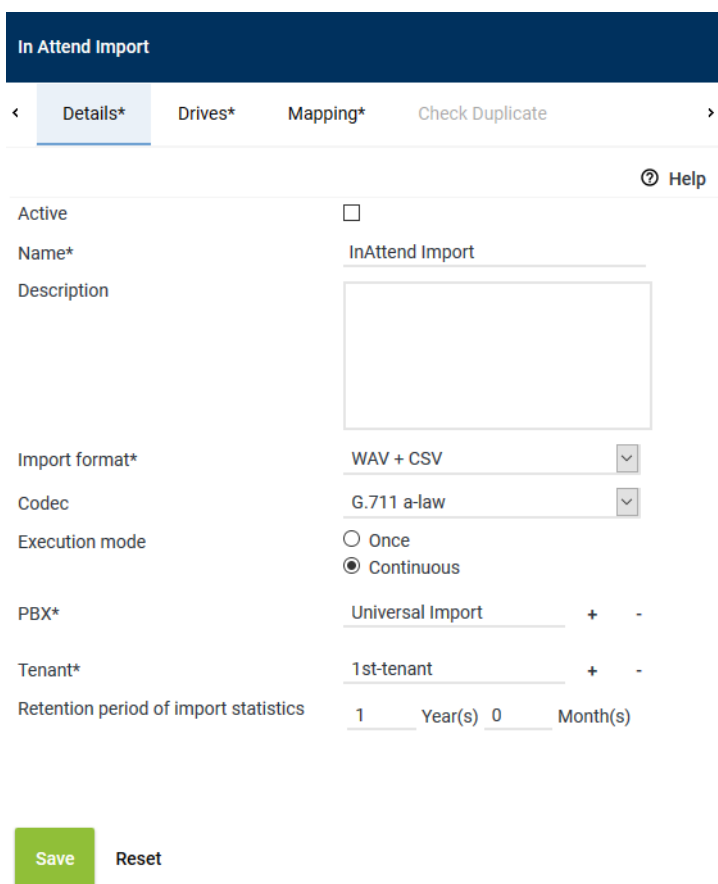
Active	Name	Source	Import Format	Import Type	Start Time
<input checked="" type="checkbox"/>	Import 12/18	Internal hard disk	WAV + CSV		12/20/2018 11:07:44 AM
<input checked="" type="checkbox"/>	Storage	NAS1	ASC legacy storage		12/20/2018 11:05:26 AM
<input checked="" type="checkbox"/>	neo Conversation	Internal hard disk	neo conversation		12/20/2018 11:04:07 AM
<input checked="" type="checkbox"/>	Rebuild	Internal hard disk	neo rebuild		12/20/2018 11:03:12 AM

Rows per page: 50 1 - 4 of 4

Fig. 89: Main view

- Click on the icon  (Create) in the toolbar of the main view.
 - The new import configuration is displayed in the detail view. The configuration options depend on the selected import format.

7.2.4.1.1 Tab Details



In Attend Import

< Details* Drives* Mapping* Check Duplicate >

? Help

Active ☐

Name* InAttend Import

Description

Import format* WAV + CSV

Codec G.711 a-law

Execution mode

☐ Once

☒ Continuous

PBX* Universal Import + -



Tenant* 1st-tenant + -

Retention period of import statistics

 1 Year(s) 0 Month(s)

Save Reset

Fig. 90: Tab Details (example)

<i>Active</i>	<p>Once the configuration has been completed, you can activate the import job by means of the check box.</p> <p><input checked="" type="checkbox"/> = Job is active. <input type="checkbox"/> = Job is not active.</p> <p>As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported.</p>
<i>Name</i>	Enter the name for the import job.
<i>Description</i>	Here, you can enter a description of the import job.
<i>Import format</i>	<p>Select the import format from the drop-down list. The following formats have been tested by ASC and are supported:</p> <ul style="list-style-type: none"> • WAV + CSV • WAV + XML
<i>Codec</i>	<p>Select the codec from the drop-down list in which the recordings are supposed to be saved.</p> <p>The following codecs are supported:</p> <ul style="list-style-type: none"> • G.711 A-law • G.711 μ-law • G.729a • Linear PCM 8 bit
<i>Execution mode</i>	<p>Select whether the import is supposed to be executed once or continuously.</p> <ul style="list-style-type: none"> • <i>Once</i> The import is started upon activating the import configuration. The source directory is checked for data only once. • <i>Continuous</i> The import is started permanently upon activating the import configuration and does not end before the import configuration is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active. <p>NOTICE! For some import formats only continuous execution is available. In this case, the present setting is automatic.</p>
<i>PBX</i>	<p>By clicking on the button , select for which PBX the data is supposed to be imported, see chapter "Assign PBX", p. 81.</p> <p>It is necessary to map the imported data to a PBX so that the extensions can be mapped. For a mere import, you can either select a configured Mitel PBX or a PBX of the type <i>Universal Import</i>. The PBX must have been configured in the PBX module previously.</p>
<i>Tenant</i>	<p>By clicking on the button , select which tenant the imported data is supposed to be mapped to, see chapter "Assign tenant", p. 82.</p> <p>NOTICE! In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p>

Assign PBX


1. Click on the button  on the right of the entry field.
2. Select a [PBX](#) from the list.



Figure 91 shows a window titled "PBX" with a close button (X) in the top right corner. Below the title bar is a toolbar with two icons: a list view and a grid view. The main area contains a table with two columns: "Name" and "Type". The table lists various PBX systems, with "Universal import" selected. At the bottom, there is a pagination bar showing "Rows per page 20" and "1 - 20 of 21". On the right side, there are "Add" and "Cancel" buttons.

Name	Type
SIP	Universal VoIP
Cisco ...	Cisco UCM
Avaya_1	Avaya CM
Cisco Jabber	Cisco Jabber
Universal import	Universal import
Universal analog CM	Universal analog CM
OpenScape Xpert	OpenScape Xpert

Fig. 91: Add PBX

- To apply the selection, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Assign tenant

- Click on the button **+** on the right of the entry field.
- Select a tenant from the list.

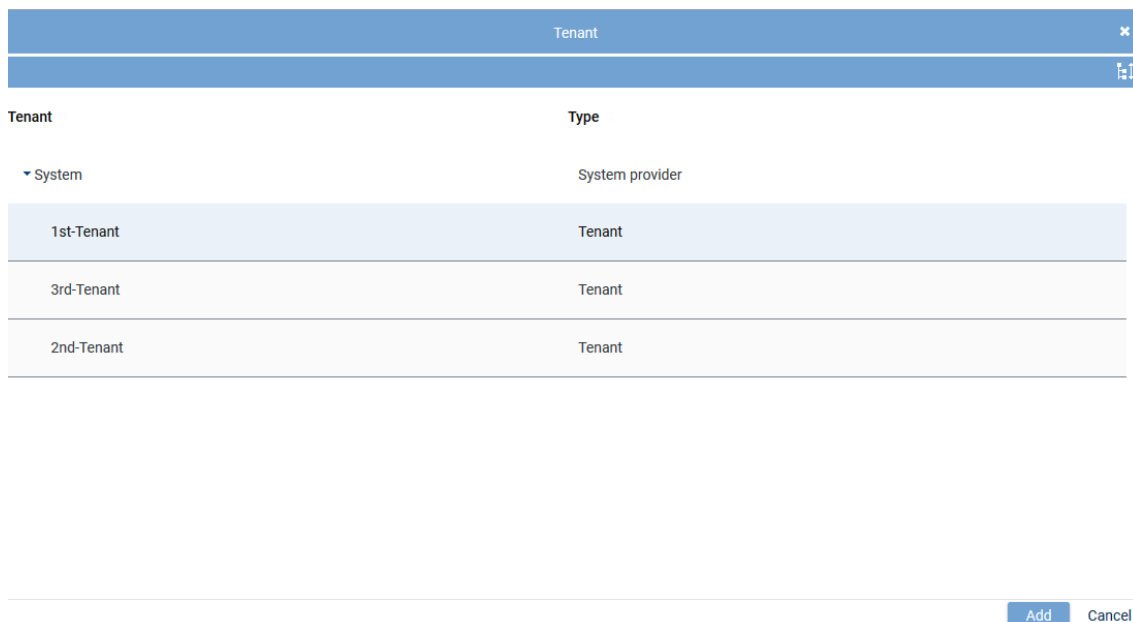


Figure 92 shows a window titled "Tenant" with a close button (X) in the top right corner. Below the title bar is a toolbar with two icons: a list view and a grid view. The main area contains a table with two columns: "Tenant" and "Type". The table lists various tenants, with "1st-Tenant" selected. At the bottom, there are "Add" and "Cancel" buttons.

Tenant	Type
System	System provider
1st-Tenant	Tenant
3rd-Tenant	Tenant
2nd-Tenant	Tenant

Fig. 92: Add tenant

- To apply the selection, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

7.2.4.1.2 Tab Drives

- Select the tab *Drives* to configure the source.



A drive can be used in several job configurations as long as the drive is not used actively by a configuration.

If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

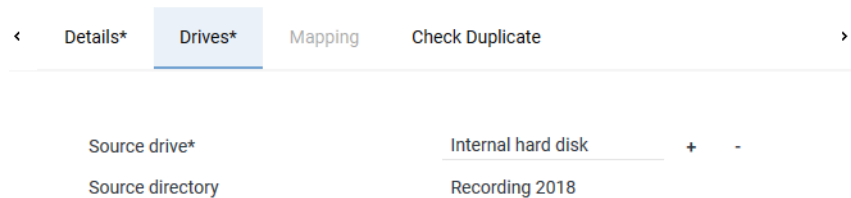


Fig. 93: Tab Drives - WAVE formats

Source drive	Select the drive from which the data is supposed to be imported, see chapter "Assign drive", p. 83 .
Source directory	Enter the directory from which the data is supposed to be imported.

Assign drive

1. Click on the button **+** on the right of the entry field.
2. Select a drive from the list.

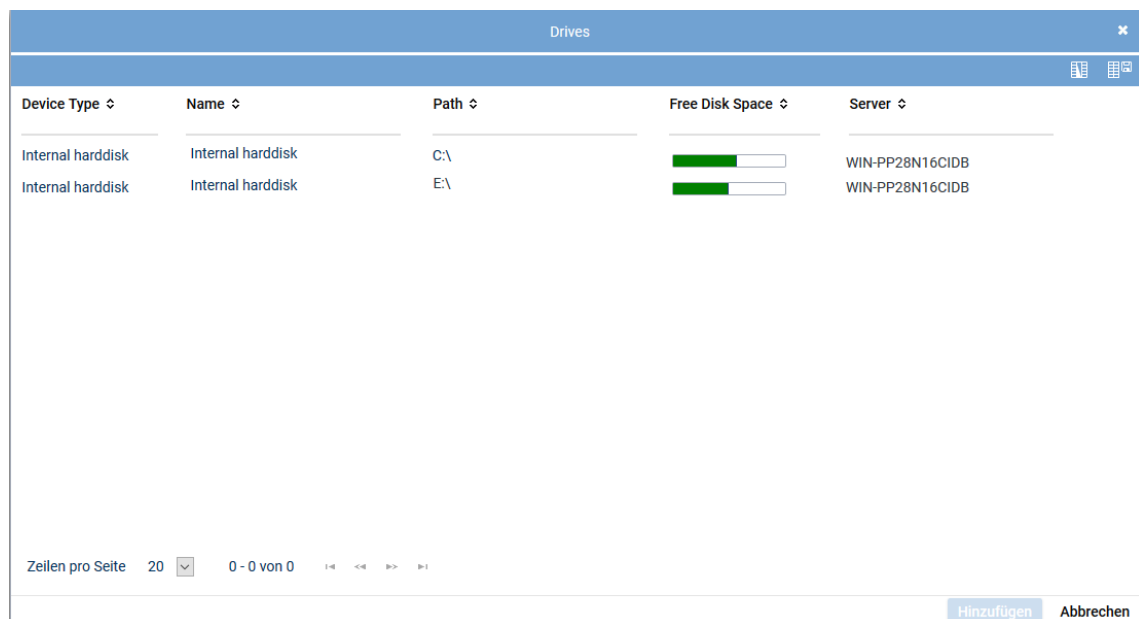


Fig. 94: Add drive

3. To apply the selection, click on the button **Add**.
To discard the selection and close the window, click on the button **Cancel**.

7.2.4.1.3 Tab Mapping

1. Select the tab *Mapping*.

Here, you can configure the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the neo recording system.

The following group fields are available to be configured:

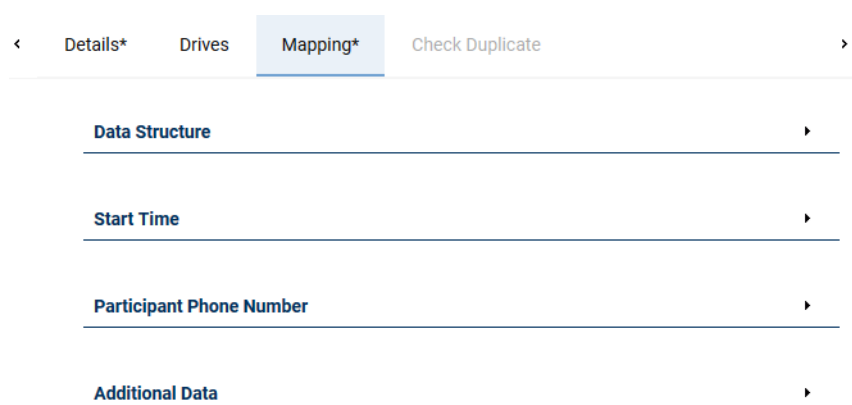


Fig. 95: Tab Mapping for [WAVE](#) import format

The additional data can either be extracted from the file name of the [WAVE](#) file or from the file content of the delivered [CSV](#) or [XML](#) file.

The file names of associated files ([WAVE](#) and XML file or [WAVE](#) and CSV file) have to be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the [WAVE](#) file.

Example for a file name of a [WAVE](#) file:

%y-%m-%d_%H-%M-%S_%ATT_ID_%A_NUM_%B_NUM.wav

e. g. 2019-11-06_10-44-46_Shruthiv_9002_61.wav

Group field Data Structure

Enter the format of the file name so that information can be read out.

The file name consists of information sections which are separated by a certain delimiter.

A new section begins at the beginning of the file name and after a delimiter. Every section ends with a delimiter as well as with the period in front of the file extension.

Example:

The file name “2019-11-06_10-44-46_Shruthiv_9002_61.wav” consists of 5 sections separated from each other by an underscore.

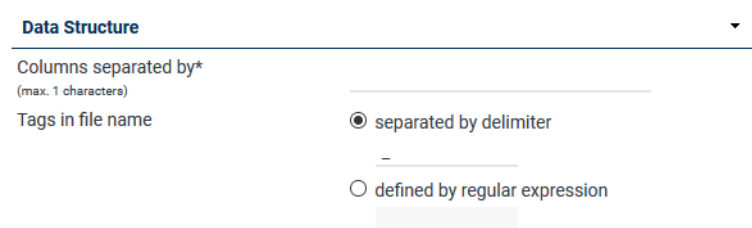


Fig. 96: Group field Data Structure

In this case, select the option *separated by delimiter* and enter an underscore in the entry field as delimiter.

NOTICE! Digits and letters are not recognized as delimiters.

Group field Start Time

Here, you can define how the start time of the recordings is supposed to be read out of the file name or the file content.

Import format WAVE

Start Time ▼

Source File name ▼

☐ Date and time in same section

Section no.* 1 ▼

Format*

☒ Date and time in separate sections

Section no. for date* 1 ▼

Format* yyyy-MM-dd

Section no. for time* 2 ▼

Format* hh-mm-ss

Fig. 97: Group field Start time - Import format WAVE

Source	From the drop-down list, select the entry <i>File name</i> as the source from which the information is supposed to be read out.
Date and time in separate sections	
Section no. for date	Use the rotating field to select the <i>section no.</i> where the information can be found.
Format	Enter the date format in the following layout: yyyy-MM-dd
Section no. for time	Use the rotating field to select the <i>section no.</i> where the information can be found.
Format	Enter the time format in the following layout: hh-mm-ss

Group field Participant Phone Number

Here, you can define from which sections the information of the conversation participants is supposed to be read out from the file name.

Participant Phone Number ▼

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by
(max. 1 characters)

Source	Section No./Column	Track
File name	4	left
File name	5	left

[New](#) [Edit](#) [Delete](#)

Fig. 98: Group field Participant phone number (example)

<i>Handling stereo recordings</i>	This option is not relevant for InAttend conversation, as WAVE files are available in mono only.
<i>Several phone numbers in a column separated by</i>	This option is not relevant, as the information is read out from the WAVE files name.

List

The list shows all import configuration rules that have been saved to be able to map the participant phone numbers.

<i>Source</i>	Shows whether the information is read out of the file name or out of the file content.
<i>Section No./XML Tag or Section no./Column</i>	Shows from which information section the information is read out. NOTICE! The column title depends on the import format.
<i>Track</i>	Selecting a track is not relevant for InAttend conversations, as the import files are available in mono.

Tab. 20: Mapping rules for participant phone numbers

<i>New</i>	The button opens a window in which you can create a new entry. See chapter "Configure source for participant phone numbers", p. 86.
<i>Edit</i>	The button opens a window in which you can edit a selected entry. See chapter "Configure source for participant phone numbers", p. 86.
<i>Delete</i>	The button deletes the selected entry from the list.

Tab. 21: Buttons

Configure source for participant phone numbers

1. Click on the button *New* to configure a new source.

In the window *Source for Participant Phone Numbers*, you can define how additional data is supposed to be read out from the file name or the file content.

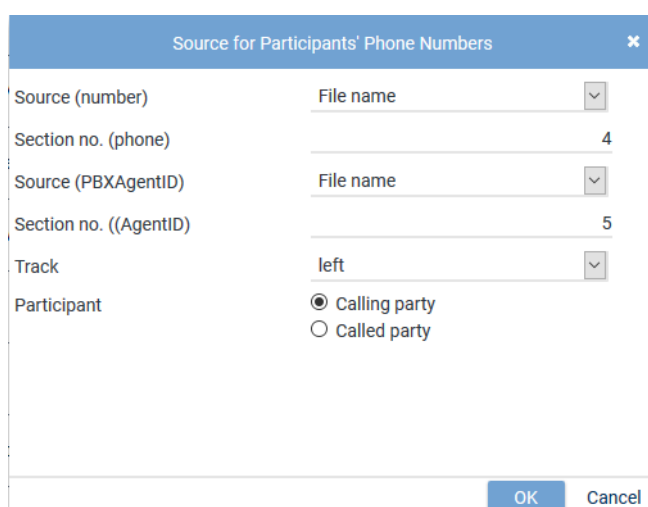


Fig. 99: Edit source for participant phone number (example)

<i>Source</i>	From the drop-down list, select the file name as the source for the additional data.
<i>XML Tag</i>	Enter the number of the file name section that contains the information.

or <i>Column Name</i>	NOTICE! The name of the entry field depends on the source and the import format.
or <i>Section No.</i>	
<i>Track</i>	Selecting a track is not relevant for InAttend conversations, as the import files are available in mono.
<i>Participant</i>	Select whether the phone numbers come from calling parties or from called parties.

- Click on the button *OK* to apply the configuration and close the window.

Group field Additional Data

Here, you can define how additional data is supposed to be read out from the file name and mapped to the additional data types defined in the Additional Data module.

The list shows all import configuration rules that have been saved to be able to map the additional data.

Additional Data		
Source	Section No./Column	Additional Data
File name	3	customCP01
New Edit Delete		

Fig. 100: Group field Additional Data (example for WAVE import formats)

<i>Source</i>	The column indicates whether the information is read out of the file name or out of the file content.
<i>Section No./XML Tag or Section no./Column</i>	Column indicates from which information section the information is read out. NOTICE! The column title depends on the import format.

Tab. 22: Group field Additional Data

<i>New</i>	The button opens a window in which you can create a new entry. See chapter "Configure source for additional data", p. 87 .
<i>Edit</i>	The button opens a window in which you can edit a selected entry. See chapter "Configure source for additional data", p. 87 .
<i>Delete</i>	The button deletes the selected entry from the list.

Tab. 23: Buttons

Configure source for additional data

- Click on the button *New* to configure a new source.

In the window *Source for Additional Data*, you can define how additional data is supposed to be read out from the file name and which additional data type they are supposed to be mapped to.

- In the group field *Additional Data*, click on the button *New* or *Edit*.

⇒ The following window appears:

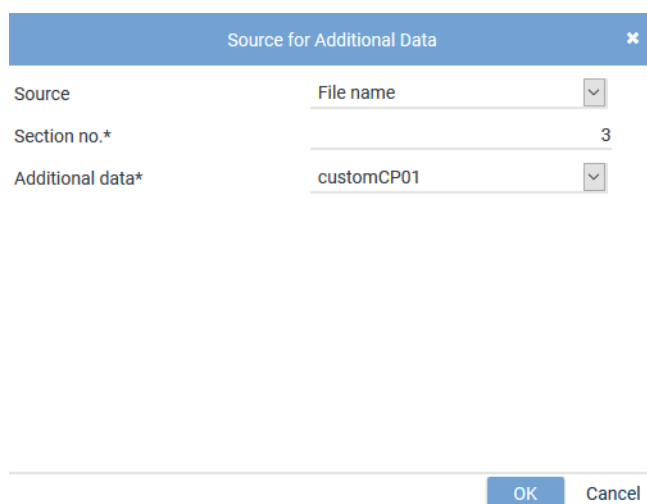


Fig. 101: Edit source for additional data (example for WAVE import format)

Source	From the drop-down list, select the <i>file name</i> as the source for the additional data.
XML Tag or Column Name or Section No.	Enter the number of the file name section that contains the information. NOTICE! The name of the entry field depends on the source and the import format.
Additional data	From the drop-down list, select the additional data type that the information is supposed to be mapped to. For further information about the configuration of the additional data refer to the administration manual System Configuration <i>Additional Data module</i> .

- Click on the button *OK* to apply the configuration and close the window.

7.2.4.2 Replaying conversations in POWERplay Web

- Log in to the application *POWERplay Web* as administrator of the tenant to replay conversations.
- Select the menu item *Recording View* in the navigation bar.

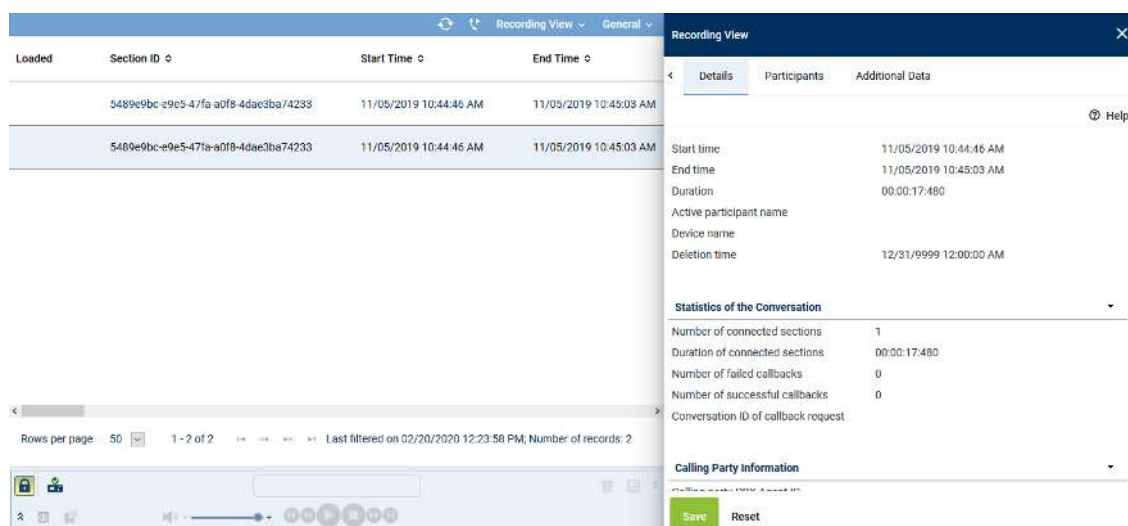


Fig. 102: POWERplay Web - Recording View

3. Use the search function to search for the start time of the conversation to select the conversation you have imported.
4. Select a conversation to check the additional data.
5. Change to the tab *Additional Data*.

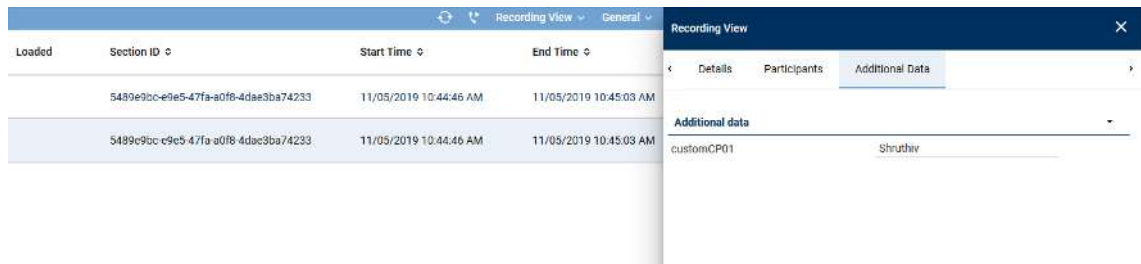


Fig. 103: Recording View - tab Additional Data

⇒ In the field *customCP01*, the name of the participant appears.

7.3 Configure Genesys T-Server (optional)

7.3.1 Configure IP address and port of the Genesys T-Server

1. Log in to the Genesys Administrator.
2. Click on the menu item *Environment > Applications* in the navigation bar.

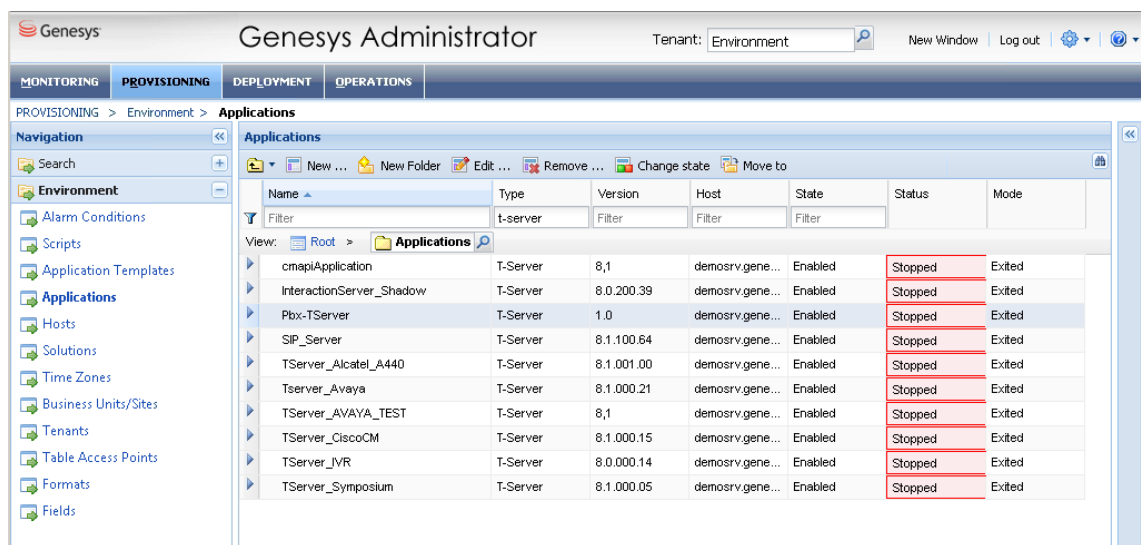


Fig. 104: Genesys Administrator - select T-Server

3. Double-click on the entry T-Server which has been connected to the switch instance to be monitored.
⇒ The window *Configuration* appears.
4. Expand the area *Server Info*.

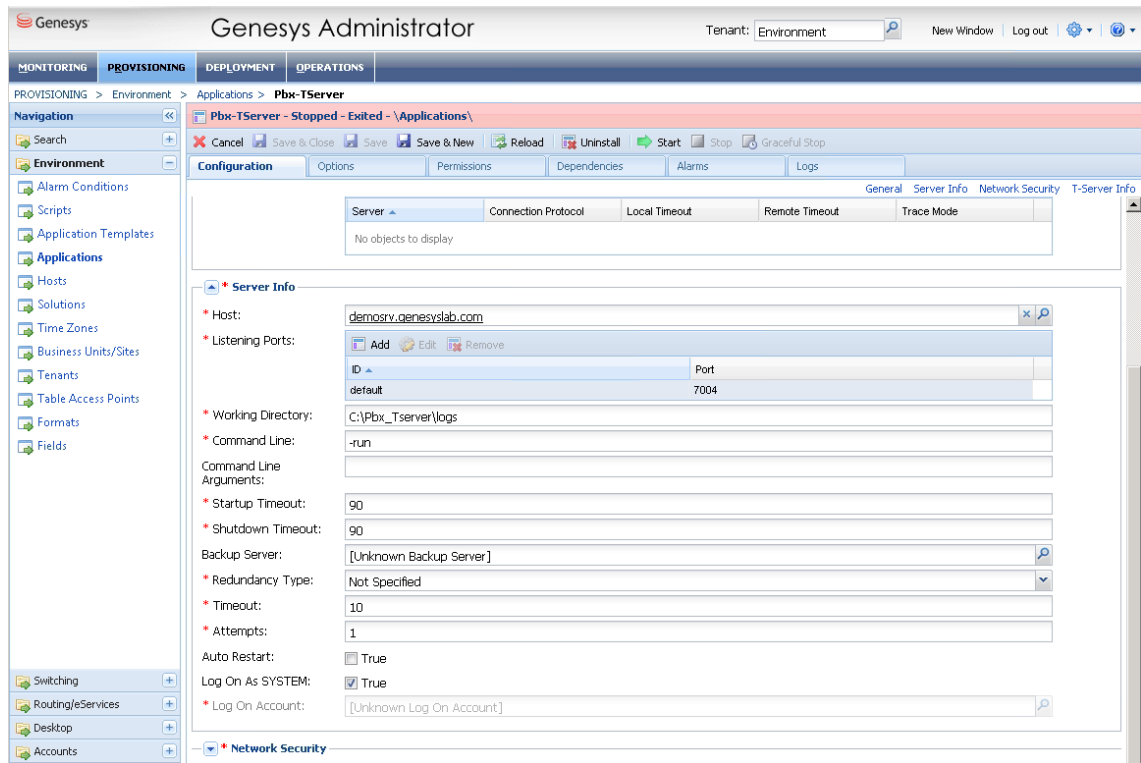


Fig. 105: Genesys Administrator - configure T-Server

5. In the field *Host*, enter the IP address or the computer name of the T-Server, e. g. *demosrv8.genesyslab.com*.
6. In the field *Listening Port*, enter the port of the T-Server, e. g.

7.3.2

Configure IP address and port of the Genesys Configuration Server

1. Click on the menu item *Environment > Applications* in the navigation bar.

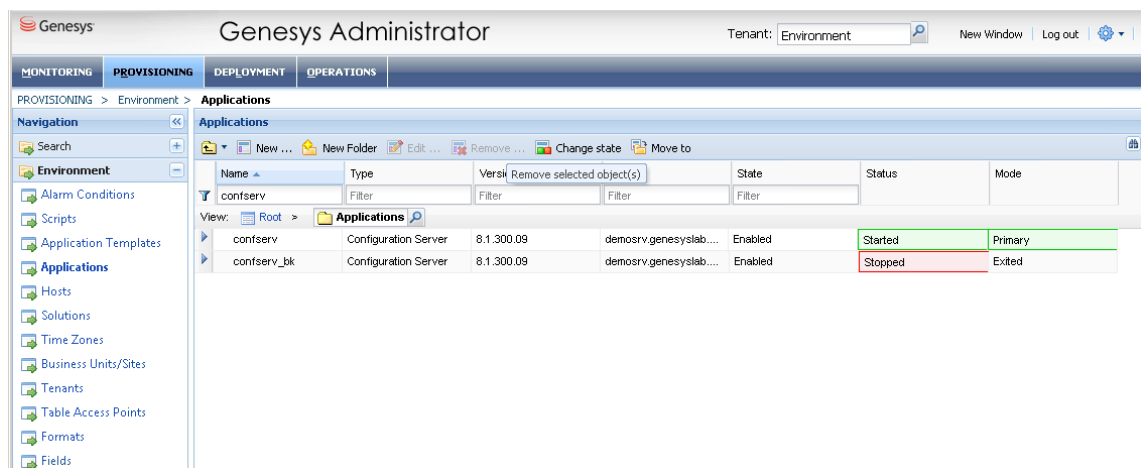


Fig. 106: Genesys Administrator - select configuration server

2. Double-click on the entry Configuration Server, e. g. *confserv*.
⇒ The window *Configuration* appears.
3. Expand the area *Server Info*.

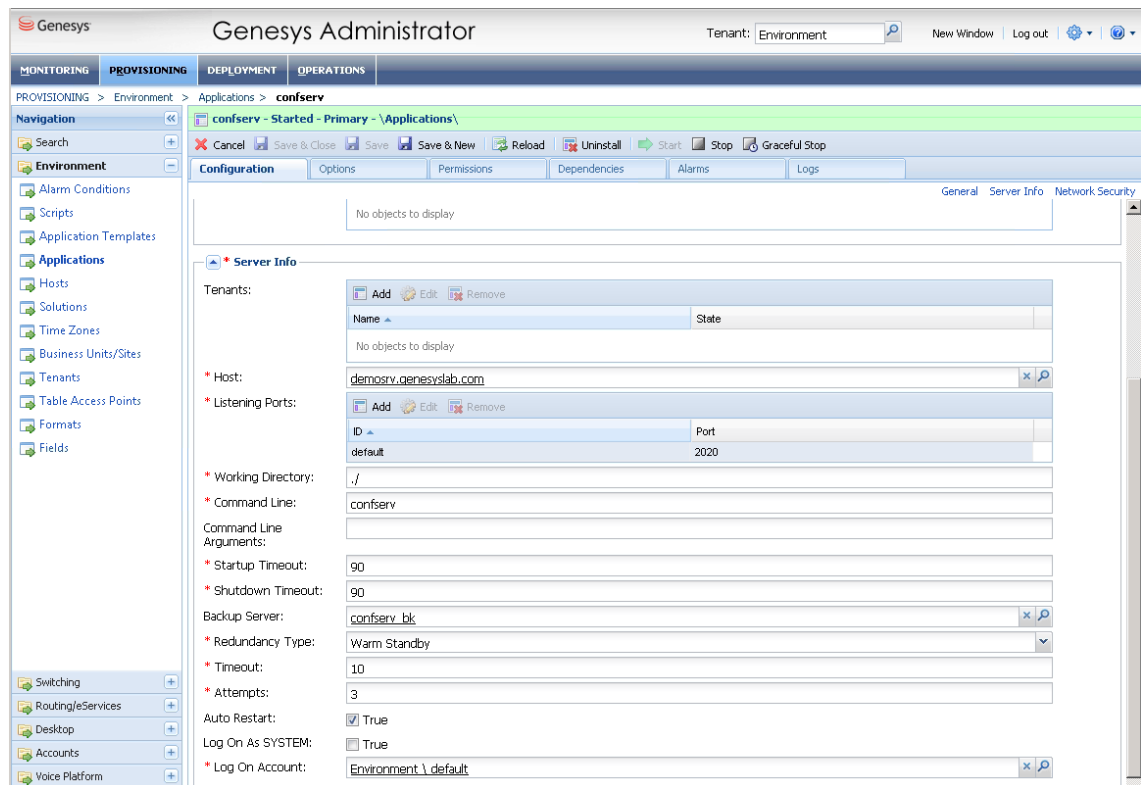


Fig. 107: Genesys Administrator - configure configuration server

4. In the field *Host*, enter the IP address or the computer name of the configuration server, e. g. *demosrv8.genesyslab.com*.
5. In the field *Listening Port*, enter the port of the configuration server, e. g. *2020*.

7.3.3 Configure switch instance in the Genesys Configuration Server

1. Click on the menu item *Switching > Switches* in the navigation bar.

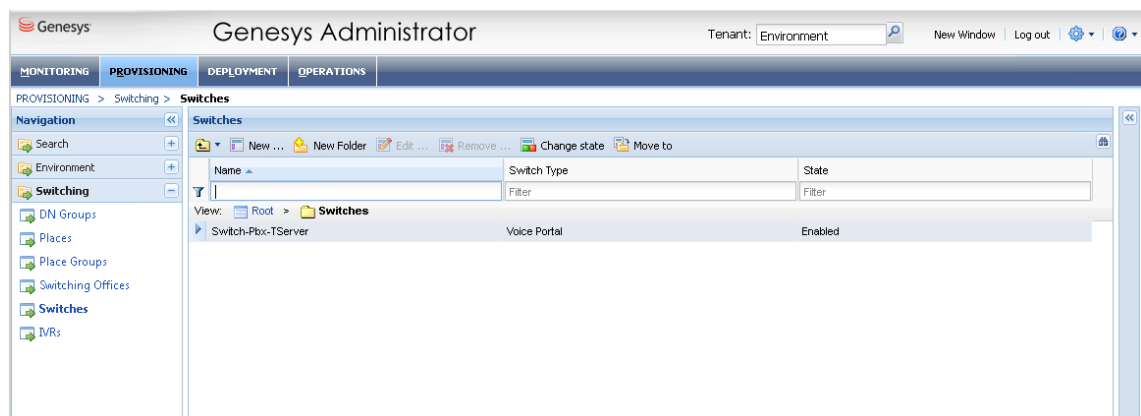
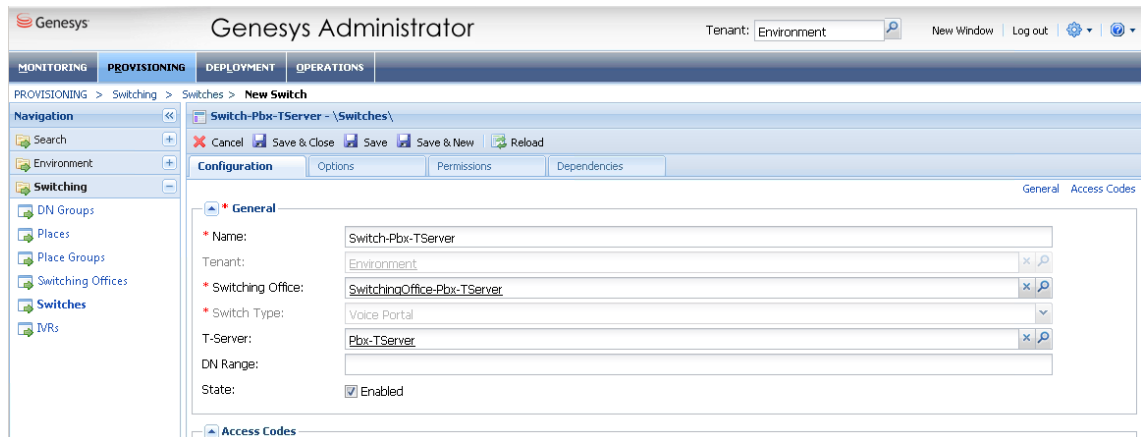


Fig. 108: Genesys Administrator - switch instances

2. Double-click on the entry of the switch instance.
⇒ The window *Configuration > General* appears.



The screenshot shows the Genesys Administrator web interface. The top navigation bar includes tabs for MONITORING, PROVISIONING, DEPLOYMENT, and OPERATIONS. The left sidebar shows a tree view with categories like Environment, Switching, and IVRs. The main content area is titled 'Switch-Pbx-TServer - \Switches\' and contains a 'Configuration' tab. The 'General' sub-tab is active, displaying fields for Name (Switch-Pbx-TServer), Tenant (Environment), Switching Office (SwitchingOffice-Pbx-TServer), Switch Type (Voice Portal), T-Server (Pbx-TServer), DN Range, and State (Enabled). Buttons for Cancel, Save & Close, Save, Save & New, and Reload are visible at the top of the configuration area.

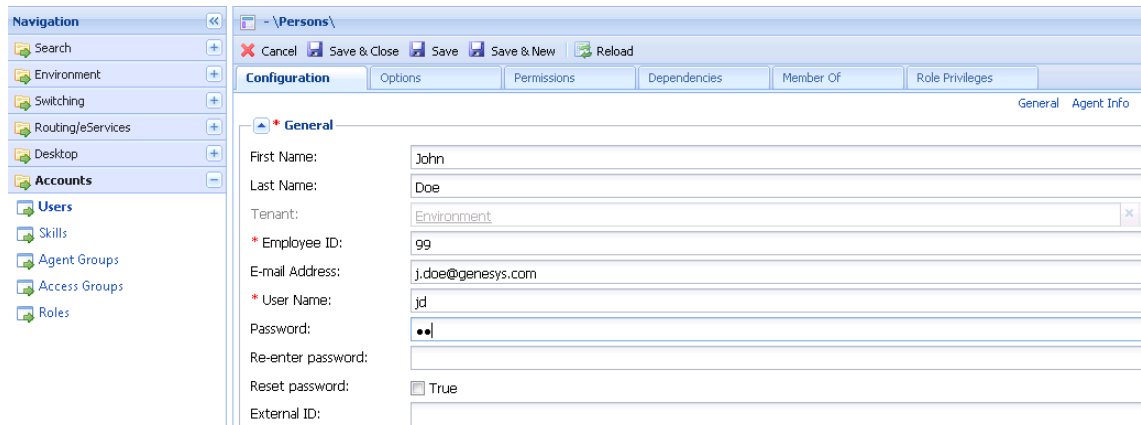
Fig. 109: Genesys Administrator - configure switch instance

3. Enter the same name in the configuration as in the Genesys T-Server.
4. Check whether the T-Server is identical to the T-Server configured in the Genesys T-Server.
5. Click on the button **Save** to save the entries.

7.3.4 Create users for the Genesys Configuration Server

To access the Genesys Configuration Server, you have to create a user.

1. Click on the menu item *Account > Users* in the navigation bar.
2. Click on the button **New**.
⇒ The window *Configuration > General* appears.



The screenshot shows the Genesys Administrator web interface with the 'Accounts' section selected in the left sidebar. The main content area is titled '- \Persons\' and contains a 'Configuration' tab. The 'General' sub-tab is active, displaying fields for First Name (John), Last Name (Doe), Tenant (Environment), Employee ID (99), E-mail Address (j.doe@genesys.com), User Name (jd), Password (masked with dots), Re-enter password, Reset password (checkbox), and External ID. Buttons for Cancel, Save & Close, Save, Save & New, and Reload are visible at the top of the configuration area.

Fig. 110: Genesys administrator - create user

3. Complete the mandatory fields *Employee ID*, *User Name*, and *Password*.
4. Assign the user the rights to the created switch instance.
5. Click on the button **Save** to save the entries.

8 Troubleshooting



Before initiating any troubleshooting measures, verify that the recording solution has been configured according to the description in the manual and check whether an up-to-date hotfix version with bug fixes is available.

When opening a ticket, include the following information:

- Wireshark traces of the recording server
- server configuration of the end devices
- software version of the PBX
- software version of the Application Link Server
- type of the end devices

Log level settings

Module	Log level
RIA	DEBUG
RECORDING_CONTROL	DEBUG
RECORDING_MODULE_MANAGER	DEBUG
API_SERVER	DEBUG

When opening a ticket for the Genesys T-Server, include the following information:

- Log files with test calls
NOTICE! Before creating any log files, adjust the settings of the log levels in the Log Level module in the System Monitoring as described below, see user manual *System Monitoring*.
- detailed description of the issue and of the scenarios of the test calls which have been made
- extension of the affected device
- employed recording solution
- Wireshark traces of the recording network interface
- software version of the Genesys T-Server

Log level settings

Module	Log level
RIA	DEBUG
RIA_ASSISTANT_FOR_GENESYS	DEBUG
RECORDING_CONTROL	DEBUG
RECORDING_MODULE_MANAGER	DEBUG
API_SERVER	DEBUG
FILE_MANAGER	DEBUG

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Glossary

μ-law

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The μ-law algorithm is used in the US while the A-law algorithm is the standard in Europe.

A-law

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The A-law algorithm is used in Europe while the μ-law algorithm is the standard in the US.

API

Application Programming Interface

API server

Server on which the API service runs. (API=Application Programming Interface)

Codec

Code/Decode implementation of a method for transforming from coded/decoded data to decoded or coded data

CSTA

Computer Supported Telecommunications Applications (CSTA) Standard which defines how data is transferred between PBX and all external computer programs connected to the device.

CSV

Comma-separated values is a file format which stores tabular data in plain text form.

IP

Internet Protocol, basic protocol for Internet communication

LCR

Last Conversation Repeat

NTP

Network Time Protocol NTP is a standard for the synchronization of clocks in computer systems via packet-based communication networks. NTP uses the connectionless transport protocol UDP. It has been developed with the objective to guarantee reliable time verification across networks with variable packet runtime. (Source: Wikipedia 12th June 2018)

PBX

Private Branch Exchange

PCM

Pulse Code Modulation is an uncompressed pulse modulation method which transforms a time- and value-continuous analog signal into a time- and value-discrete digital signal. It is used in audio technology, for example in the context of the G.711 standard and in video technology for digital video signals in compliance with the ITU-R BT 601 standard. (Source: Wikipedia 12th June 2018)

RTP

Real-time Transport Protocol is a protocol to continuously transmit audio and video files via the IP protocol within the network.

SIP

Session Initiation Protocol

TCP

Transmission Control Protocol, controlled connection establishment, secure data transmission, controlled connection termination

TDM

Time Division Multiplexing is an umbrella term for time-slot-oriented interfaces, ITU G.703 defined. The term is used ASC-wide representative for conventional telephony.

TLS

Transport Layer Security; previously known as Secure Sockets Layer (SSL), is a hybrid encryption protocol for safe data transmission in the Internet. Since version 3.0, the SSL protocol is developed under the new name TLS.

UDP

User Datagram Protocol UDP is a minimal, connectionless network protocol which belongs to the core members of the Internet protocol suite. Its purpose is to make sure that data transmitted via the Internet reach the designated application. There is no destination check.

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)

VM

Virtual machine

VoIP

Voice over IP

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.

XML

Extensible Markup Language is a human-readable and machine-readable language which defines a set of rules for encoding documents.