

Quick Guide EVOIPneo active for Mitel MiVoice Business



Administration manual for system providers

9/16/2020

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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Contents

1	General information	4
2	Introduction	5
3	Create recording architecture	6
4	Configure additional data	7
5	Create integration for MiVB	9
5.1	Configuration steps	10
5.2	Configure CTI connection data	11
5.2.1	Tab MBG	11
5.2.2	Tab MiVB (MiTAI)	13
5.3	Configure recording servers	14
5.4	Configure monitor points	14
5.4.1	Tab Extension Monitor Points	14
5.5	Activate integration	15
5.6	Configure replay function	15
	List of figures	17
	List of tables	18
	Glossary	19

1 General information

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2 Introduction

This is a quick guide for a recording architecture of the type All-in-one Basic Recording in combination with a Mitel MiVoice Business PBX.

This document describes the standard minimum settings for operative recording with available additional data.

To carry out a configuration based on a quick guide, basic knowledge of the *neo* software is required.



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

1. Log in to the application System Configuration with the following login data:

User name	system-admin
Password	A\$c123

3 Create recording architecture

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

Fig. 1: Create recording architecture

2. Create a recording architecture of the type All-in-one Basic Recording.
3. Add the integration type Mitel MiVoice Business active.
4. Open the tab *Server Assignment* and select the respective server.
5. Activate the recording type *VoIP/Video*.

Fig. 2: Activate recording type

6. Activate the recording architecture. The following configuration is only possible with an activated recording architecture.

Fig. 3: Activate recording architecture

Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

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

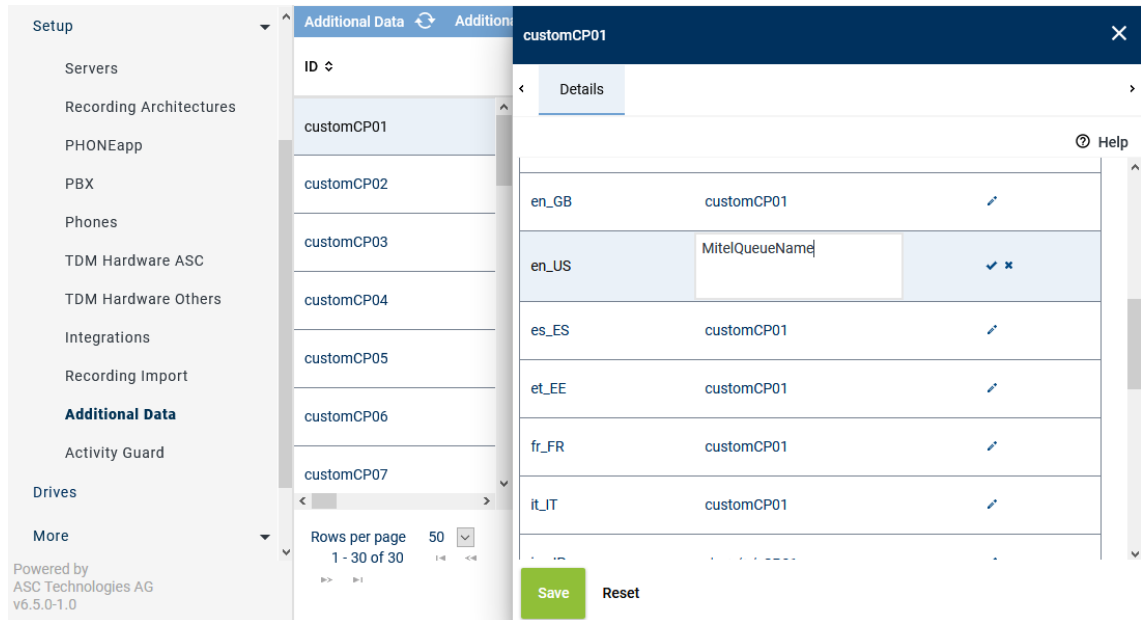


Fig. 4: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.



Fig. 5: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup	Additional Data			
	ID	Displayed Name	Available	Editable
Servers	customCP21	MitelQueueName	✓	✓
Recording Architectures	customCP22	CallingPartyIVR	✓	✓
PHONEapp	customCP23	CalledParty	✓	✓
PBX	customCP24	customCP24	✗	✗
Phones	customCP25	customCP25	✗	✗
TDM Hardware ASC	customCP06	Call Center ID	✓	✓
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 6: Additional data for MiVB

5

Create integration for MiVB

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

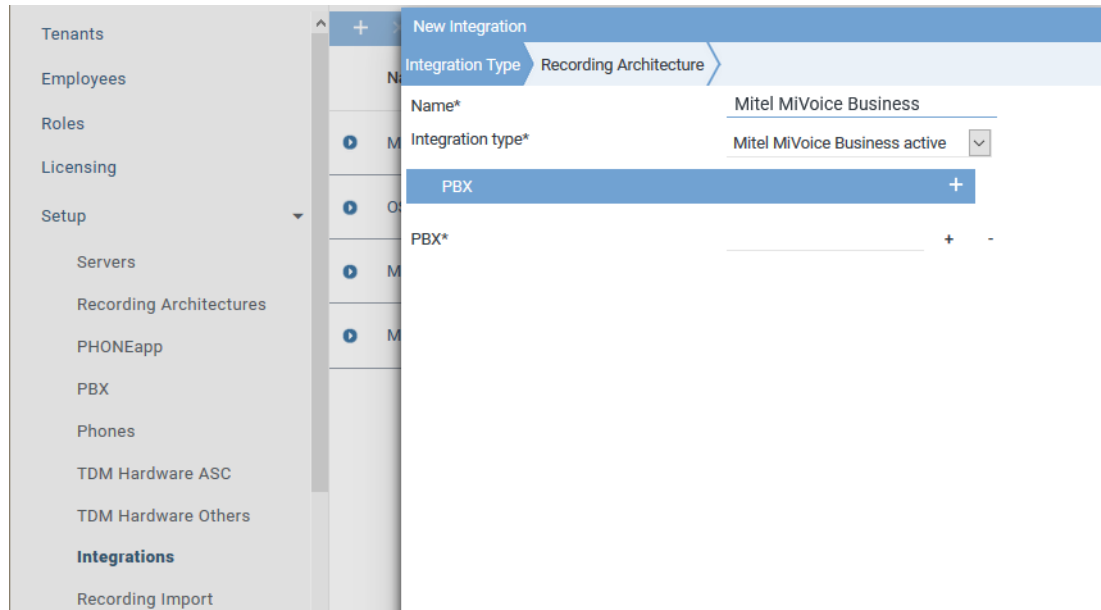


Fig. 7: Create integration

2. Enter a name for the integration.
3. From the drop-down list, select the entry *Mitel MiVoice Business active*.
4. Click on the icon **+** in the table headline *PBX*.
5. Create the respective **PBX**.

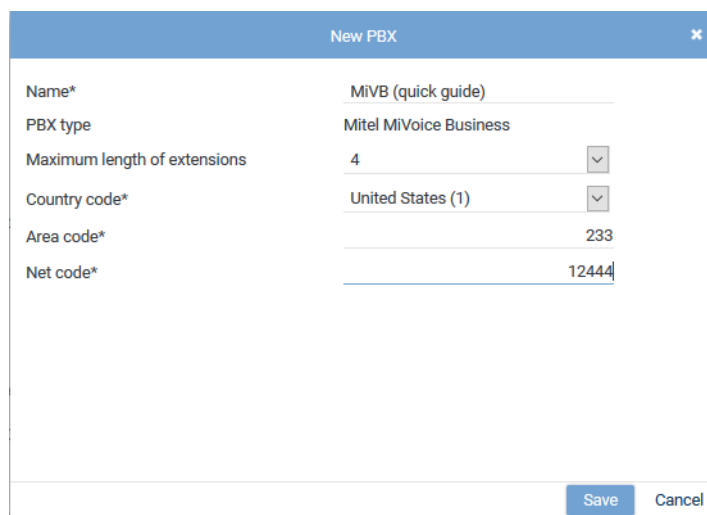


Fig. 8: Create PBX

6. Enter the respective parameters.
7. Upon saving the entries, the PBX appears in the detail view.
8. Click on the button *Next* to change to the tab *Recording Architecture*.
9. Select the recording architecture appearing in the selection.
The recording architecture is only displayed if it has been activated.



Fig. 9: Assign recording architecture

10. Save the entries.

⇒ The integration appears in the main view.

5.1 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 Business	Mitel MiVoice Business active		
Step	Configuration		
Configure recording architecture			
Configure CTI connection data			
Configure monitor points			
Configure recording servers			
Configure add-on			
Configure miscellaneous settings			

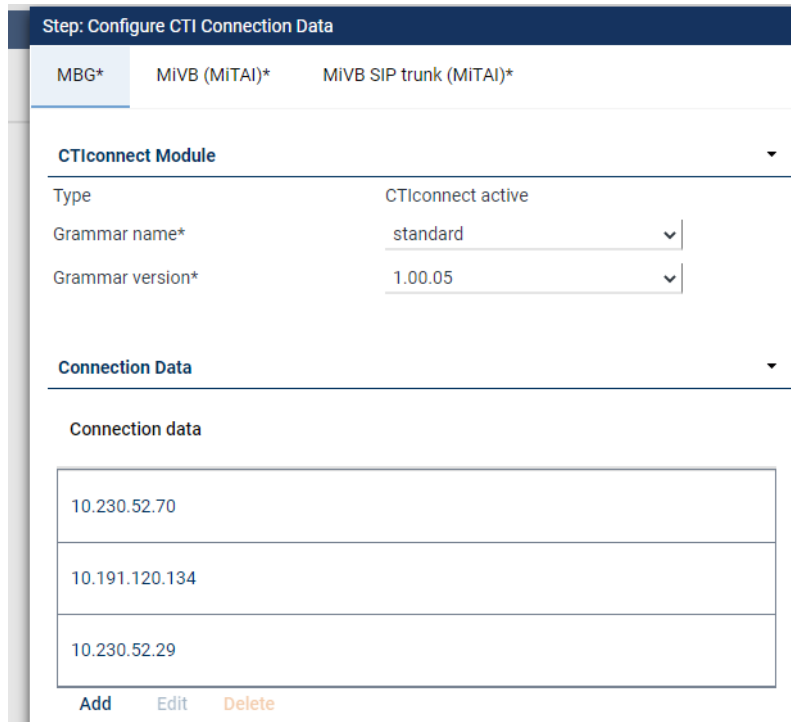
Fig. 10: Configuration steps of the integration

5.2 Configure CTI connection data

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

5.2.1 Tab MBG

1. Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.



Step: Configure CTI Connection Data

MBG* MIVB (MITAI)* MIVB SIP trunk (MITAI)*

CTIconnect Module

Type CTIconnect active

Grammar name* standard

Grammar version* 1.00.05

Connection Data

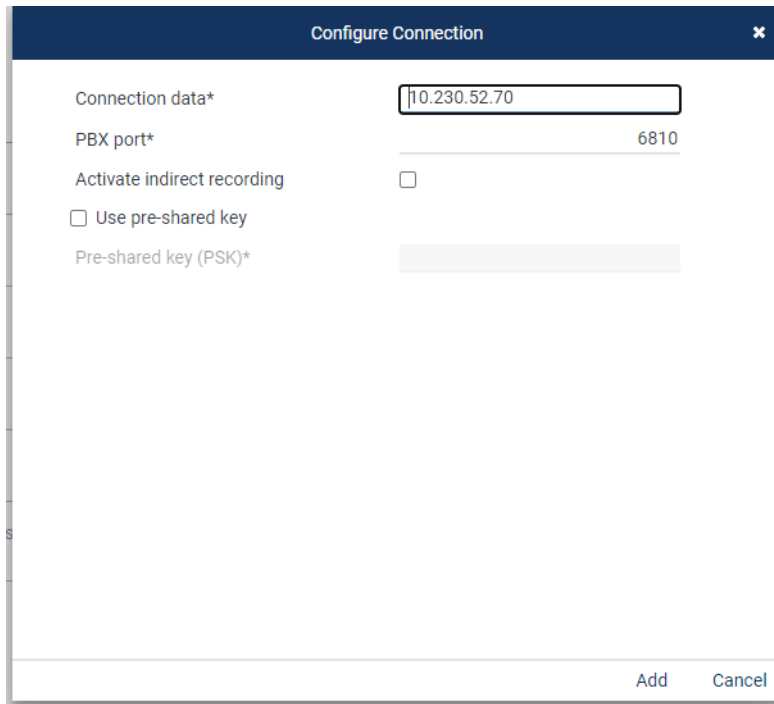
Connection data

10.230.52.70
10.191.120.134
10.230.52.29

Add Edit Delete

Fig. 11: Configure CTIconnect connection data to **MBG**

2. Click on the button *Add* to enter the IP addresses of the **MBGs**.
3. Enter all **MBGs** via which recording is supposed to take place.
NOTICE! Do not forget the **MBGs** of the telework workstations if remote workers are supposed to be recorded.
4. Only activate indirect recording if you would like to record supported MiNET devices.
NOTICE! The devices must have been connected to the MiVB directly.
5. Deactivate the option Pre-shared key.
NOTICE! A pre-shared key is currently only supported in GCP environments with a special **MBG** version.



The image shows a 'Configure Connection' dialog box with a dark blue header and a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Connection data***: A text input field containing the IP address '10.230.52.70'.
- PBX port***: A text input field containing the port number '6810'.
- Activate indirect recording**: A checkbox that is currently unchecked.
- Use pre-shared key**: A checkbox that is currently unchecked.
- Pre-shared key (PSK)***: A text input field that is currently empty.

At the bottom right of the dialog, there are two buttons: 'Add' and 'Cancel'.

Fig. 12: Add connection data for all MBGs

- Click on the button *Add* to apply the settings.

5.2.2

Tab MiVB (MiTAI)

1. Select the tab to configure the recording variant with MiVB (MiTAI).

Step: Configure CTI Connection Data

MBG*	MiVB (MiTAI)*	MiVB SIP trunk (MiTAI)*
Active	<input checked="" type="checkbox"/>	
CTIconnect Module		
Type	CTIconnect passive	
Grammar name*	Test	
Grammar version*	1.00.48	
Login name		
Password	*****	
Connection Data		
Connection data		
10.191.120.165		
Add Edit Delete		
Additional Data		
ACDAgentGroup	Please select...	
SuitPilotNumber	Please select...	
SuitPilotName	Please select...	
Arbitrary assignment		
MitelQueueName	MitelQueueName	
CallingDeviceID	CallingPartyIVR	
CalledDeviceID	CalledParty	


Fig. 13: CTI connection data - tab MiVB (MiTAI)

2. Enter the login name and the password if authentication at the MiVB MiTAI link has been activated.
3. In the connection data, enter the IP address or the host name of the primary MiVB PBX.
NOTICE! Do not enter the standby MiVB.
4. In the additional data, add the following entries:
 - MitelQueueName
 - CallingDeviceID
 - CalledDeviceID
5. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	MitelQueueName
CallingDeviceID	CallingPartyIVR
CalledDeviceID	CalledParty

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

5.3 Configure recording servers

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

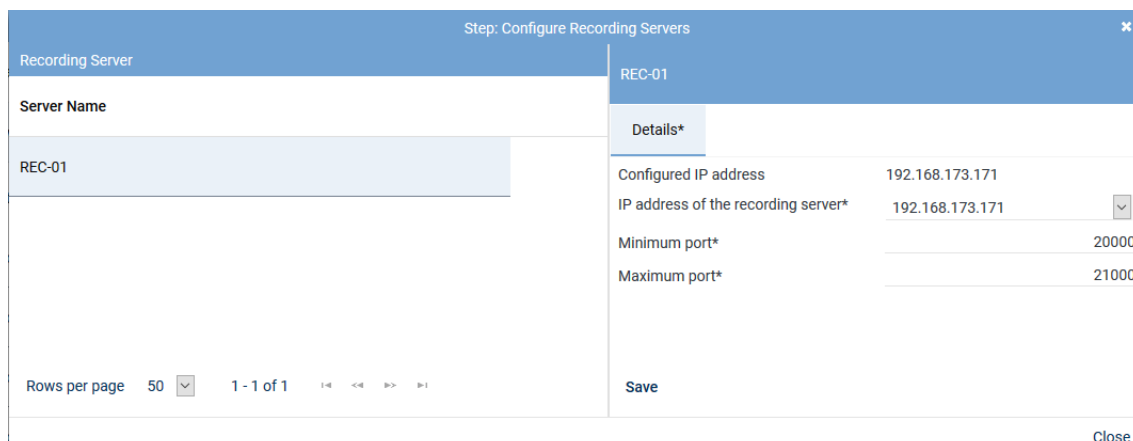



Fig. 14: Configuration step - Configure recording servers

2. Select the IP address of the recording server from the drop-down list.
3. The default port range of 20000-21000 has been preconfigured.
NOTICE! You only have to change it, if you use several integrations simultaneously and the port ranges overlap.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

5.4 Configure monitor points

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

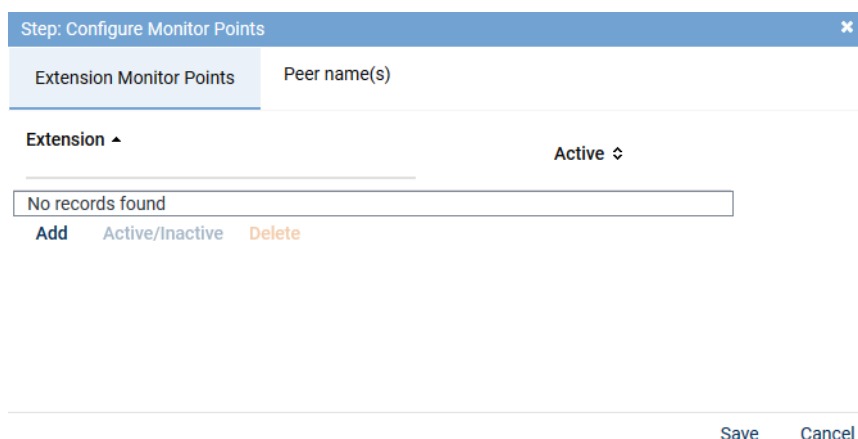


Fig. 15: Configuration step - Configure monitor points

5.4.1 Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones which are supposed to be recorded must have been registered on the **SRC**.

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Enter all extensions which are supposed to be monitored and activate them by clicking on the button *Active/Inactive*.

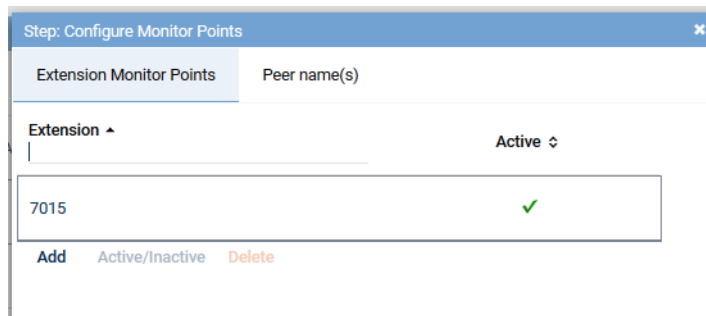





Fig. 16: Add extension monitor points

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

5.5 Activate integration

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

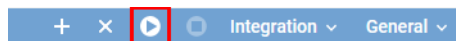


Fig. 17: Activated integration

When starting the integration, the recording server establishes the connection to the MiVB (Mi-TAI) and the MBGs (SRC) and starts monitoring the extensions and thus recording.

5.6 Configure replay function

To be able to use the replay function in the application **POWERplay Web**, you must activate it.

- Select the menu item **Setup > Servers**.
- Select the respective server in the main view.
- Select the tab **Usage**.

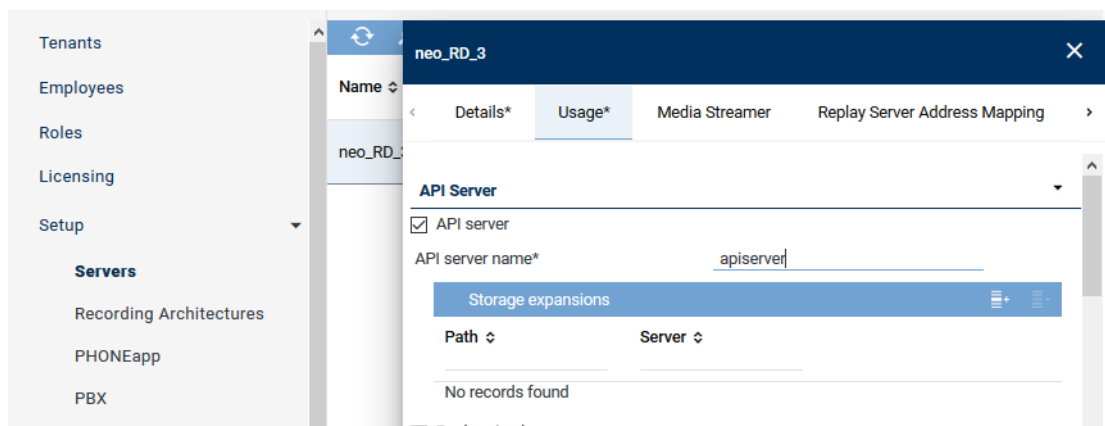


Fig. 18: Configure API server for replay

- Open the group field **API Server**.
- Activate the check box **API server**.
- Enter the name for the **API server**.
- Save the entries.
- Scroll down to the group field **Replay** and open it.

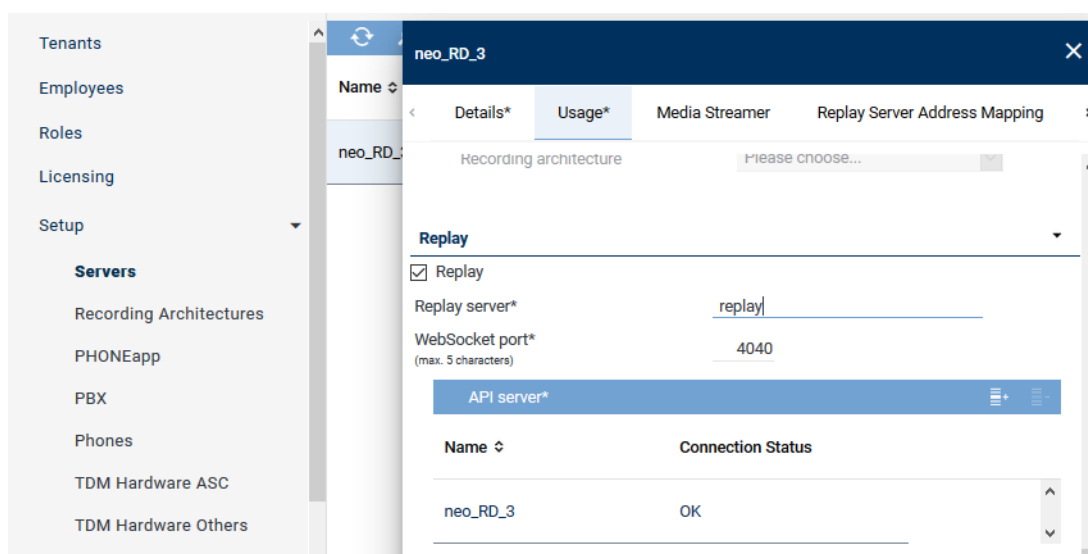


Fig. 19: Configure replay server

9. Activate the check box *Replay*.
10. Enter a name for the [replay server](#).
11. Select the [API server](#) you have previously configured by clicking on the list icon in the table headline API server.
12. Click on the button *Save* to apply the settings.
 - ⇒ The replay function now has been activated.
13. Log in to the application *POWERplay* Web with the default login to check that replay is working.

User name	1st-tenant-admin
Password	A\$c123

14. Ensure that all pop-ups have been enabled and accept the certificate.
 - ⇒ The latest recordings appear in the view.

List of figures

Fig. 1	Create recording architecture.....	6
Fig. 2	Activate recording type.....	6
Fig. 3	Activate recording architecture.....	6
Fig. 4	Configure additional data	7
Fig. 5	Additional data - configure availability	7
Fig. 6	Additional data for MiVB.....	8
Fig. 7	Create integration.....	9
Fig. 8	Create PBX	9
Fig. 9	Assign recording architecture.....	10
Fig. 10	Configuration steps of the integration	10
Fig. 11	Configure CTIconnect connection data to MBG.....	11
Fig. 12	Add connection data for all MBGs.....	12
Fig. 13	CTI connection data - tab MiVB (MiTAI)	13
Fig. 14	Configuration step - Configure recording servers	14
Fig. 15	Configuration step - Configure monitor points.....	14
Fig. 16	Add extension monitor points.....	15
Fig. 17	Activated integration.....	15
Fig. 18	Configure API server for replay	15
Fig. 19	Configure replay server	16

List of tables

Glossary

API server

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

MBG

Mitel Border Gateway

PBX

Private Branch Exchange

Replay server

Server on which the replay function has been activated. Recordings can be replayed via this server.

SRC (Mitel)

With Mitel, the recording session is delivered to the recording server via the Secure Recording Connector.