



IP Office Contact Center – Contact Recorder Configuration Task Based Guide

Release 9.0.3
Issue 1.01
10 2014

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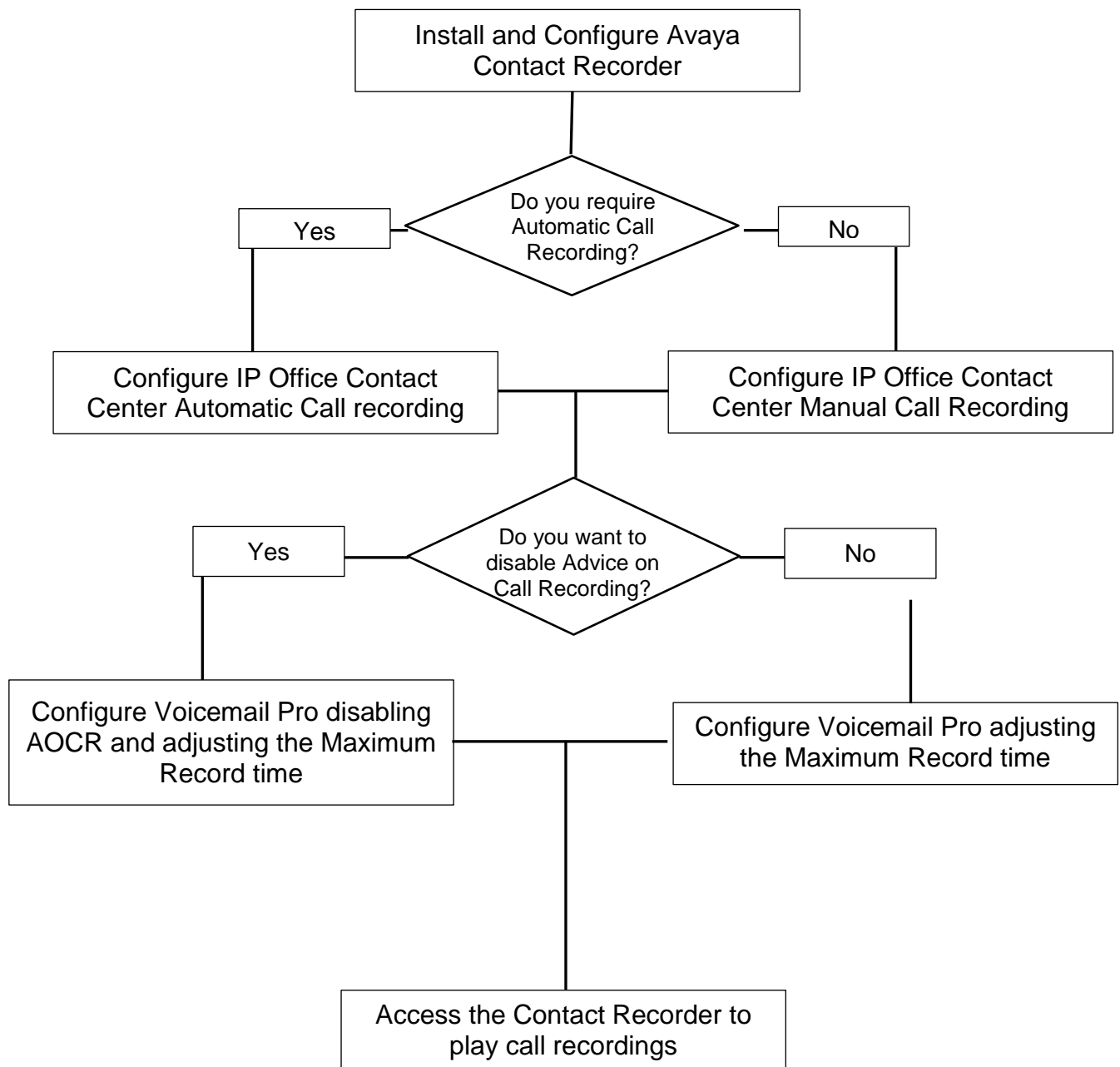
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Flowchart



IP Office Contact Center Contact Recorder Configuration

Overview

IP Office has the ability of recording calls to a Voicemail box, when using Preferred Edition or IP Office Server Edition and Voicemail Pro. To further enhance this, Contact Recorder for IP Office can be used as a centralized call recording facility, which stores all recordings in a separate archive.

Contact Recorder uses a database that stores the call details associated with each recording stored. Call recordings are then accessed using a web browser interface, where recordings can be searched, displayed and the archived recording played.

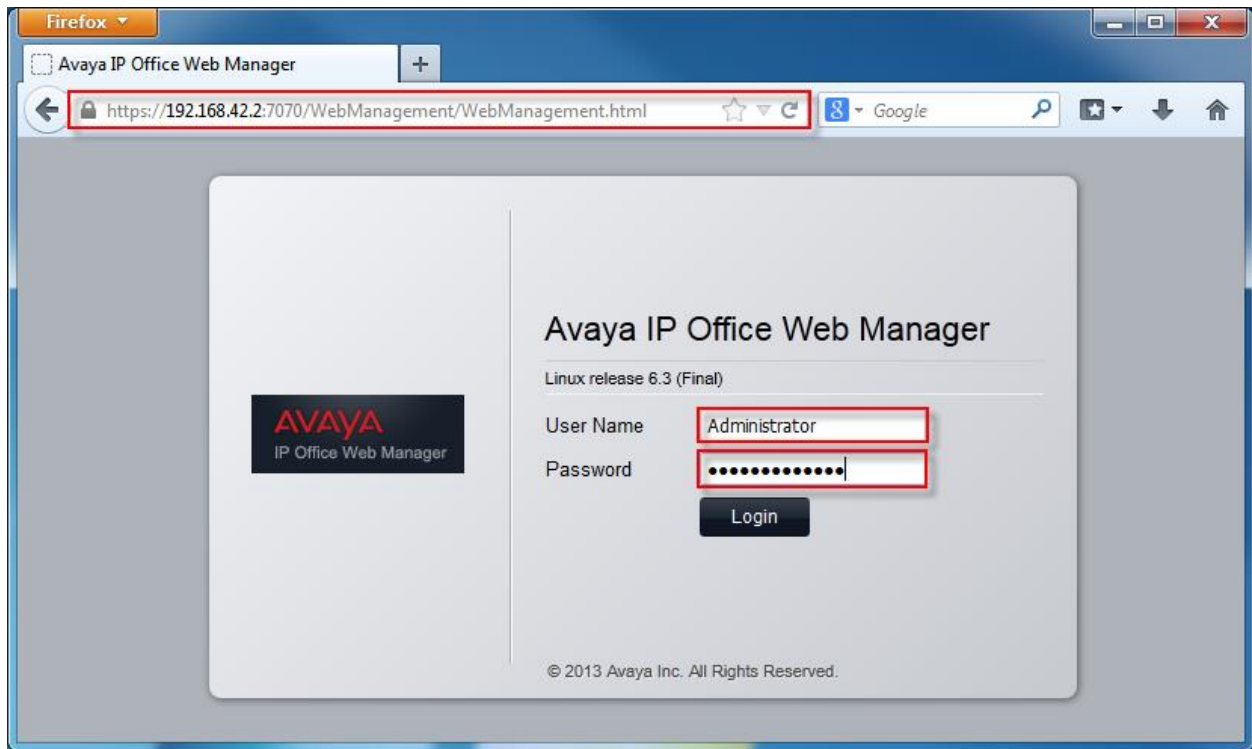
Voicemail Pro is still used to record the actual calls, and once the recording is complete, it then passes the recording and associated details to the Contact Recorder Server.

By default, Contact Recorder is installed on the Application Server but not started, as a separate drive or partition is required and cannot be shared with Voicemail Pro.

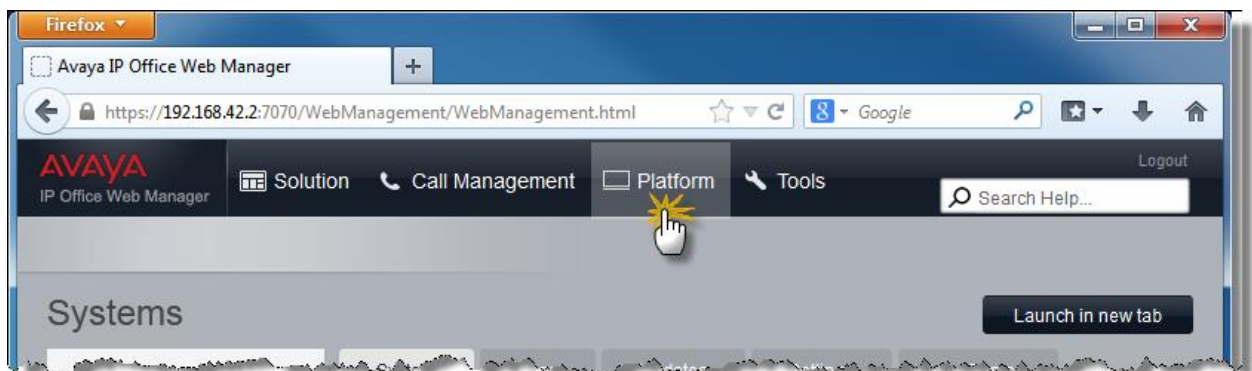
The following guide will demonstrate how to install and configure Contact Recorder on a Application Server (Linux). Also how to configure the IP Office Contact Center (IP Office Contact Center) to use Call Recorder, including the recording of calls automatically that relate to a Topic, and to record calls manually using the IP Office Contact Center User Interface.

Configuring the Avaya Contact Recorder

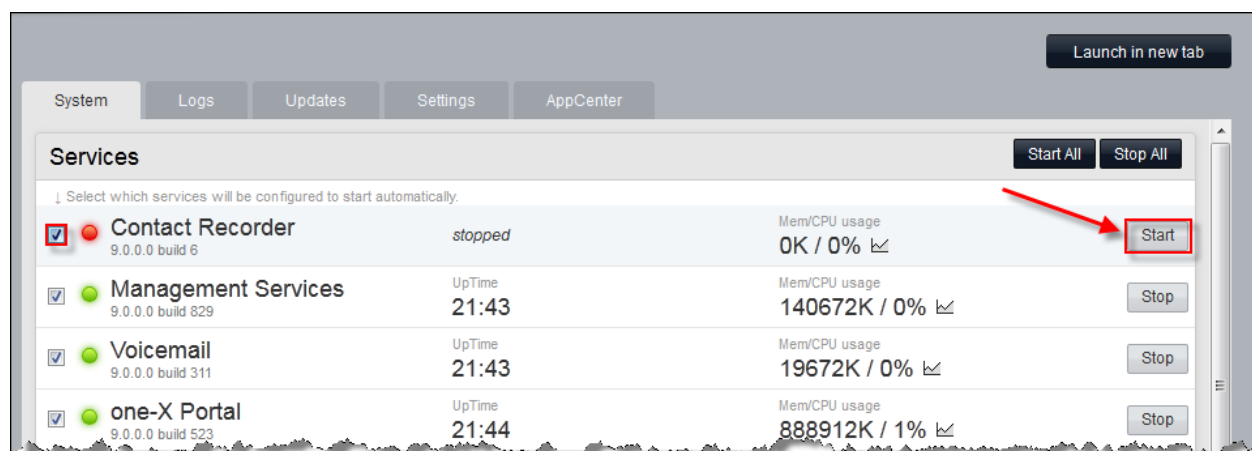
1. Using a Web browser interface, access the server using port: **7070**, which will display the IP Office Web Manager Login screen. Login using User Name **Administrator** and Password **Administrator**.



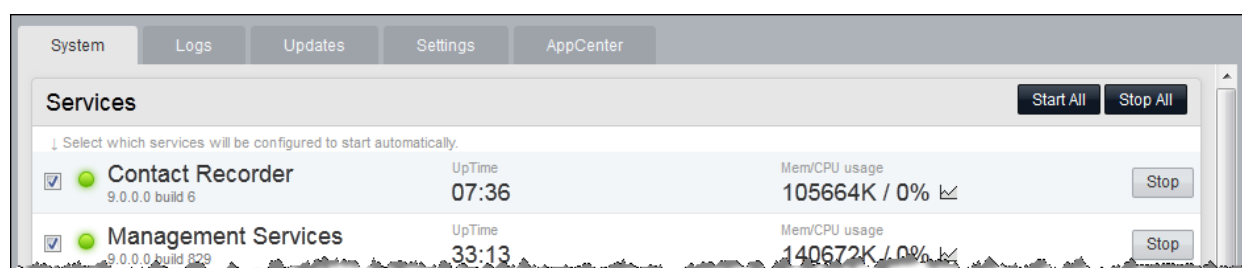
2. From within the Web Manager interface, select **Platform**.



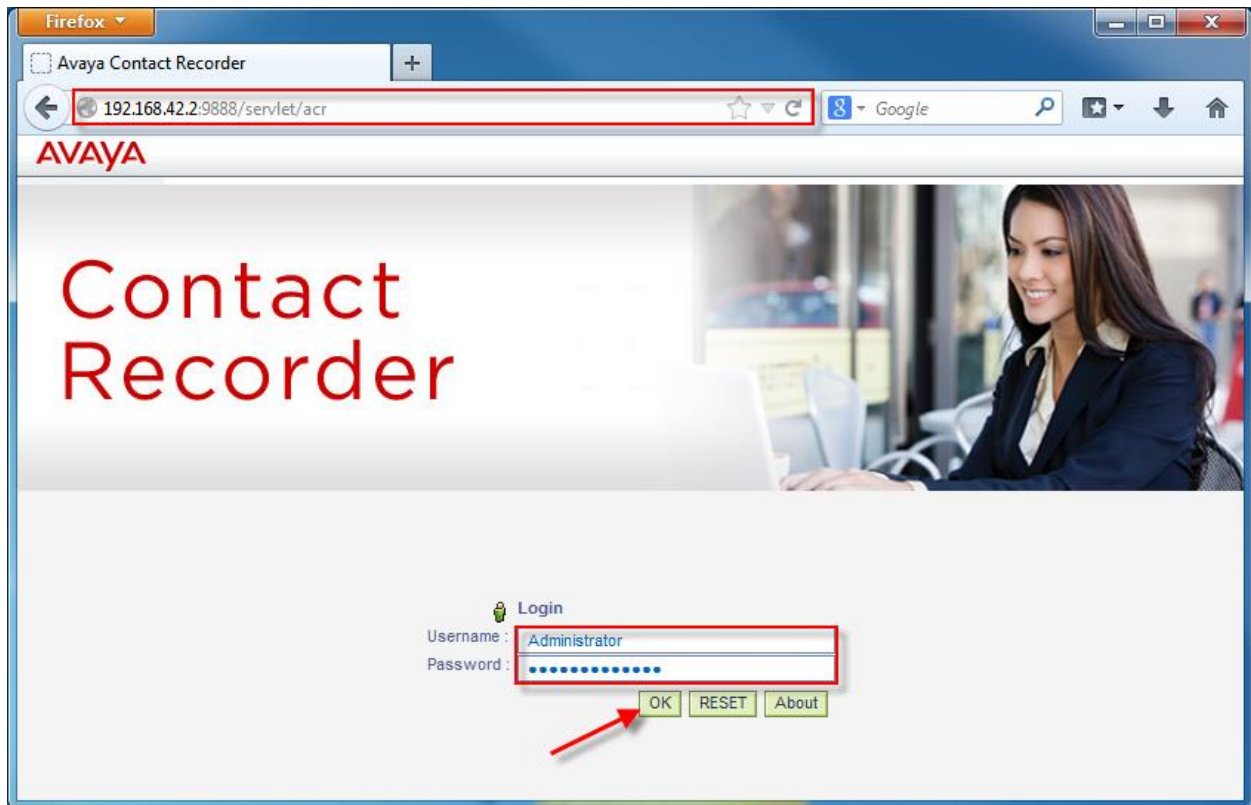
3. Contact Recorder can be seen in the list of **Services**. Check the tick box, which will ensure that the service automatically starts after a reboot. Then click on the **Start** button.



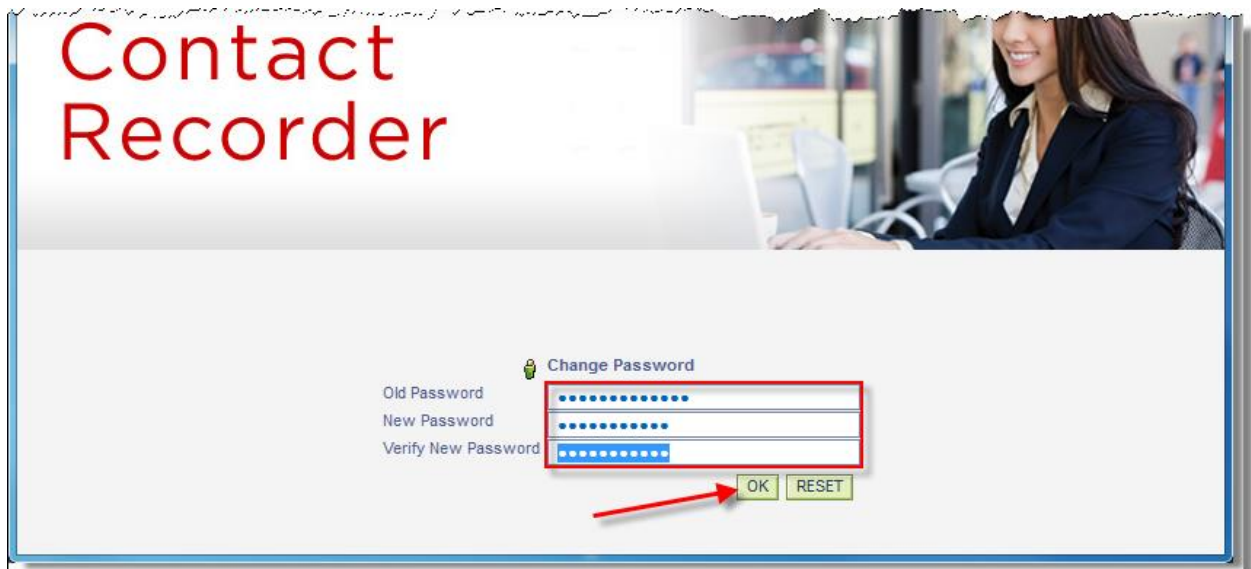
4. The Contact Recorder service will now start, and can be configured.



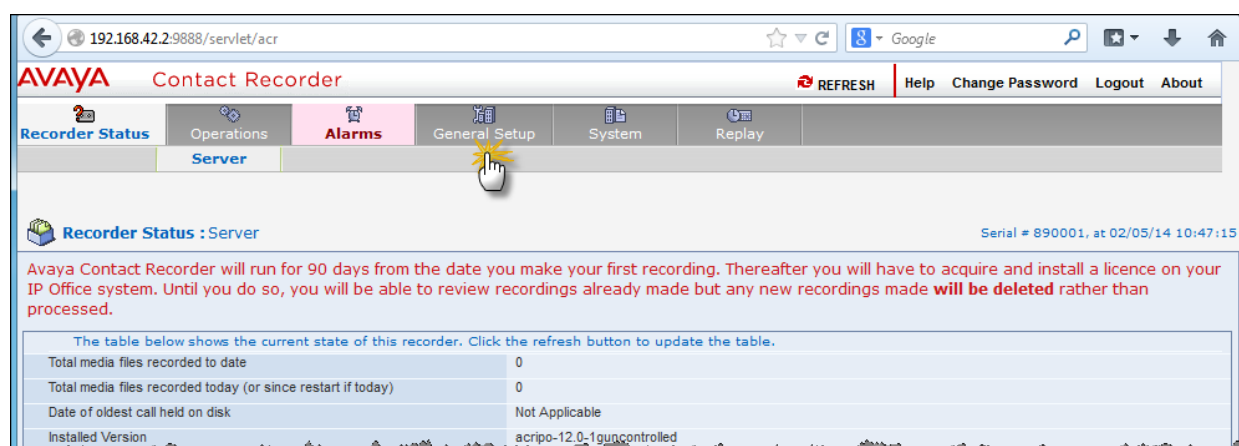
5. Using a Web Browser interface, browse to the IP address of the Server using port 9888, e.g. <http://ipaddressofserver:9888>. This will present the Login screen. Login with the default Username: **Administrator** and Password: **Administrator**, then click **OK**.



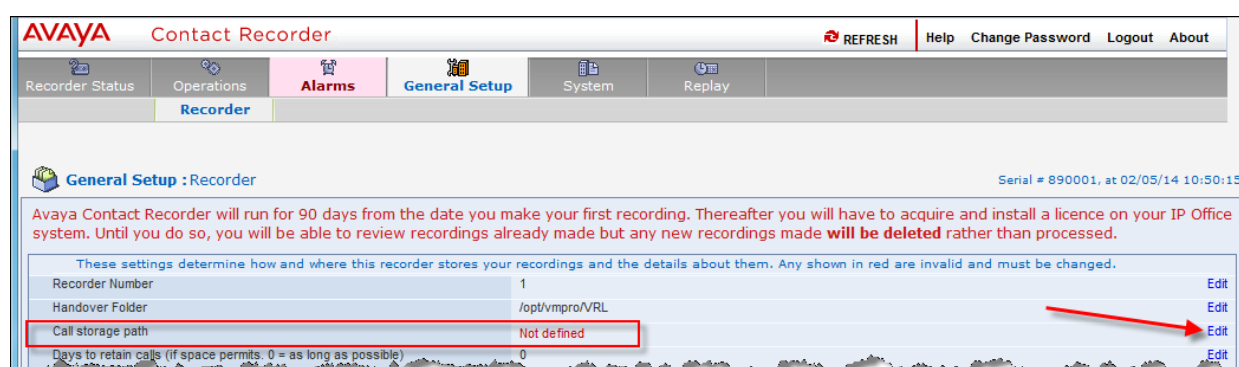
6. You will now be prompted to change the default Password. Enter **Administrator** in the **Old Password** field and enter the new password in the **New Password** and **Verify New Password** fields, then click **OK**.



1. Once logged in to the Contact Recorder interface, click on the **General Setup** tab.



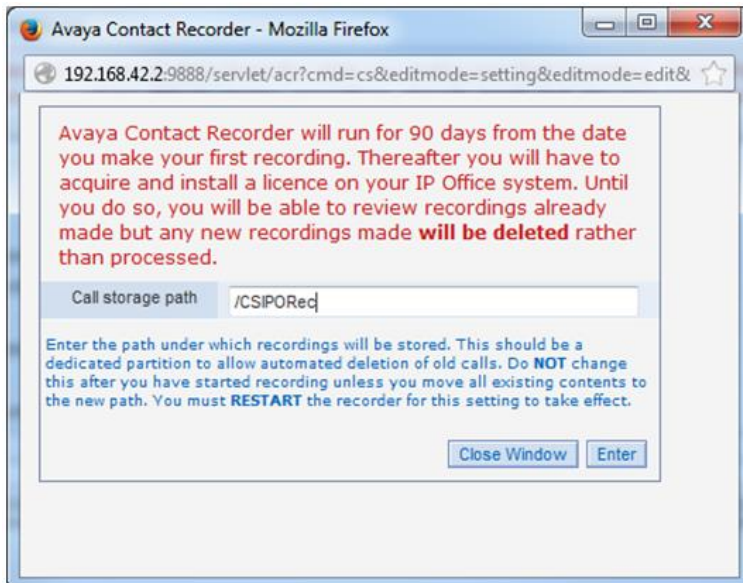
2. You can see that the Call storage path has not been defined. Choose the edit button.



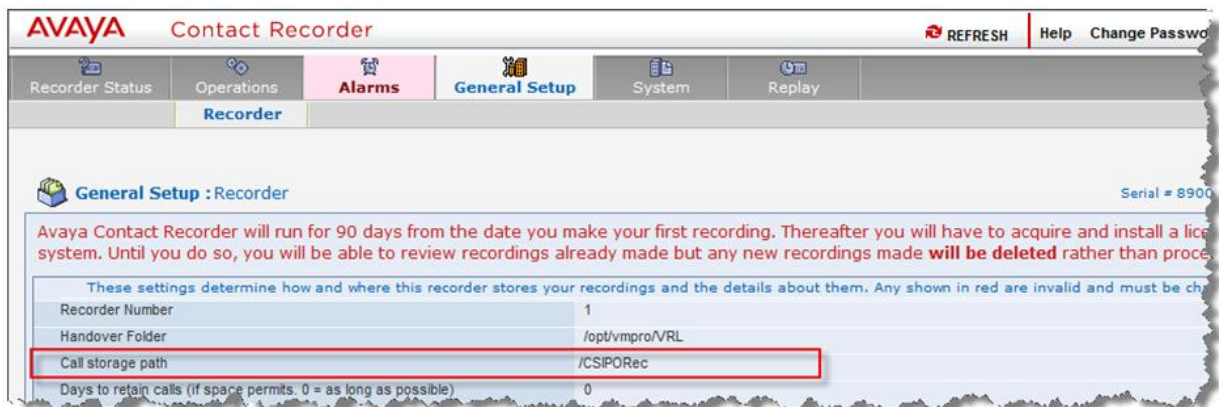
3. Enter the **Call storage path** (the default path created when installing Contact Recorder is **/CSIPORec**).

Note: If Contact Recorder is installed and enabled on the same server as Voicemail Pro, it must be configured to use a separate hard disk from Voicemail Pro. In such occasions the Call storage path requires setting to the additional drive. Contact Recorder must not be installed on a shared drive with Voicemail Pro.

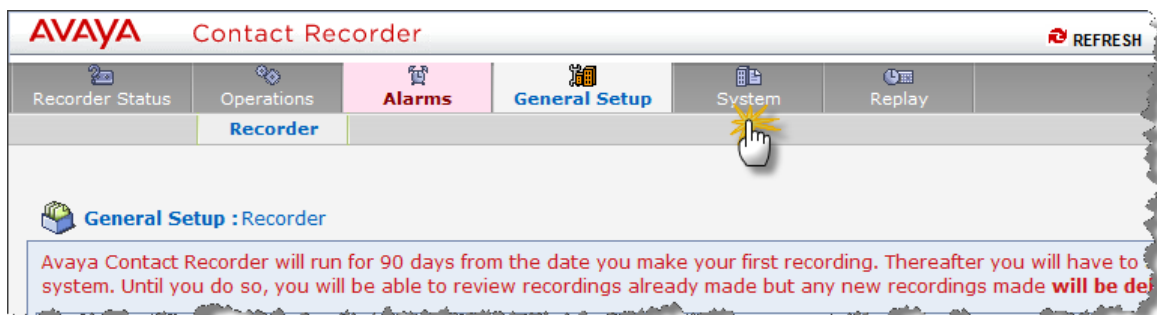
4. Next click on the **Enter** button.



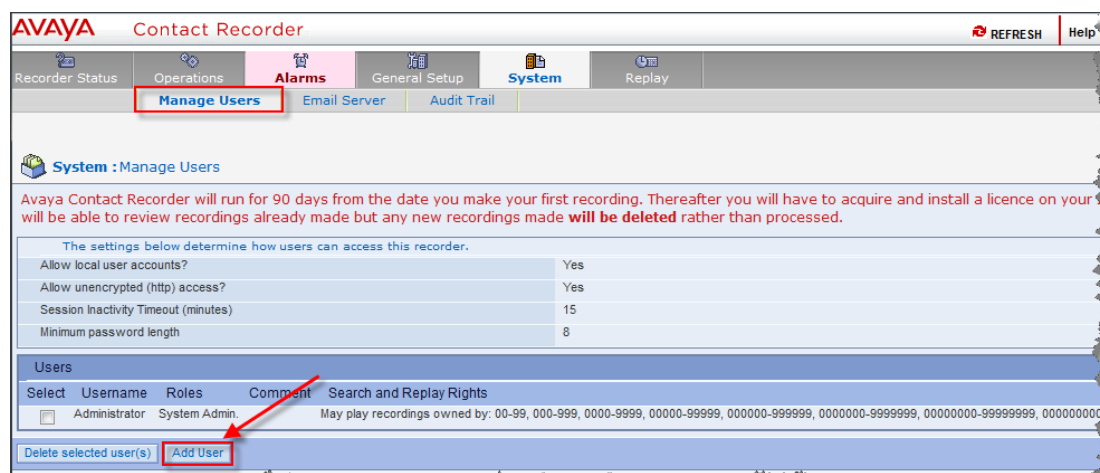
5. The new Call storage path is now seen.



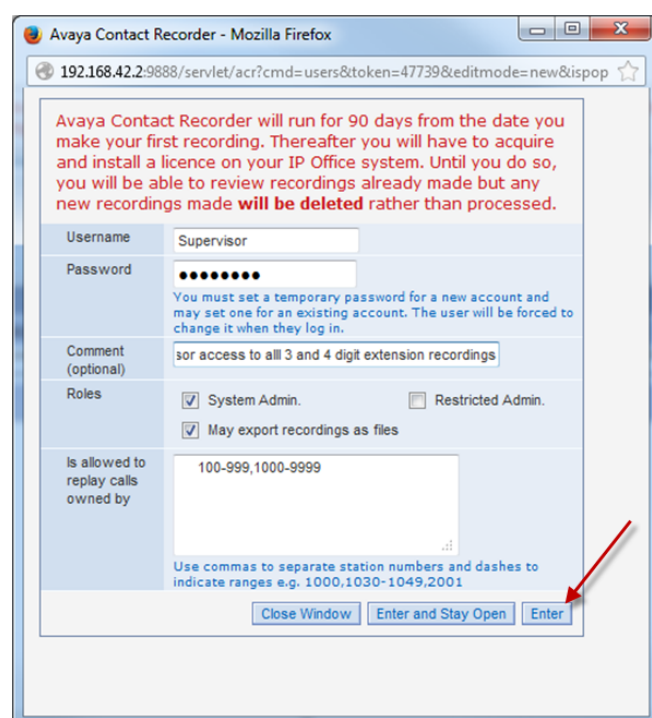
6. Next click on the **System** tab.



7. You will be presented with the **Manage Users** screen, where it is possible to create Users with administrative rights, or who will have the ability of searching for and playing recordings, etc. Click **Add User**.



8. A new dialogue box will be presented. Add the User settings as follows:
- Username:** the Login name for the new User
 - Password:** Enter a password for the User to Login.
 - Comment.** This is optional only, and not a requirement.
 - Roles:** Select either System Admin or Restricted Admin. You can also select to give the User the ability to export recordings as files.
 - For the section on which extensions the recorded calls can be replayed from, these can either be added in the form of a range, e.g. 2000-2500, or individually being separated by a comma, e.g. 2000,2001,2002.
9. Click **Enter** when all the settings are completed.



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Configuring IP Office Contact Center with Contact Recorder

Now that the Contact Recorder has been configured, a process can be created in IP Office Contact Center to enable the Call recording.

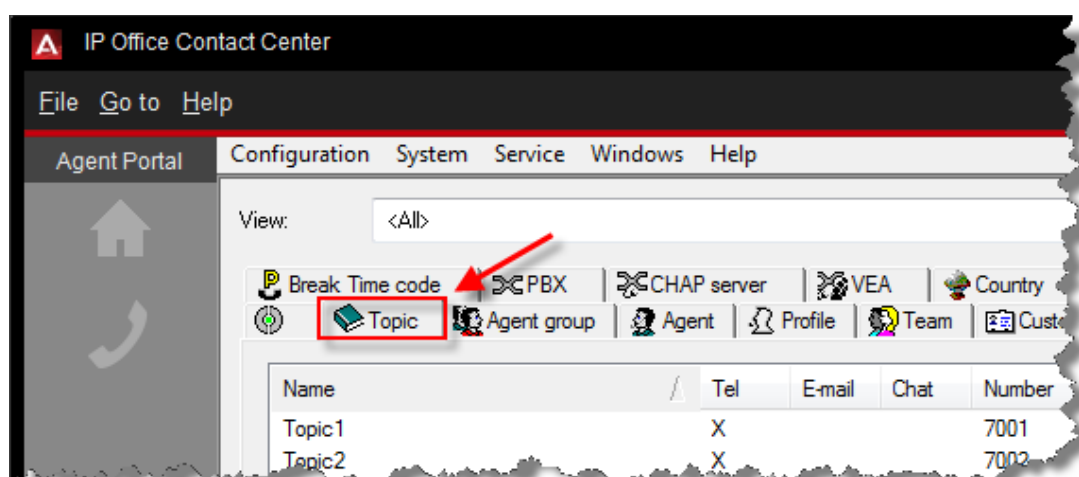
Automatic Call Recording

1. Launch the IP Office Contact Center User Interface and log in with a User account that has access to configuration.

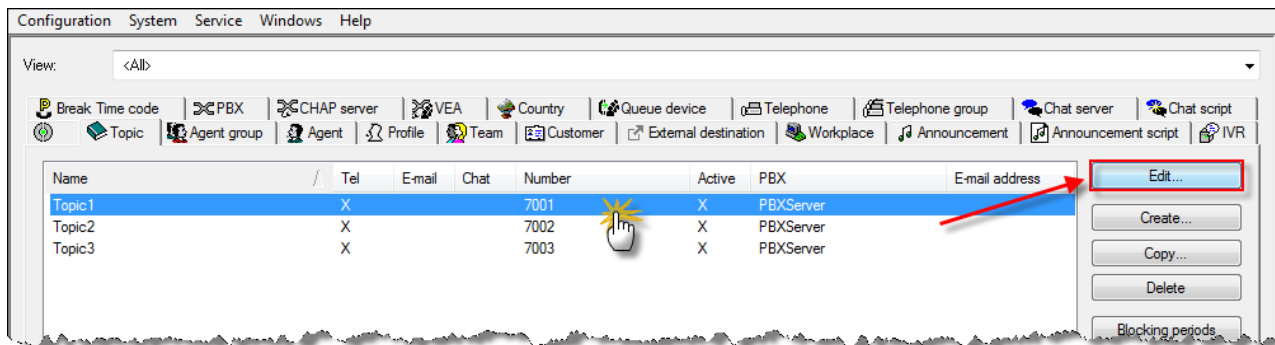


The image shows the login screen of the IP Office Contact Center. At the top is the AVAYA logo in red. Below it, the text "IP Office Contact Center" is centered. There are three input fields: "Username" with the value "Scott", "Password" with masked characters "*****", and "Telephone Extension" with the value "8004". To the right of these fields are two buttons: "Login" and "Exit".

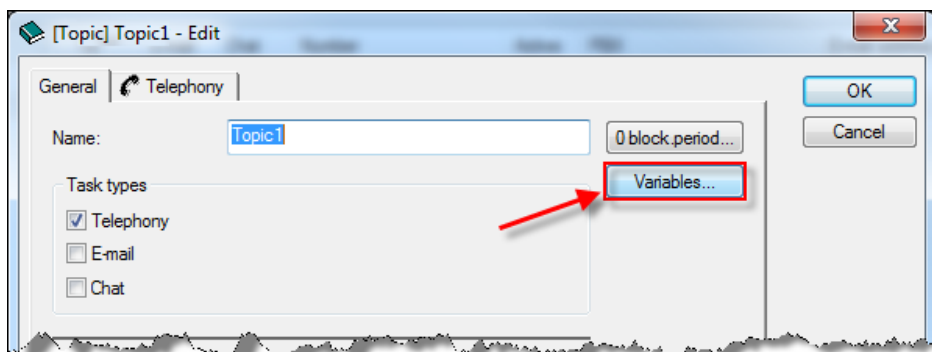
2. Now click on the Topic tab within the Configuration screen.



3. Select and double click on a Topic to be used or select and click **Edit**.



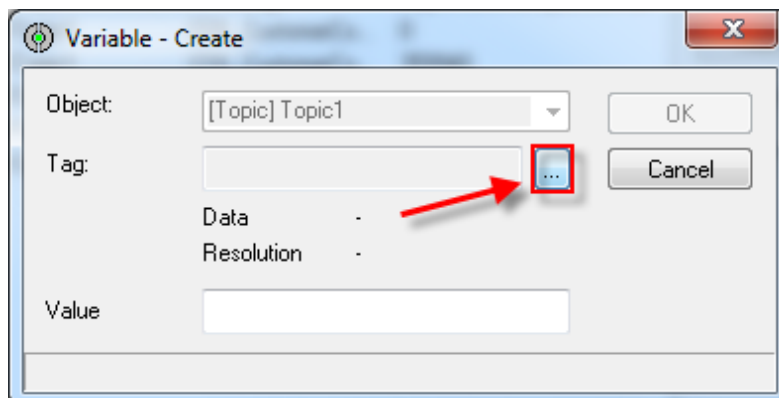
4. Choose the Variable button.



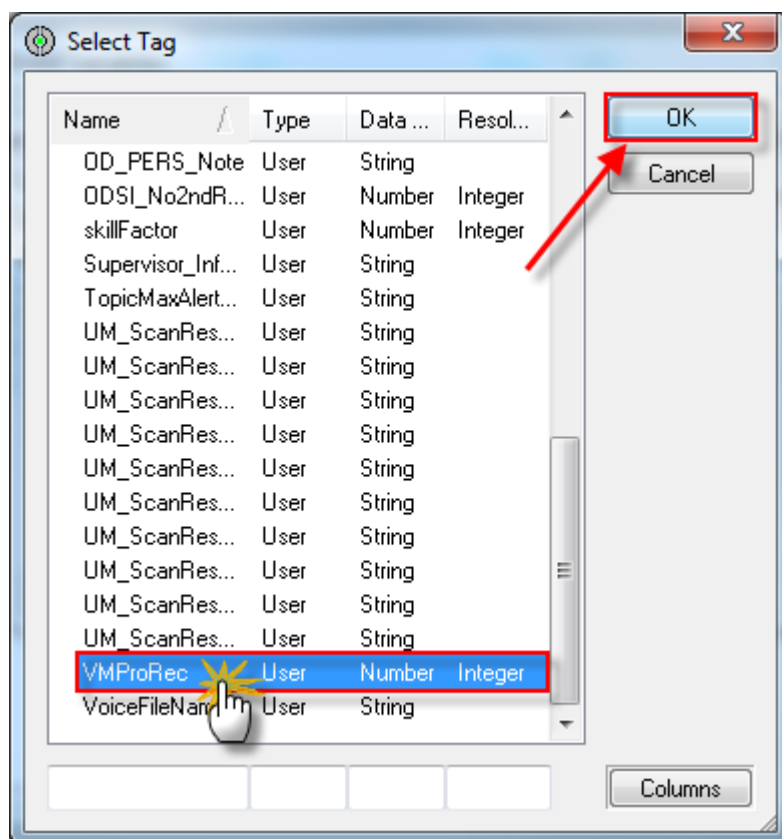
5. Choose the Add button.



6. Click on the browser button [...] next to the **Tag** field.



- This will present the **Select Tag** dialogue box, showing the list of Tags available. Scroll down to find the **VMProRec** Tag, click to select this and then click on the **OK** button.

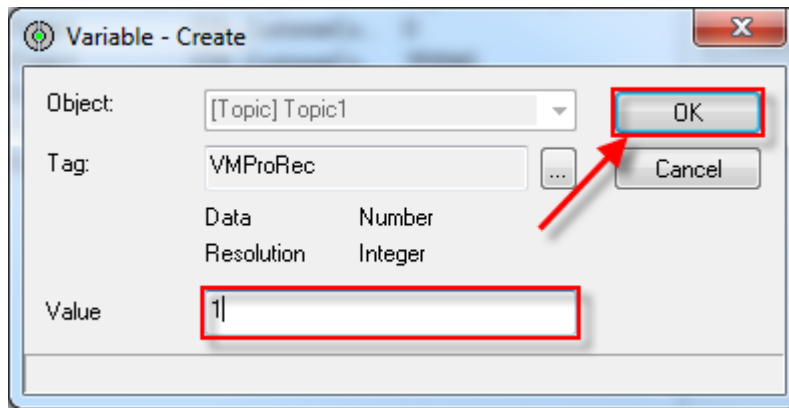


- Now in the Value field, enter 1. This relates to using the Voice Recording Library, where the call recording will be sent. The options available for the Value field are:

“1” Recording uses Voice Recording Library (VRL)
 “2” Recording uses Voice Recording Library Authenticated (VRLA)
 “0” No automatic recording
 “XXXX” any other valid IP Office mailbox number

Another option is to enter a specific Extension number, which will then pass call recordings to the mailbox for that extension.

Once value has been selected, click on the **OK** button. Then click **OK** on the Defined Variables screen, and also for the Topic to close them.

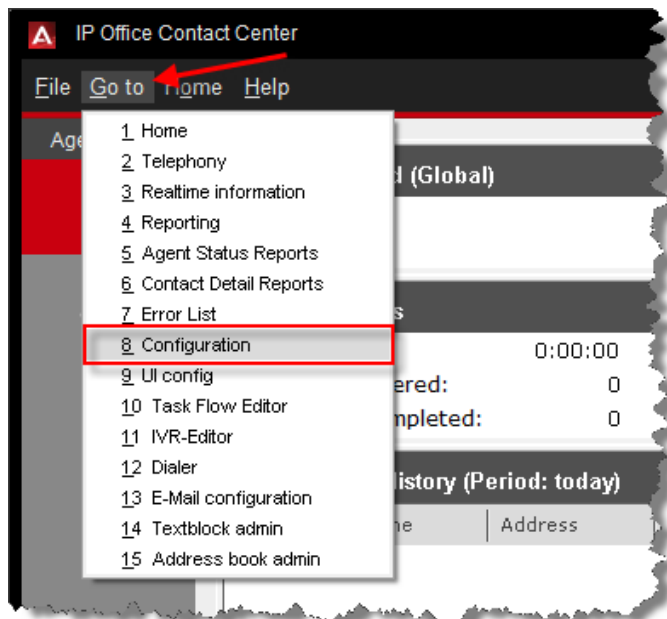


Any Calls that are now sent to the Topic will automatically be recorded.

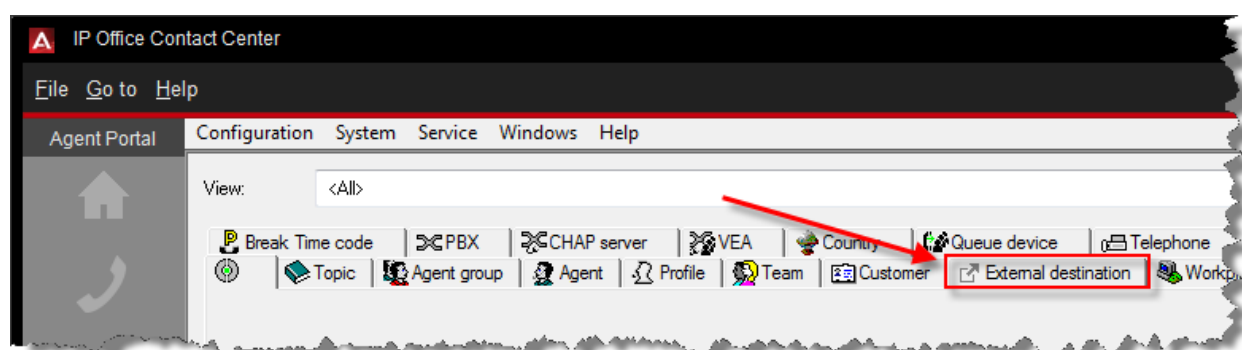
Manual Call Recording Using the IP Office Contact Center User Interface

Calls can also be recorded manually by an Agent, instead of being set to record all calls to a Topic. Agents also have the option to pause the recording.

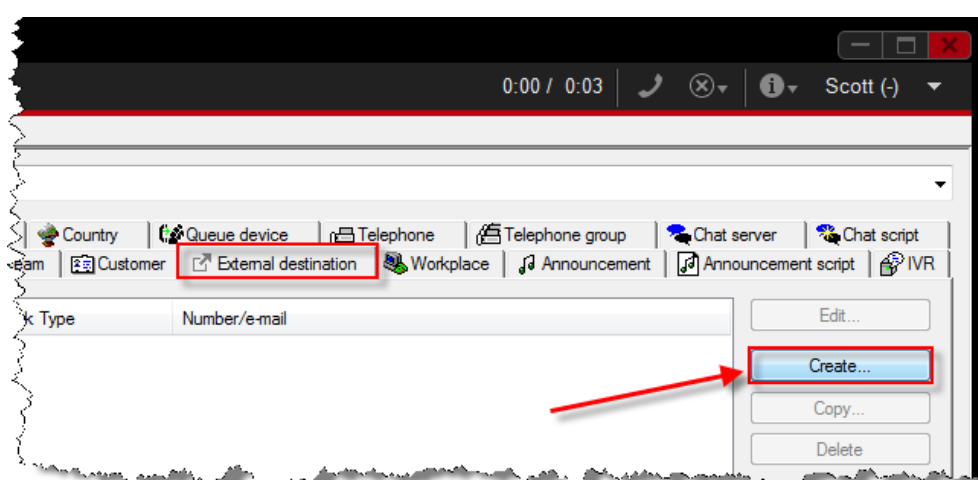
1. From the **Go to** menu select **8 Configuration**.



2. Click **Configuration** followed by **External destination**.



3. Click the **Create** button

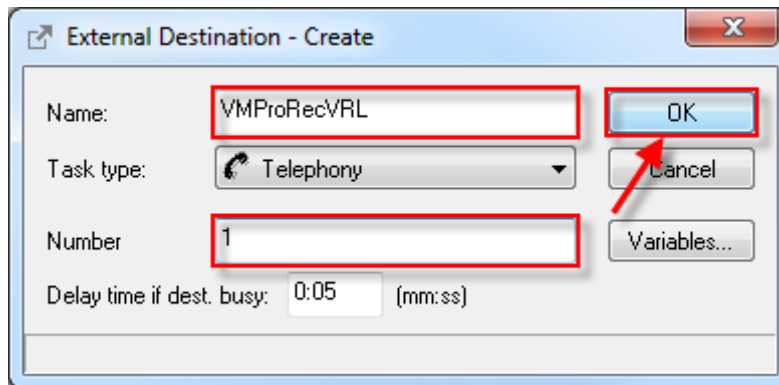


4. A new dialogue box will appear to create an **External Destination**.
5. Enter the same name used in the Call Record Tag, for example **VMPProRec**, differentiating the tag name with **VRL**. For example, **VMPProRecVRL**. Then add 1 in the **Number** field.
6. Click on the **OK** button.

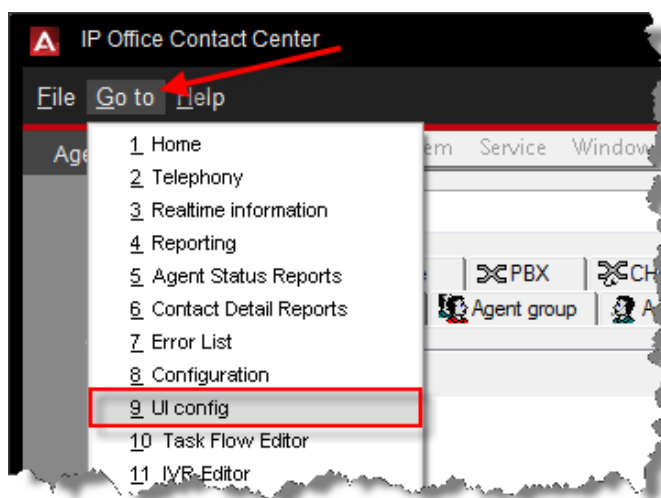
The **Number** references are as follows:

- "1" Recording uses Voice Recording Library (VRL)
- "2" Recording uses Voice Recording Library Authenticated (VRLA)
- "0" recording goes directly to the default mailbox of the agent
- "XXXX" any other valid IP Office mailbox number

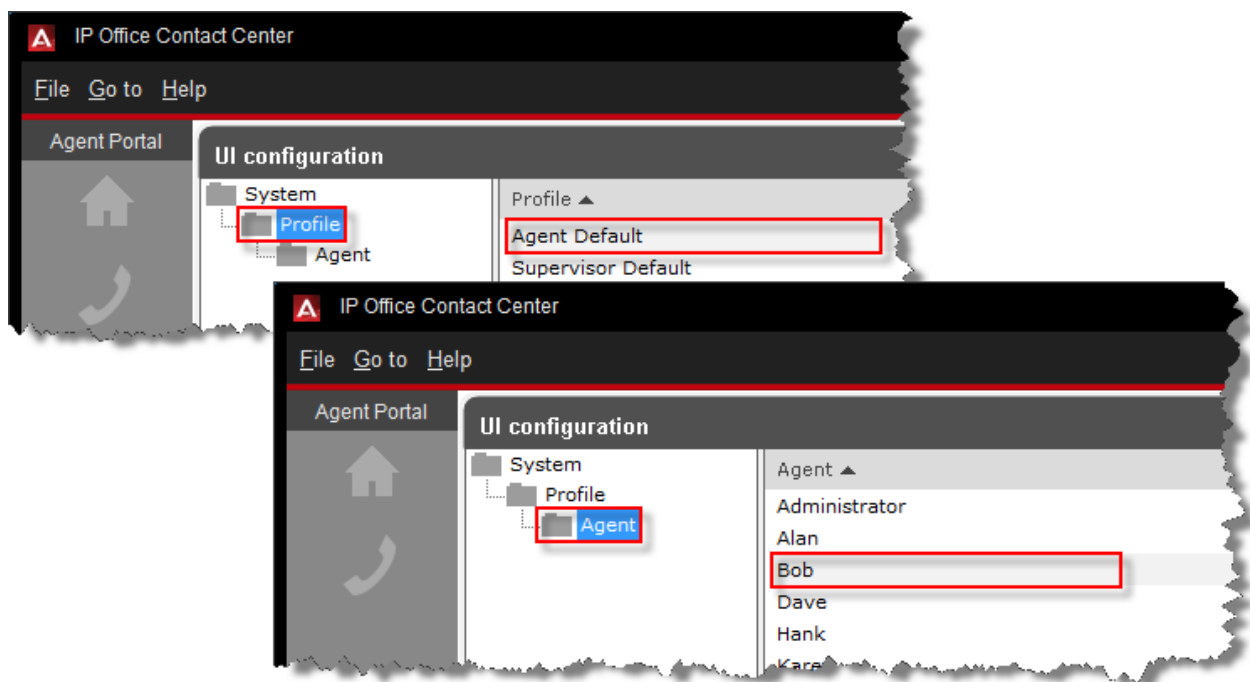
An option can also be created to record a specific Extension number, which will then pass call recordings to the mailbox for that extension.



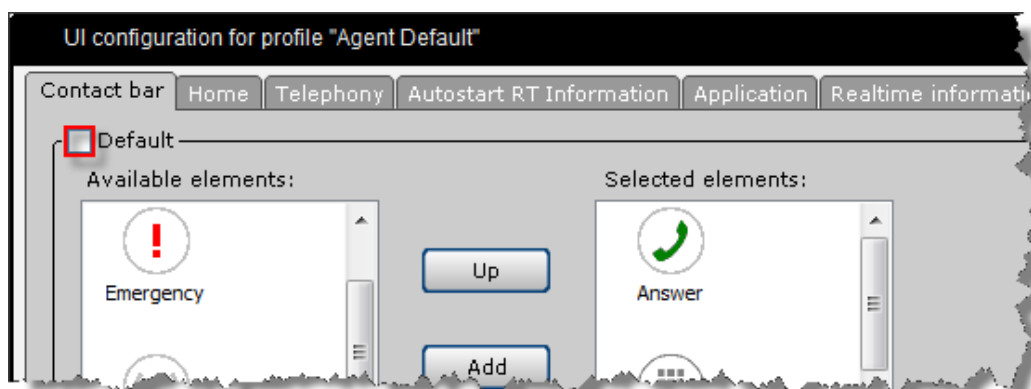
7. Next click on the **Go to** command and **select UI** config from the drop down menu.



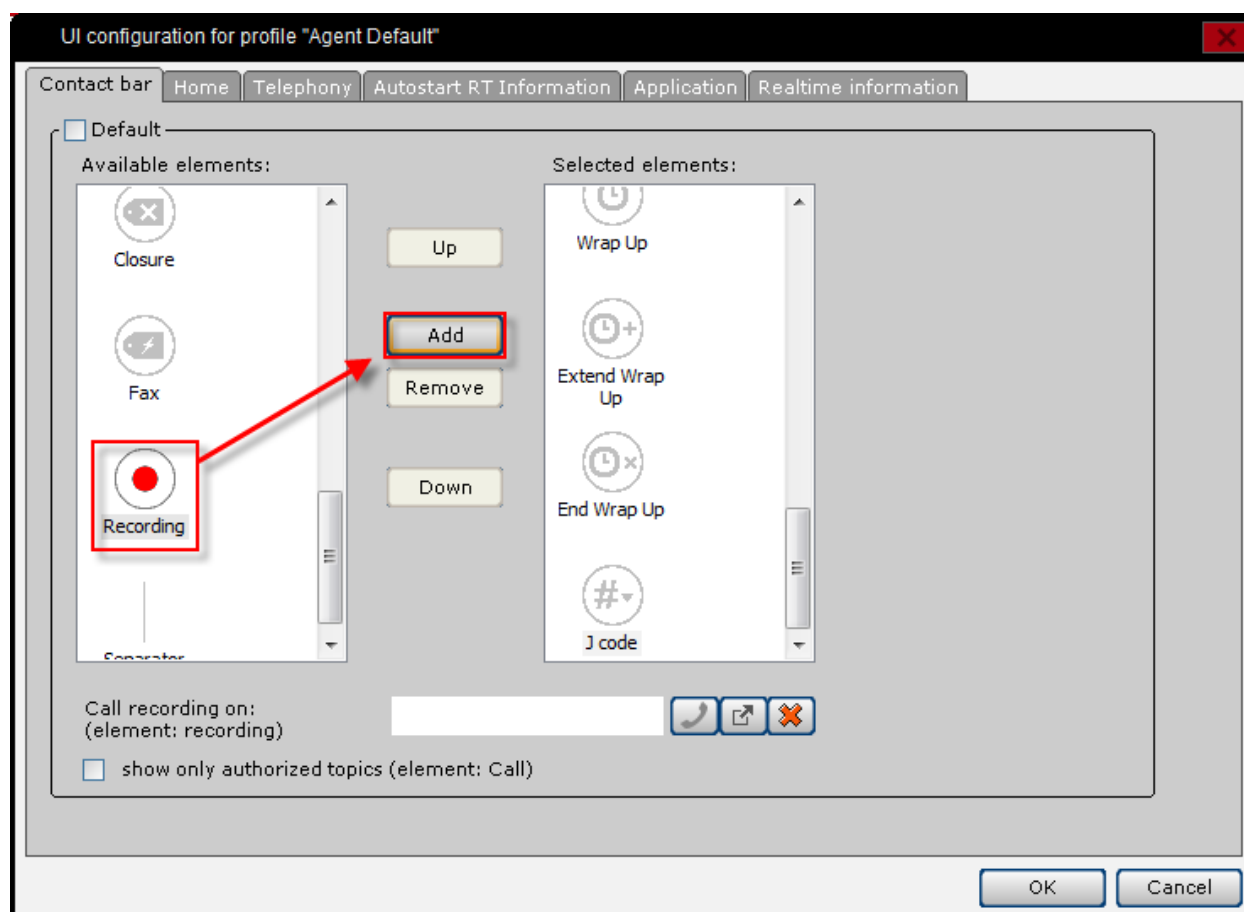
8. Then select either a **Profile** or a **Single Agent**, and double click to open.



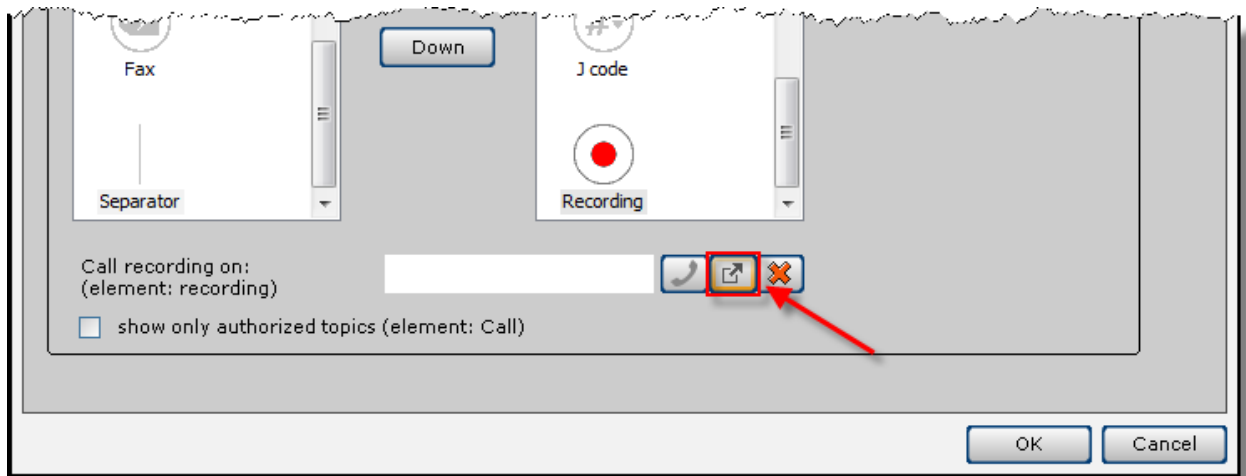
9. On the **UI configuration** screen, uncheck the **Default** tick box.



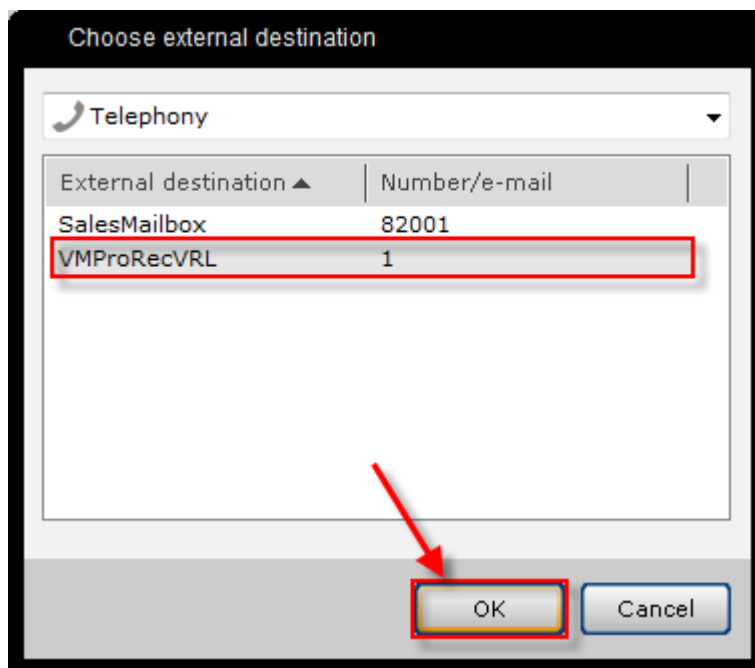
10. Scroll down the list of **Available elements** and select **Recording**, then click on the **Add** button.



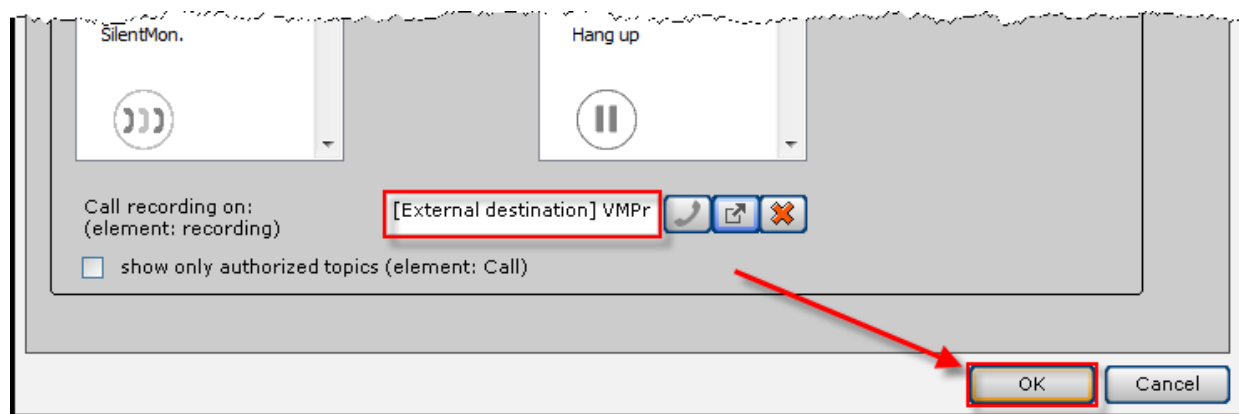
11. Then click on the middle button next to the **Call recording on** field, which will present the available External destinations.



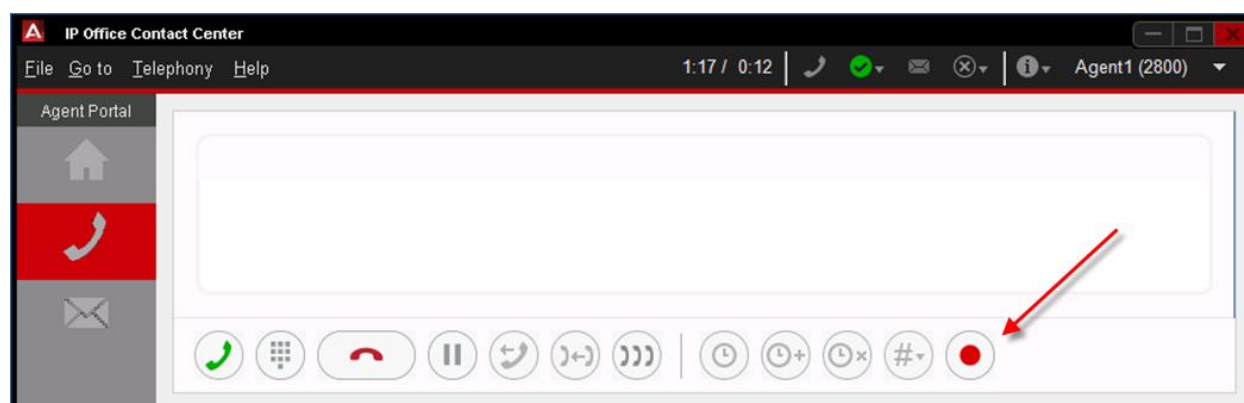
12. From the next dialogue box select the **VMPProRecVRL** external destination created earlier. Then click the **OK** button.



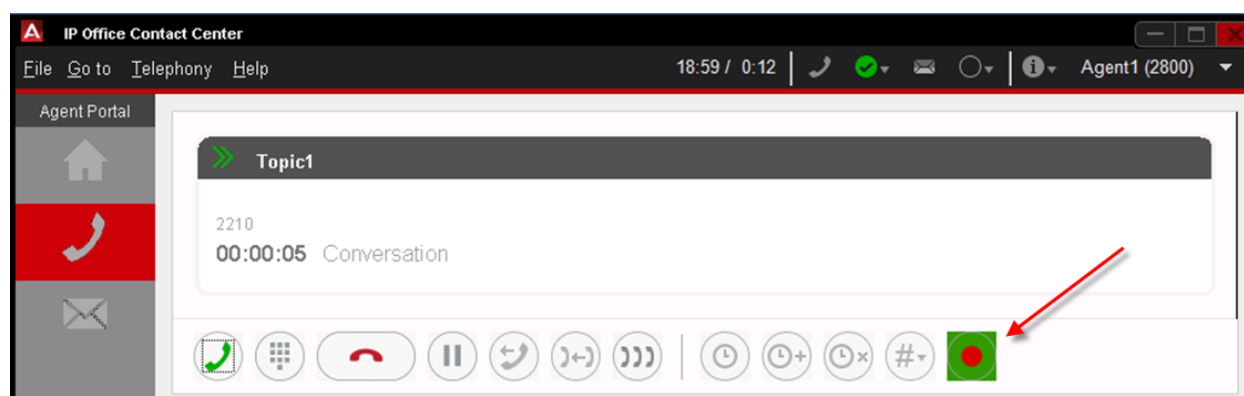
13. The External destination will now be added to the **Call recording on** field. Click on the **OK** button to continue.



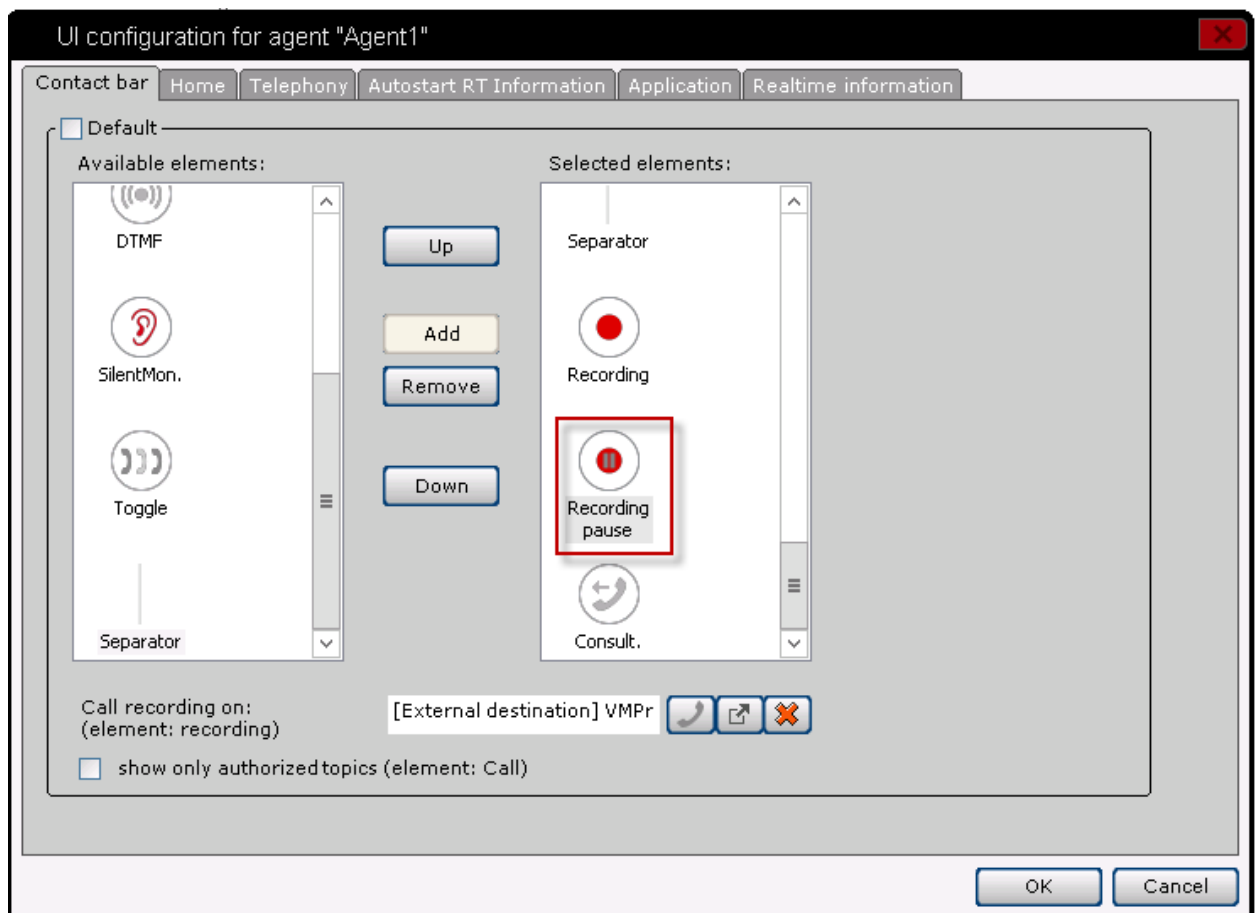
14. When anyone matching the Profile or a specific Agent logs in to the IP Office Contact Center User Interface, they will now see the Recording button on their Contact Bar, providing the ability to manually turn on Call Recording during an active call.



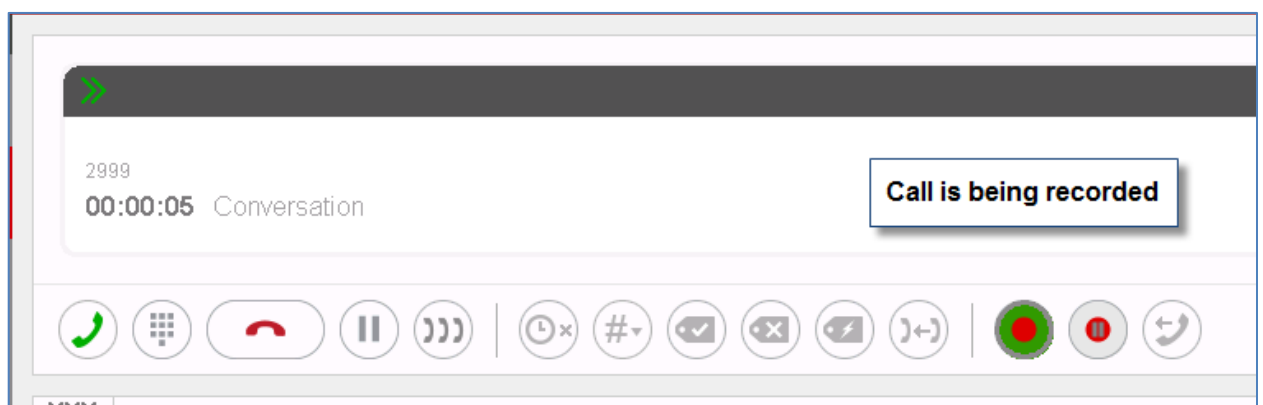
15. The User can activate Call recording by clicking on the button to commence recording (button then shown with a green outline), and to pause or cancel the recording by clicking on the button again.

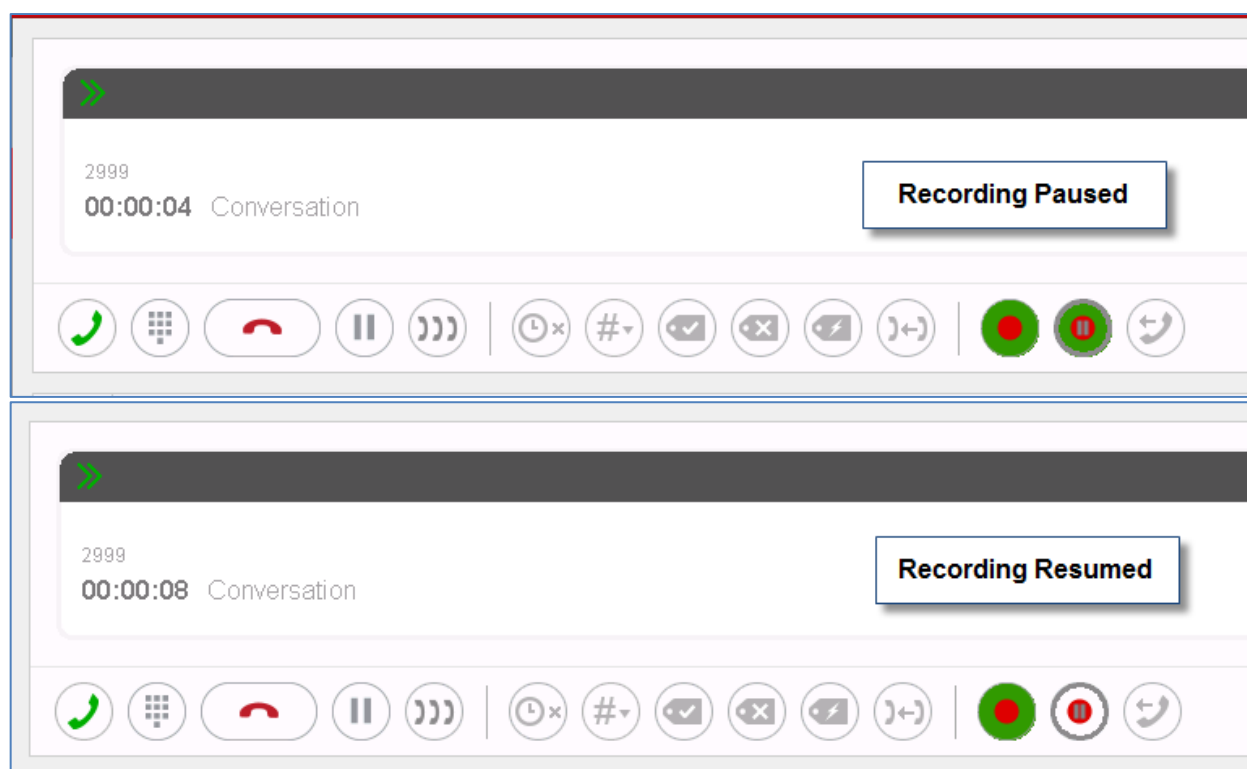


16. Users can also pause the recording via the IP Office Contact Center User Interface. The **Recording pause** button can be added to the agent's Contact bar.

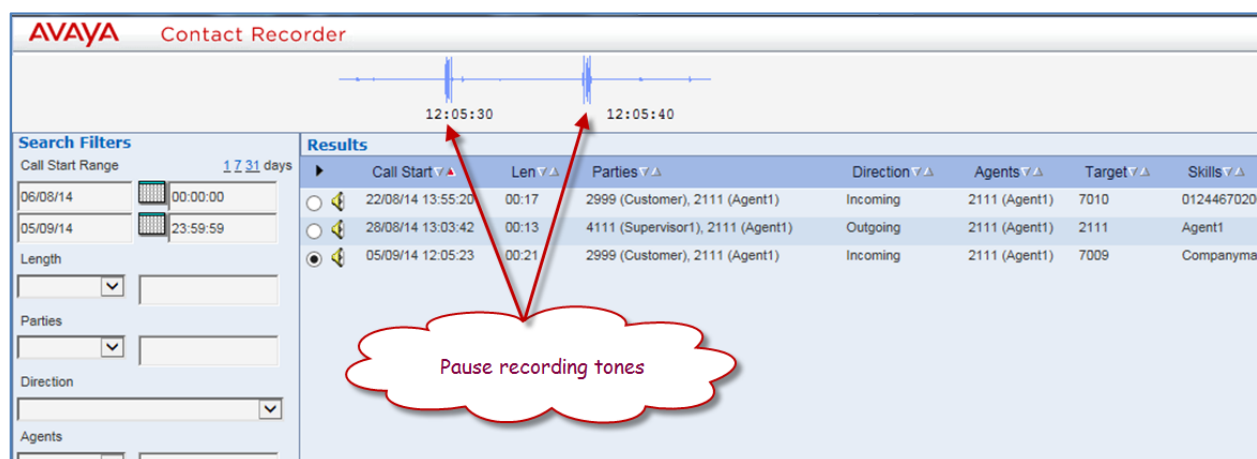


17. When the User clicks the record button, the recording will start . They can choose to pause the recording , and at a later point resume the recording.





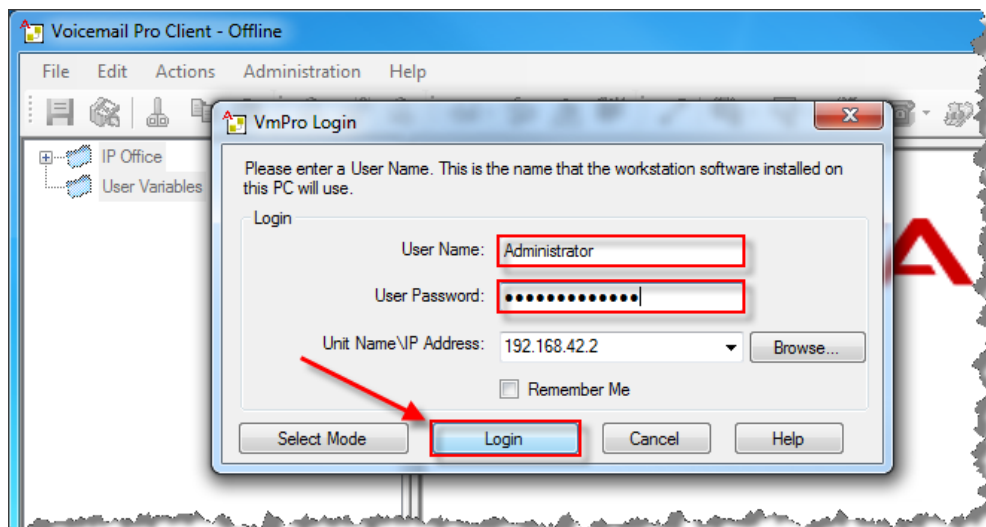
18. The Call recording is stored as a single file including any pause recording tones. In the example below, the recording has been paused and resumed on two occasions.



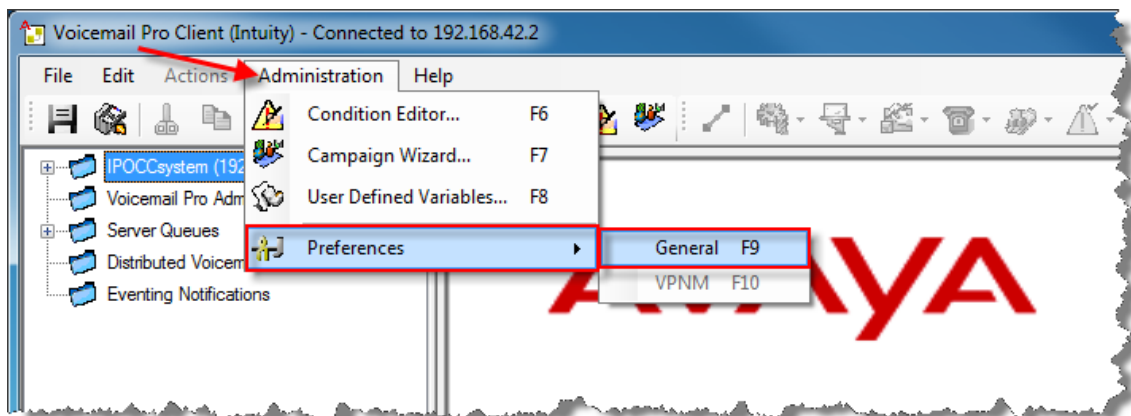
Voicemail Pro Configuration

By default, Call Recording plays a system announcement from Voicemail Pro to warn callers that their call is being recorded. This **Advice on Call Recording (AOCR)** can be disabled from within Voicemail Pro, so that silent recording is implemented. Please ensure that you comply with legal requirements regarding Call Recording if AOCR is to be disabled.

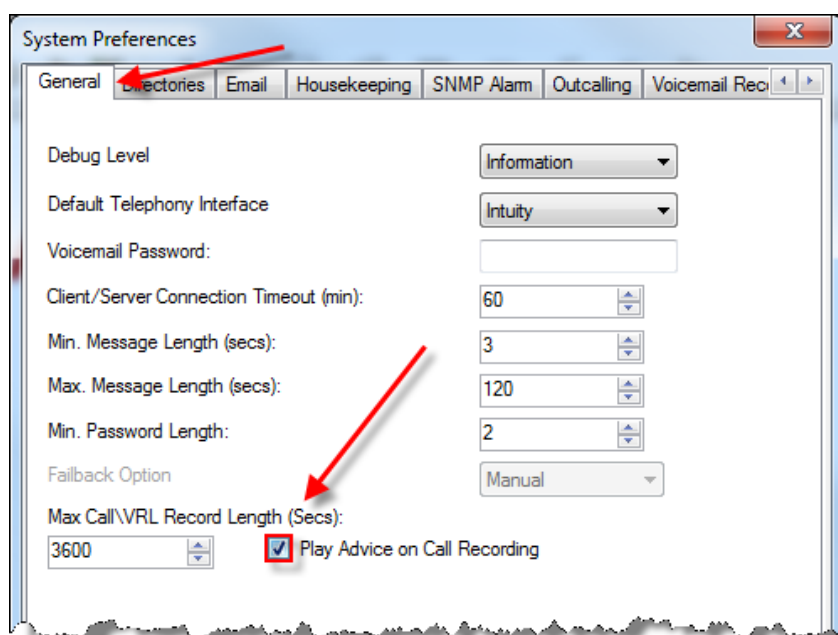
1. Using Voicemail Pro Client, connect to your VM Pro Server and login using the Administrator account (Username: **Administrator** Password: **Administrator** (default)). Then click on the **Login** button.



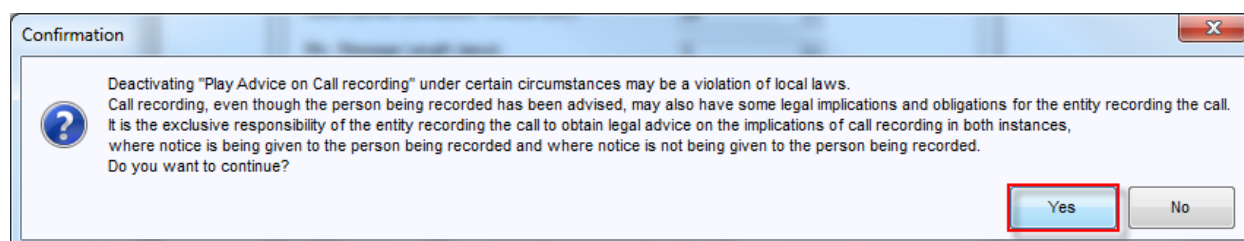
2. Then select **Administration** and then choose **Preferences** followed by **General**.



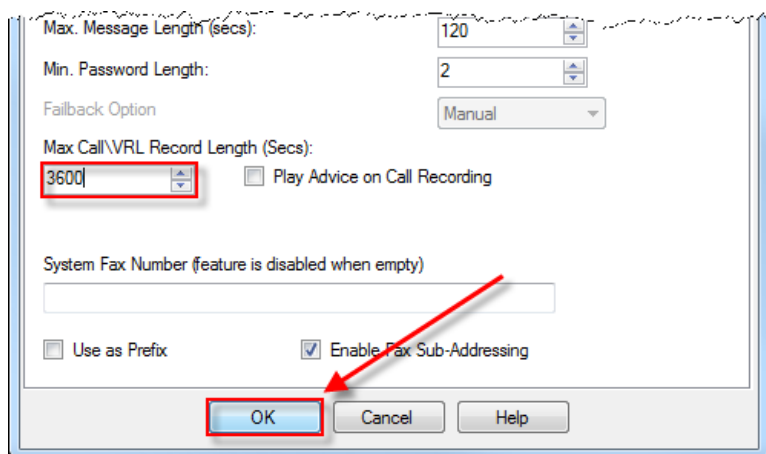
3. The **System Preferences** dialogue box will be displayed. Under the **General** tab, uncheck the **Play Advice on Call Recording** tick box.



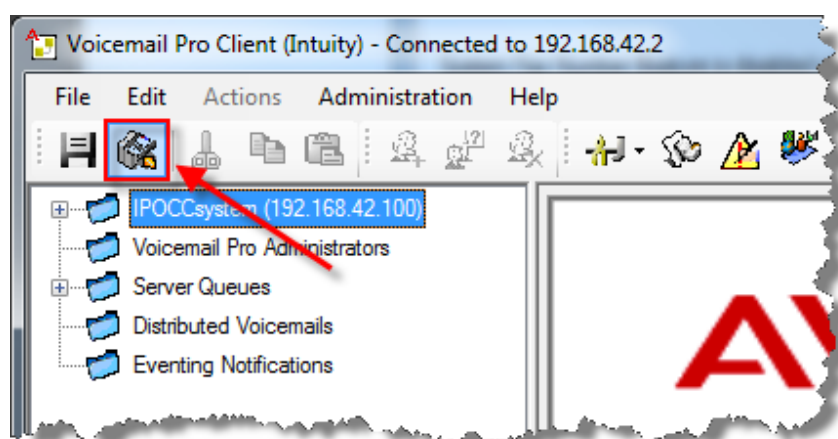
4. As soon as the tick box is unchecked, a warning message will be displayed regarding legal requirements to inform callers of call recording. Click **Yes** to close this screen.



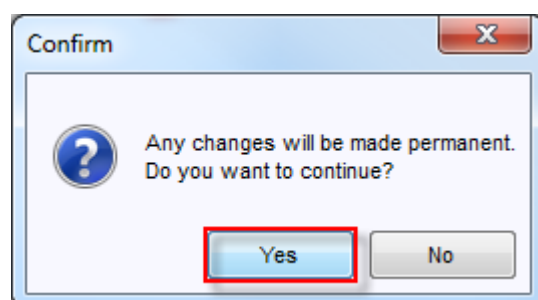
5. You may also want to increase the **Max Call/VRL Record Length (Secs)**, as the default may be too short. The maximum record length is 18000 seconds (5 hours). Once set, click **OK**.



6. Then click **Save and make live**



7. The **Confirm** screen will appear stating that changes made are permanent. Click **Yes** to continue.

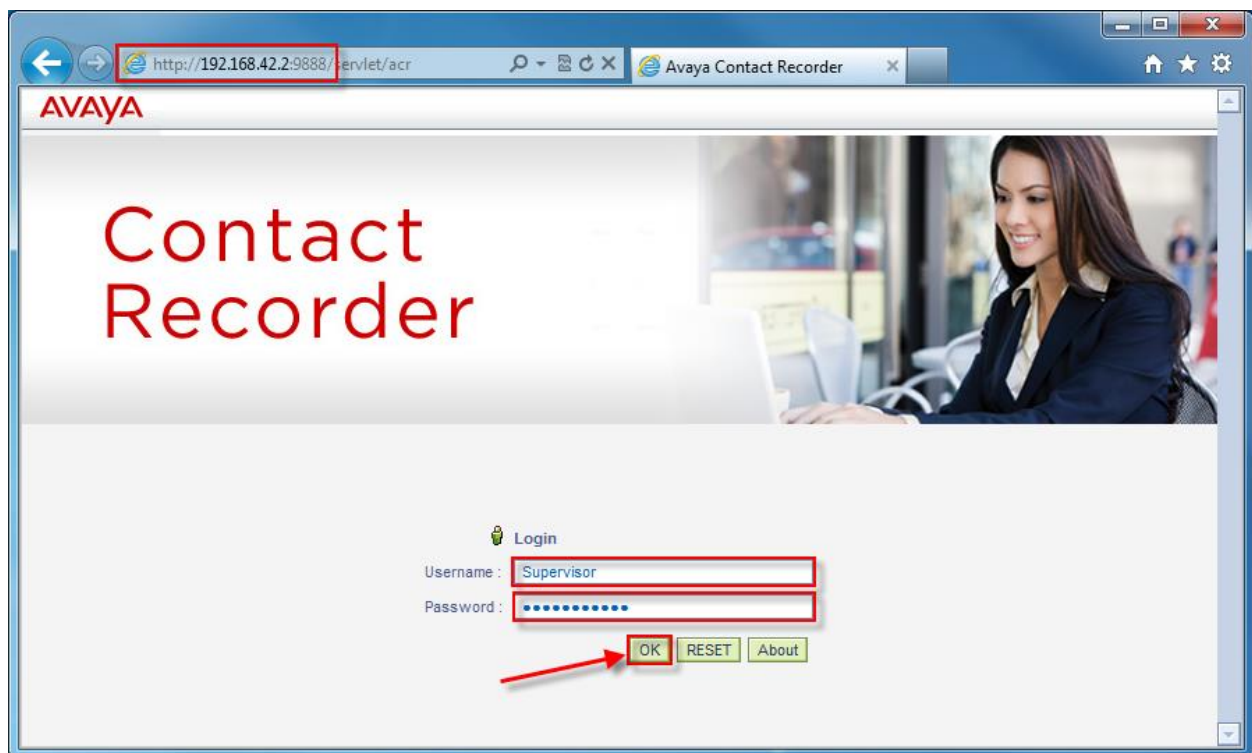


This completes the configuration of Voicemail Pro with regard to Call Recording.

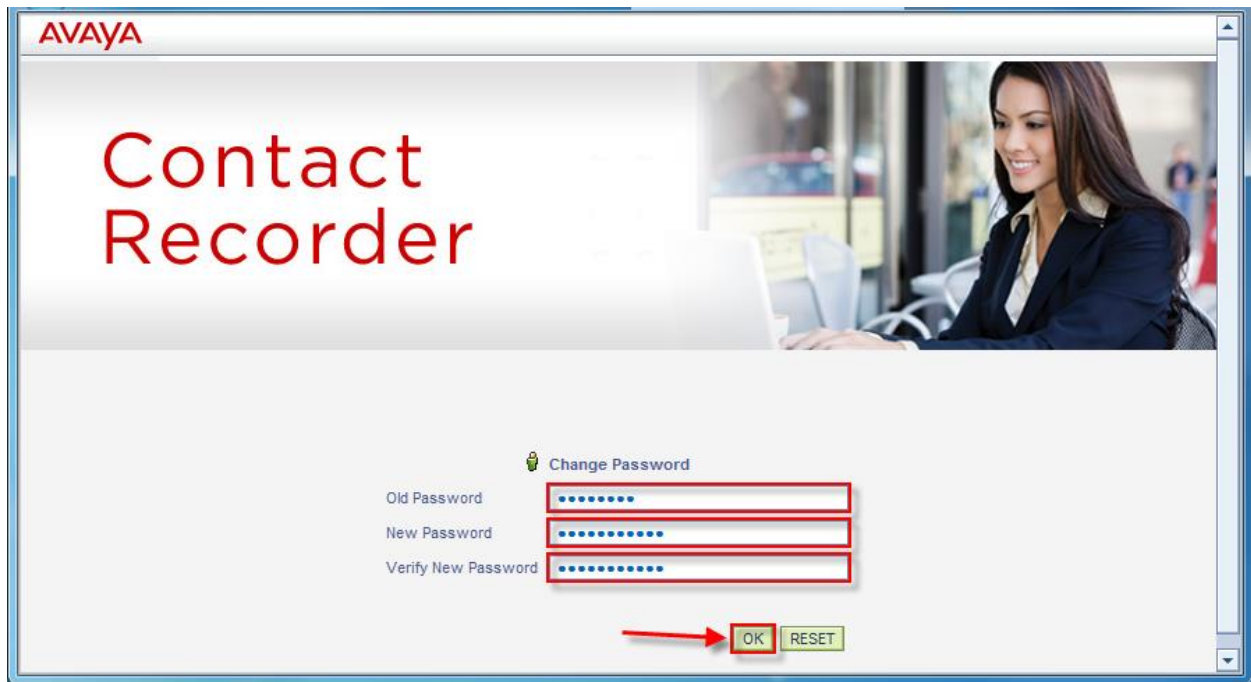
Using Contact Recorder

The use of Contact Recorder for play back functionality requires Internet Explorer 7 or higher. A number of Active X Controls are also needed and for the ability to Replay recordings.

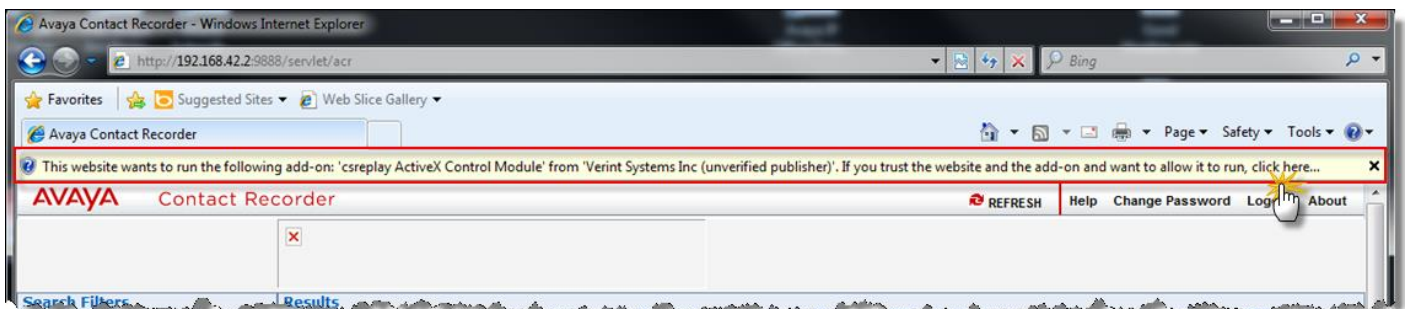
1. Using a supported version of Internet Explorer, browse to the IP address of the Call Recording server followed by port 9888, e.g. <http://<IP Address>:9888>. The Contact Recorder login screen will then be displayed, so enter the **Username** and **Password** of a User with access to play call recordings, and click **OK**.



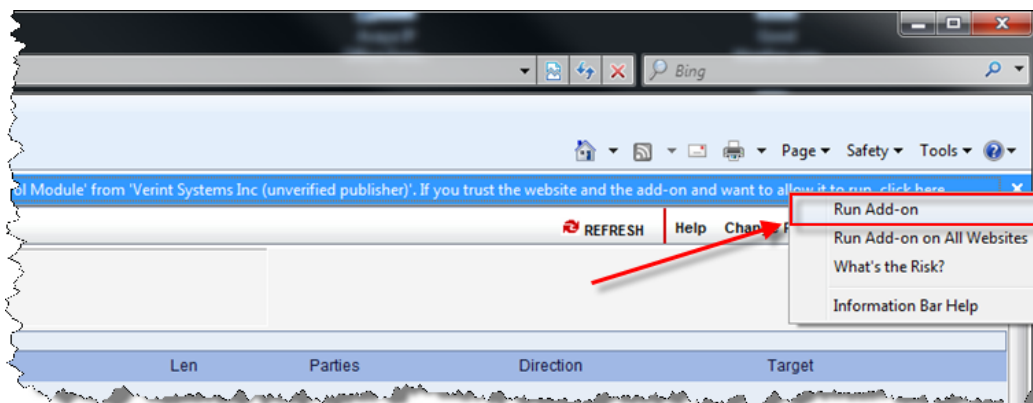
2. The first time you log in as a User, you are prompted to update your password. Enter a new password and click on the **OK** button.



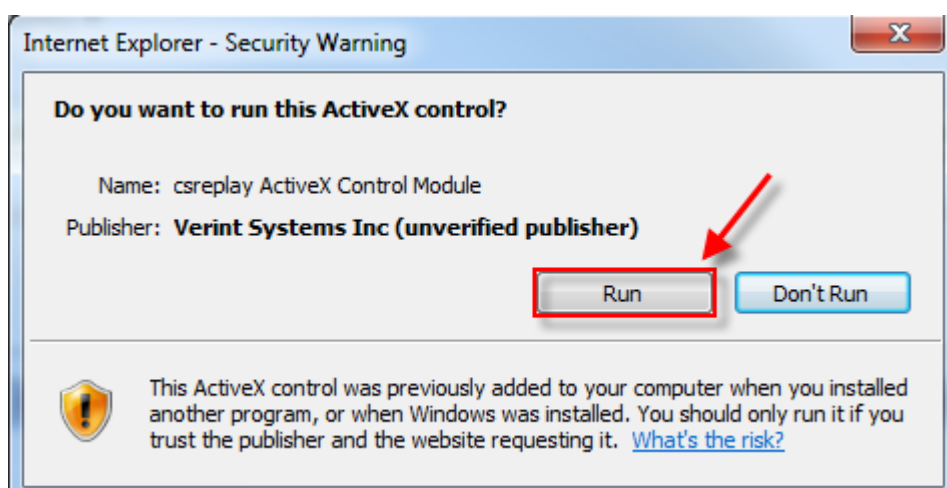
3. The Contact Recorder software uses an ActiveX Plug-ins which will need to be loaded the first time. Click on the caution message displayed to install the 'csreplay ActiveX Control Module'.



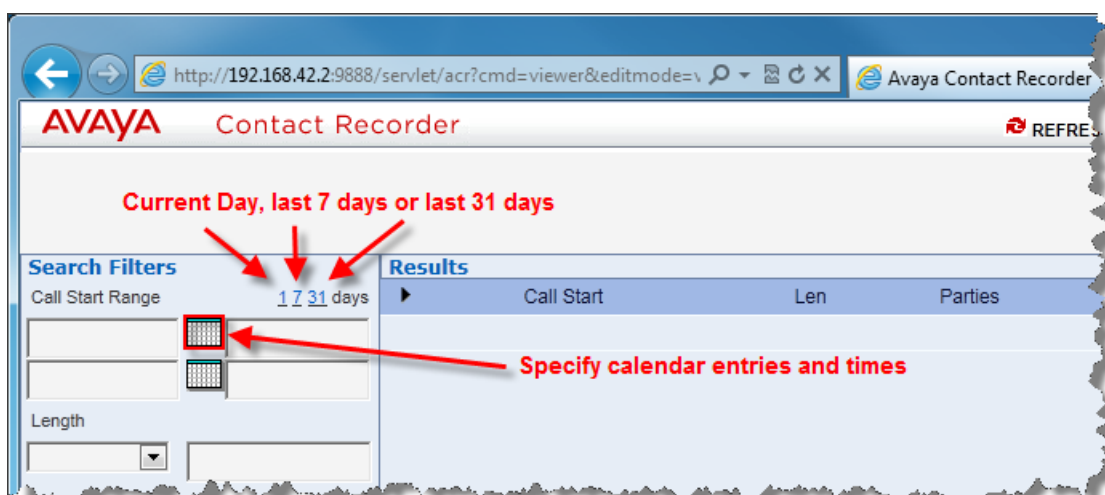
4. You will then be prompted with an options menu. Select **Run Add-on** to install the Module.



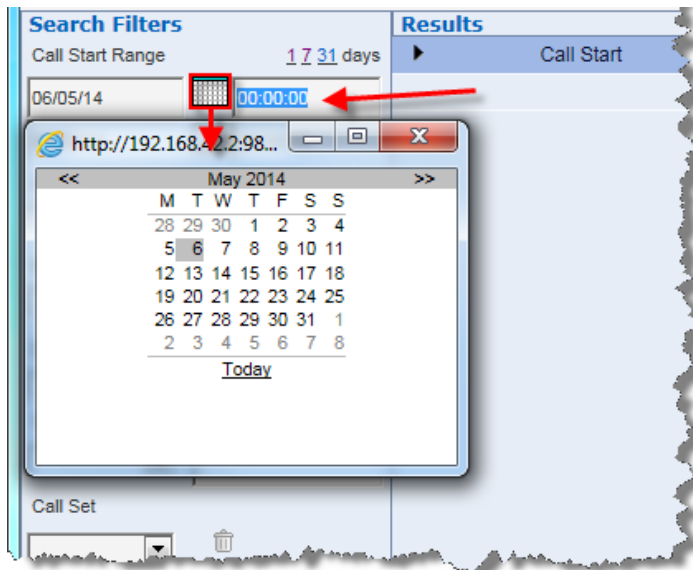
5. When the Security Warning is displayed, click on the **Run** button.



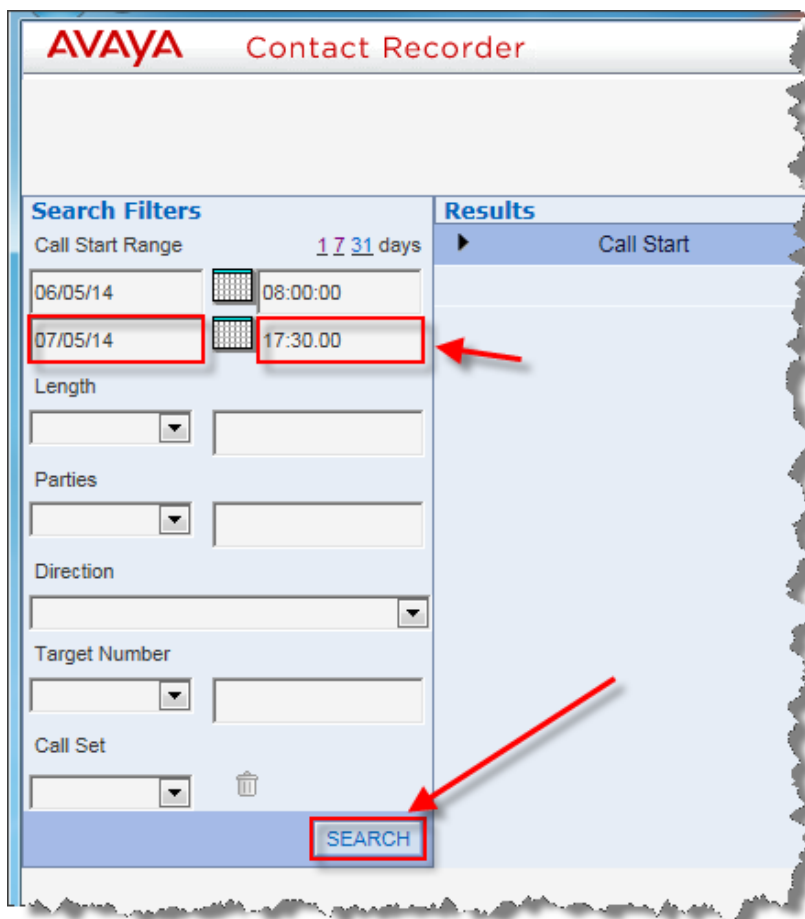
6. The next stage is to search for calls based on either a selected date (Start and End) using the calendar entries, or by choosing the links for the current day, last 7 days or last 31 days. If you wish to specify a date then click on the calendar icon.



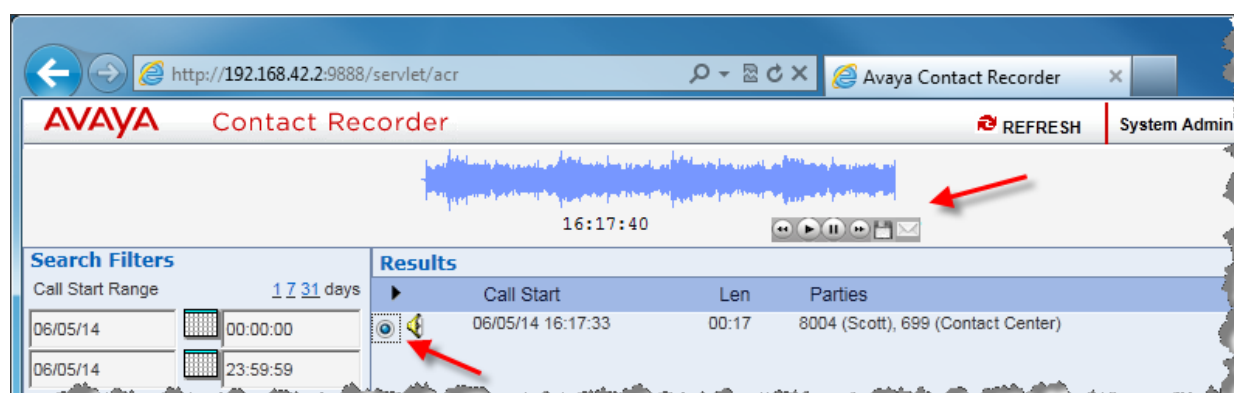
7. Once the calendar icon has been clicked on, select a start date from the calendar screen displayed. Also ensure you add a start time.



8. Follow the same process to assign an End date and time. Additional filters are available to isolate call recordings that match the criteria entered, but these are optional only. Once the details are entered, click on the **Search** button.



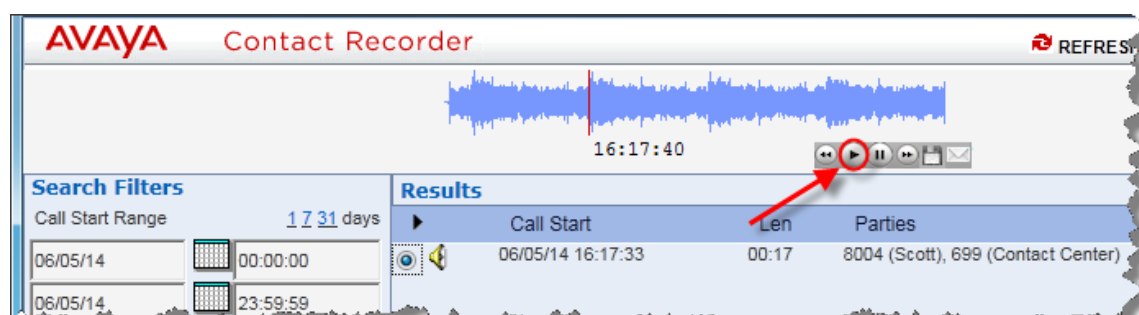
9. Any recorded calls that match the criteria will be displayed on the right. Select the call recording that you wish to listen to, by checking the radio button next to the call detail. You will then see a call graphic image at the top of the screen, and when you move your cursor to this area, a series of buttons available.



10. If you move the mouse cursor over the graphic the playing options for that recording are displayed.



11. Click on the Play button to play the recording.



Avaya Documentation

- <http://support.avaya.com/>

Avaya IP Office Contact Center Task Based Guides

- IP Office Contact Center Configuration Maps
- IP Office Contact Center Installation
- IP Office Contact Center Telephony User Interface Configuration
- IP Office Contact Center Task Flow Editor -Telephony
- IP Office Contact Center Reporting
- IP Office Contact Center IVR Scenarios
- IP Office Contact Center Contact Recorder Configuration
- IP Office Contact Center Email & Chat Service
- IP Office Contact Center Maintenance
- IP Office Contact Center Dialler Configuration

Please note, only the IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. <http://www.iteluk.com/>

ITEL IP Office 9.0 Task Based Guides

Initial Installation

1. IP Office Configuration Maps
2. IP Office Hardware Installation
3. IP Office Initialisation
4. IP Office Manager
5. IP Office Voicemail Pro Initial Installation Guide
6. IP Office Small Community Networking
7. IP Office Customer Call Reporter Initial Installation Guide
8. IP Office Server Edition Configuration
9. IP Office Security Policies

UCM

10. IP Office Unified Communications Module

Core Telephony

- 11. IP Office Telephony and Call Routing
- 12. IP Office Short Codes Summary
- 13. IP Office Hunt Group Setup and Operation
- 14. IP Office Conferencing
- 15. IP Office IP Telephony Guide
- 16. IP Office Computer Telephony Integration – 1st Party

Users, Telephone & Softphone Configuration

- 17. IP Office Configuring IP Office Phones and User Accounts
- 18. IP Office Call Handling
- 19. IP Office Configuring the IP Office Softphone

Auto Attendant & Voicemail

- 20. IP Office Embedded Voicemail (Intuity Mode) Flowchart
- 21. IP Office Auto-Attendant Setup and Operation
- 22. IP Office Embedded Voicemail
- 23. IP Office Embedded Voicemail Flowchart

Voicemail Pro

- 24. IP Office Voicemail Pro Summary Guide
- 25. IP Office Voicemail Pro – Voicemail User Guide

One X Portal & IP Office Applications

- 26. IP Office One X Portal Guide
- 27. IP Office One X Mobile Preferred Implementation
- 28. IP Office Plug-in for Microsoft® Outlook®
- 29. IP Office MS Lync Plugin
- 30. IP Office Avaya Flare
- 31. IP Office One X Mobile Essential

Customer Call Reporter – CCR

- 32. IP Office Customer Call Reporter Configuration Guide
- 33. IP Office Customer Call Reporter Wallboard Guide

Contact Store & Receptionist Console

- 34. IP Office Contact Store
- 35. IP Office Receptionist Console

Maintenance

- 36. IP Office Backup and Restore
- 37. IP Office System Status Application
- 38. IP Office Upgrading from IP Office 8.1FP1 to 9.0