AVAYA

Avaya Call Reporting 4.0 Installation Guide

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1.0 Avaya Call Reporting Specs

FORMAT	Downloadable setup file
DATABASE	BlueDB (Open Source)
WEB SERVER	Apache Tomcat
USER INTERFACE	Web Interface and Avaya Call Reporting Desktop Application
AVAYA IP OFFICE	Release 10.1 and above
IP OFFICE CONNECTION	10.1 and above Devlink3.
AVAYA LICENSES REQUIRED	IP Office 10.1 +
VIRTUAL MACHINE	VM Ware and Hyper-V
USER PC REQUIREMENTS	Windows 7 or higher; 32/64-bit Linux Internet Explorer Java 7 or above Javascript enabled
SERVER REQUIREMENTS	Windows Server 2008 or higher; Linux (Ubuntu and CentOS recommended and tested) 32/64-bit Supported 64-bit recommended
INSTALLATION LOCATION	Avaya Call Reporting cannot be installed on the same PC/Server as IP Office Server Edition or the Application Server.
REPORTING	The following chart details the necessary system requirements based upon the number of users in your phone system. This chart is for those who have Standard Reports only.

Users	CPUs	System Mem.	Java Heap	Disk	Calls Per Year
25	Single Core*	512 MB	128 MB	543.3 MB/yr	820,000
50	Single Core*	512 MB	128 MB	885 MB/yr	1,600,000
100	Single Core*	512 MB	128 MB	1.7 GB/yr	3,200,000
250	Single Core*	512 MB	128 MB	4.2 GB/yr	8,200,000
500	Dual Core	1 GB	256 MB	8.2 GB/yr	16,400,000
1000	Dual Core	1 GB	384 MB	16.2 GB/yr	32,860,000
3000	Dual Core	2 GB	896 MB	47 GB/yr	98,500,000

RECORDING STORAGE

The following chart details the number of days until the disk drive is filled up from recording. Use this information to determine your company's needs. Assume eight hours per recording port, per day

Users	1 Agent	5 Agents	10 Agents	25 Agents	50 Agents
32 GB	700	140	70	28	14
250 GB	5,461	1,092	546	218	109
500 GB	10,922	2,185	1,092	437	218
1000 GB	21,845	4,370	2,185	875	437

MAXIMUM RECORDING PORT CAPACITY

Platform	Active Recording	VM Pro	VRTX
IP Office Server Edition running on Dell R230	80	150	256
IP Office Server Edition running on Dell R360	80	150	512
IP Office Server Edition running on ACP110 (Dell R640)	80	150	512
IP Office Server Edition OVA	80	150	512
Select Dell 630	160	500	1024
Select OVA	160	500	1024
IP500 V2	40	40	184

RECORDING PORT SERVER REQUIREMENTS

The chart below refers to the required specifications needed depending on the user's amount of Recording Ports.

	10 Recording Ports	11-23 Recording Ports	25 Recording Ports	46 Recording Ports	69 Recording Ports
CPU & RAM	Standard Avaya Call Reporting Server Specs	Single Avaya Call Reporting PC 6 GB RAM	Single Avaya Call Reporting PC 6 GB RAM 8-Core Processor or 1 PC for Chronicall & 1 PC for Recording	1 PC for Avaya Call Reporting 1 PC w/ 6 GB RAM 4-Core Processor	PC w/ min specs & PC w/ 8 GB RAM 8-Core Processor

2.0. IP Office Configuration

Prior to installing and configuring the Avaya Call Reporting software, the IP Office configuration settings will need to be changed in order for Avaya Call Reporting to perform at its highest level.

2.1. Enable Devlink3

The Devlink3 protocol is available for TCP or TLS. The IP Office Ports for TCP is 50797 and for TLS is 50796.

1. From the IP Office Configuration tree in the left pane select File -> Advanced -> Security Settings.
2. Select System -> the Unsecured Interfaces tab and check the TAPI/Devlink 3 box.

2.2. Administer Group Rights in Devlink 3

1. From the IP Office Security Administration menu select Right Groups.
2. Create a new Rights Group and enter a descriptive name In the New Rights Group Details Window. For example, Devlink3.
3. Go to the Rights Groups menu and select the Group created in step 2.
4. Open the Telephony API's tab in the right window.
5. Check the DevLink3 option and press OK.

2.3. Administer Service Users

1. From the IP Office Security Administration menu select Service Users.
2. Create a new Service User and enter the desired name and password in the New Service User Details window.
3. Go to the Service User menu and select the new User Name created in step 2.
4. Select the Rights Group Membership in the bottom right pane and check the newly added rights groups.
5. Press OK.

2.4. IP Office System Settings

1. Go to IP Office Manager -> System -> Telephony and ensure Show Account Code is checked.
   a. For each Group do the following:
      I. Ensure the Group isn't excluded from directory (uncheck Exclude From Directory)
      II. Set each group to Longest Waiting, Sequential, or Rotary for accurate reporting.
      III. If Queuing is enabled under the Queuing tab, then set the queue type to Assign Call on Agent Alert
   b. In User Settings do the following:
      I. Ensure the User isn't excluded from the directory (uncheck Exclude From Directory)
      II. Go to the Telephony -> Supervisor Settings tab and check Force Login

2.5. Voicemail Pro Settings

For each Transfer action, ensure that the "Source of transfer (displayed on phone)" field under the Specific tab is blank.

3.0. Avaya Call Reporting Standard Installation

Avaya Call Reporting is a call reporting software that offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software. With a thin-client web interface, Avaya Call Reporting provides detailed and accurate information by connecting directly to your phone system.

Follow the steps through this installation guide in order to setup, install, and configure Avaya Call Reporting and Recording Library.

3.1. Avaya Call Reporting

INSTALLATION

1. Run the Setup file as an Administrator
2. Select the location where you would like the Avaya Call Reporting setup files to be extracted. C: is default, but you may extract to the location of your choice.
3. Read the End-User Agreement. Select "I accept the agreement" if you agree.
4. Select the location where you would like Avaya Call Reporting to be installed. C: is default, but you may install it on the drive of your choice.
5. Input the serial key that was provided to you by Avaya.
6. The Apache Tomcat Port information will automatically populate. It is recommended to leave the port as the default value but you may change this port if needed.
7. Select install.

SETUP

1. Once the install is finished, open Internet Explorer and enter the given web address.*
2. Use the default Username and Password to login. This should be “Administrator” and “password”, both are case sensitive. You will be prompted to change the password once you log in.

**Internet Explorer is currently the only web browser that supports the required Java Plugin.*

4.0. Assigning Licenses

When you first login to Avaya Call Reporting after installation, it will ask you to add IP Office Connections and assign licenses.

4.1. Assigning IP Office Connections

The first window that you see after you login into Avaya Call Reporting will provide the opportunity to add your IP Office Connections. To add IP Office connections do the following:

1. Select the “Add” in the bottom right hand corner.
2. API: Select Devlink 3 (Recommended)
3. Site Name: The default site name will be IP Office. Change this if desired (recommended if you are on a SCN or Server Edition).
4. IP Address of IP Office: Put in the proper IP Address for your IP Office connection.
5. DevLink3 Use TLS: Set to “True” if using TLS.
6. DevLink3 Username: Enter the correct username to your DevLink3.
7. DevLink3 Password: Enter the correct password to your DevLink3.
8. External Trunks: Leave default.
9. Hit “OK”.
10. If you are on an SCN or Server Edition, you can add each additional site by repeating steps 1-9.
11. Once you are finished adding the IP Office connections click “Next”.

4.2. Assigning Licenses

After the IP Office connections are configured, you will now be able to assign Avaya Call Reporting licenses. Dependent on the licenses you have purchased, you will be prompted to configure additional settings and can assign user licenses to the desired users. The following windows that are presented will coincide with the modules that you have purchased:

DEFAULT USER

You will be prompted to update the password for the Administrator account.

LICENSED USERS

The base licenses are static, per-user licenses. They are assigned to a specific user and cannot be shared. This is necessary for basic reporting and other software functionality.* The base licenses can be transferred to other users as needed. To assign base licenses do the following:

1. Select the desired agents to monitor in Avaya Call Reporting.
2. Hit Finish.

RECORDING RETENTION POLICY

A Recording Retention Policy should be created if desired. Fill out the options as needed. If a Recording Retention Policy is not needed, uncheck the option to “Delete old recordings to make room for new recordings” and click Finish.

**Deselected users will appear as Unlicensed in Avaya Call Reporting in Cradle to Grave. Meaning, their calls will still show in Cradle to Grave, but in place of an “Agent Name” it will be “Unlicensed”.*

SCHEDULED BACKUPS

A Scheduled Backup should be created. Choose the frequency, add a backup path, and limit the total backups retained as you desire. Once completed, press Finish.

AGENT REALTIME

Agent Realtime licenses are static, per-user licenses. They are assigned to a specific user and cannot be shared. The Realtime Agent license can be transferred to another user as needed. To assign Realtime Licenses do the following:

1. Select the desired agent(s) to monitor in Realtime
2. Hit Finish.

AGENT DASHBOARD

Agent Dashboard licenses are concurrent licenses, meaning that they can be shared as long as two users are not utilizing it simultaneously. The licenses can be prioritized, listing agents based on high/low priority.

1. In the left-hand column, select the desired user and select the center arrow pointing to the right.
2. Repeat with each desired user.
3. Users will be prioritized from top to bottom. To prioritize the users, use the “Up” and “Down” buttons on the right to change a user’s position.
4. Hit Finish

5.0. Recording Library Installation for Active Recording

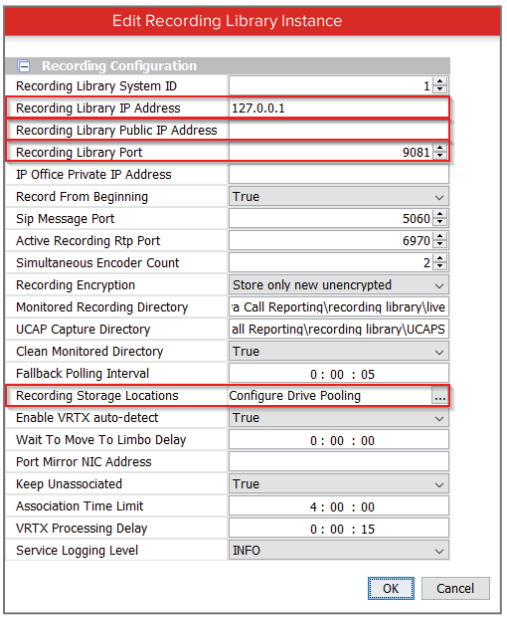
When installing Recording Library there are two standard choices: Devlink Active Recording and Voicemail Pro. Follow the steps under the specific section that matches your needs. This section covers the steps to install and configure Active Recording. Note that Active Recording requires Avaya Call Reporting Recording Library licenses. Active Recording will attempt to record on all of your IP Office connections.

5.1. Recording Library Installation

1. Run the Avaya Call Reporting Apps Setup as an Administrator
2. Select the location where you would like the Avaya Call Reporting setup files to be extracted. C: is default, but you may extract to the location of your choice.
3. Read the End-User Agreement. Select "I accept the agreement" if you agree.
4. Click Show Advanced and check Recording Library
5. Enter the URL to your Avaya Call Reporting software. For example, if you installed Avaya Call Reporting on a server with IP Address 10.20.30.40, then enter http://10.20.30.40:9080. Do not use localhost:9080 or 127.0.0.1:9080 if you are installing the Recording Library on the same server as Avaya Call Reporting. The exact IP Address and port must be specified.
6. Leave the default Recording System ID and press next.
7. Press Install.

5.2. Active Recording Configuration

1. Open Avaya Call Reporting once you have installed Recording Library.
2. Go to System Settings > Recording Libraries.
3. Click on the ellipsis next to “Recording Libraries.”
4. Select Devlink Recording - Recording Library 1.
   a. If no recording library exists, click “Add.”
   b. Click on the drop-down and select “DevLink Active Recording.”
5. Review the following settings.
   a. Recording Library IP Address: Enter the IP Address of the server that the Recording Library is installed on.
   b. Recording Library Public IP Address:
      I. If using On Premise Avaya Call Reporting, leave blank
      II. If using Powered by Avaya, and Recording Library is on a separate server from Avaya Call Reporting, the Recording Library will require a public IP. Please enter the public IP address for the Recording Library server.
   c. IP Office Private IP Address:
      I. If using On Premise Avaya Call Reporting, leave blank
      II. If using Powered by Avaya, and Recording Library is on a separate server from Avaya Call Reporting, the Recording Library will require a private IP. Please enter the private IP address for the Recording Library server.
   d. Recording Storage Locations: Configure where the recordings will be stored. The default will be the recording library directory where the Recording Library was installed. You will also be able to manage your retention policies here.
6. Press OK and Save.

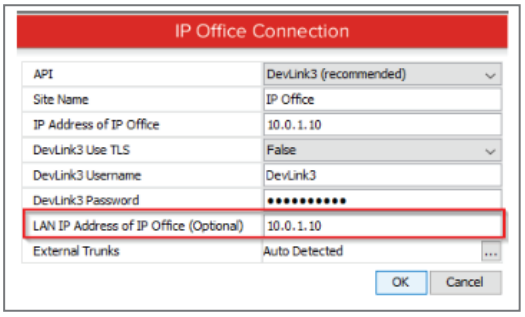


5.3 Recording Rules

1. Go to System Settings > Recording Libraries.
2. Click on the ellipsis next to “Recording Rules”.
3. Click Add.
4. Select the Recording Rule Template that is desired and enter the desired settings.The most common Recording Rule Template is Agent. For example:
   a. Select the Agents you wish to record.
   b. Choose the percentage of calls you wish to record.
   c. Give the Recording Rule a title.
5. Press OK and Save.

5.4. Multi-Site Avaya Call Reporting with Active Recording

Active Recording will attempt to record on all of your IP Office connections. Only one Recording Library can be configured for Active Recording.



To record calls, Active Recording needs the Chronicall Server to be on the same LAN as any IP Offices; however, LAN IP addresses can be configured for each IP Office. After running an update, we will migrate the old private IP setting from Recording Library to the first IP Office connection. This will make it so recordings will still work, even though the “IP Office Private IP” setting is now hidden and has been moved to each IP Office connection.

The “Use IP Office LAN IP Address” setting allows you to choose which IP address to use for recordings. This applies to all the IP Office connections.

6.0. Recording Library Installation for Voicemail Pro on Windows

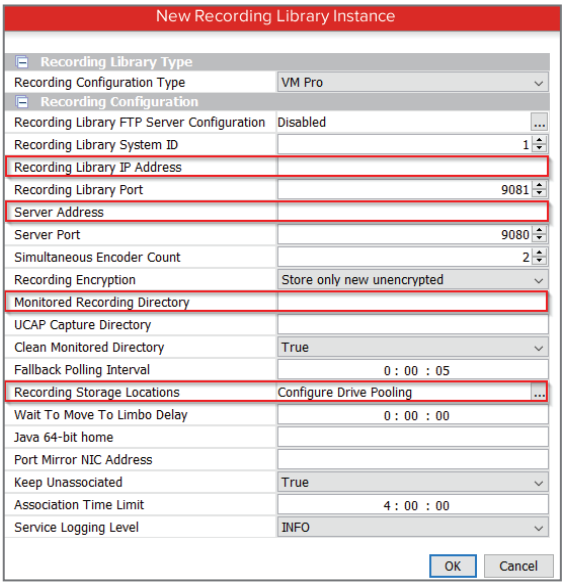
When installing Recording Library there are two standard choices: Devlink Active Recording and Voicemail Pro. Follow the steps under the specific section that matches your needs. This section covers the steps to install and configure Recording Library for Voicemail Pro when the Voicemail Pro is installed on a Windows server. You will be installing Recording Library on the same server as the Voicemail Pro. Note that Call Recording with Voicemail Pro requires Avaya Voicemail Pro software licenses and Avaya Call Reporting Recording Library licenses.

6.1. Recording Library Installation

1. Download the Avaya Call Reporting Apps Setup onto the Windows server that hosts the Voicemail Pro service.
2. Run the Avaya Call Reporting Apps Setup as an Administrator.
3. Select the location where you would like the Avaya Call Reporting setup files to be extracted. C: is default, but you may extract to the location of your choice.
4. Read the End-User Agreement. Select "I accept the agreement" if you agree.
5. Click Show Advanced and check Recording Library.
6. Enter the URL to your Avaya Call Reporting software. For example, if you installed Avaya Call Reporting on a server with IP Address 10.20.30.40, then enter http://10.20.30.40:9080. Do not use localhost:9080 or 127.0.0.1:9080 if you are installing the Recording Library on the same server as Avaya Call Reporting. The exact IP Address and port must be specified.
7. Leave the default Recording System ID and press next.
8. Press Install.

6.2. Recording Library Configuration

1. Open Avaya Call Reporting once you have installed Recording Library.
2. Go to System Settings > Recording Libraries.
3. Click on the ellipsis next to “Recording Libraries”.
4. Select VMPro - Recording Library 1.
   a. If no recording library exists, click “Add”.
   b. Click on the drop-down and select “VM Pro”.
5. Review the following settings.
   a. Recording Library IP Address: Enter the IP Address of the server that the Recording Library is installed on.
   b. Server Address: Enter the IP Address of the server that the Avaya Call Reporting is installed on.
   c. Monitored Recording Directory: Enter the path to the Avaya VRL directory. This is commonly “C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\VM”.
   d. Recording Storage Locations: Configure where the recordings will be stored. The default will be the recording library directory where the Recording Library was installed. You will also be able to manage your retention policies here.
6. Press OK and Save.



6.3. IP Office Configuration

Decide how you'd like to recordings to be created, either at the User, Group, Incoming Call Route, or Account Code. The most common configuration uses User-Level.

USER-LEVEL CALL RECORDING

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "User" from the middle bar.
3. Select a user whose calls you would like to record.
4. In the individual user's window, select the "Voice Recording" tab.
5. Select the percentage of outbound and inbound calls to record in the Recording Outbound and Recording Inbound fields. Select "On" to record all calls. You may also change the External field to External & Internal if you wish to record internal agent calls as well.
6. Select Voice Recording Library in the Destination field for both the Recording (Auto) and Recording (Manual) menus.
7. Press OK -> Save -> and Merge

GROUP LEVEL

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Group" from the left sidebar.
3. Select a group whose calls you would like to record.
4. In the specific group's menu, on the far right, select the "Voice Recording" tab.
5. Select the percentage of inbound calls to record in the Recording Inbound field. Select "On" to record all calls.
6. Select Voice Recording Library in the Recording (Auto) field.
7. If you wish to record internal group calls as well, set Auto Record Calls to External & Internal.
8. Press OK -> Save -> Merge

INCOMING CALL LEVEL

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Incoming Call Route" from the left sidebar.
3. Select an incoming call route you would like to record.
4. In the call route menu, navigate to the "Voice Recording" tab.
5. Select the percentage of inbound calls to record in the Recording Inbound field. Select "On" to record all calls.
6. Select Voice Recording Library in the Recording (Auto) field.
7. Press OK -> Save -> Merge

ACCOUNT CODE LEVEL

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Account Code" from the left sidebar.
3. Select an account code whose associated calls you would like to record.
4. In the account code window, navigate to the "Voice Recording" tab.
5. Select the percentage of outbound calls to record in the Record Outbound field. Select "On" to record all calls.
6. Select Voice Recording Library in the Recording (Auto) field.
7. Press OK -> Save -> Merge

7.0. Recording Library Installation for Voicemail Pro on Linux

When installing Recording Library there are two standard choices: Devlink Active Recording and Voicemail Pro. Follow the steps under the specific section that matches your needs. This section covers the steps to install and configure Recording Library for Voicemail Pro when the Voicemail Pro is installed on a Linux server. You will be installing Recording Library on a Windows server and then utilizing the Voicemail Pro's built in FTP service to retrieve the recordings. Note that Call Recording with Voicemail Pro requires Avaya Voicemail Pro software licenses and Avaya Call Reporting Recording Library licenses.

7.1. Recording Library Installation

1. Download the Avaya Call Reporting Apps Setup onto a Windows server that shares the same local network as the Voicemail Pro server.
2. Run the Avaya Call Reporting Apps Setup as an Administrator.
3. Select the location where you would like the Avaya Call Reporting setup files to be extracted. C: is default, but you may extract to the location of your choice.
4. Read the End-User Agreement. Select "I accept the agreement" if you agree.
5. Click Show Advanced and check Recording Library.
6. Enter the URL to your Avaya Call Reporting software. For example, if you installed Avaya Call Reporting on a server with IP Address 10.20.30.40, then enter http://10.20.30.40:9080. Do not use localhost:9080 or 127.0.0.1:9080 if you are installing the Recording Library on the same server as Avaya Call Reporting. The exact IP Address and port must be specified.
7. Leave the default Recording System ID and press next.
8. Press Install.

7.2. Recording Library Configuration

1. Open Avaya Call Reporting once you have installed Recording Library.
2. Go to System Settings > Recording Libraries.
3. Click on the ellipsis next to "Recording Libraries".
4. Select VMPro - Recording Library 1.
    a. If no recording library exists, click "Add".
    b. Click on the drop-down and select "VM Pro".
5. Review the following settings.
    a. Recording Library IP Address: Enter the IP Address of the server that the Recording Library is installed on.
    b. Server Address: Enter the IP Address of the server that the Avaya Call Reporting is installed on.
    c. Select the ellipsis next to "Recording Library FTP Server Configuration".
        I. Check the Enable Recording Library FTP Server setting.
        II. Create a Username.
        III. Create a Password.
        IV. Press OK.
    d. Recording Storage Locations: Configure where the recordings will be stored. The default will be the recording library directory where the Recording Library was installed. You will also be able to manage your retention policies here.
6. Press OK and Save.
7. Open the Windows Services and restart the Avaya Call Reporting Recording Library service.

7.3. IP Office Configuration

Decide how you'd like to recordings to be created, either at the User, Group, Incoming Call Route, or Account Code. The most common configuration uses User-Level.

USER-LEVEL CALL RECORDING

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "User" from the middle bar.
3. Select a user whose calls you would like to record.
4. In the individual user's window, select the "Voice Recording" tab.
5. Select the percentage of outbound and inbound calls to record in the Recording Outbound and Recording Inbound fields. Select "On" to record all calls. You may also change the External field to External & Internal if you wish to record internal agent calls as well.
6. Select Voice Recording Library in the Destination field for both the Recording (Auto) and Recording (Manual) menus.
7. Press OK -> Save -> and Merge

GROUP LEVEL

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Group" from the left sidebar.
3. Select a group whose calls you would like to record.
4. In the specific group's menu, on the far right, select the "Voice Recording" tab.
5. Select the percentage of inbound calls to record in the Recording Inbound field. Select "On" to record all calls.
6. Select Voice Recording Library in the Recording (Auto) field.
7. If you wish to record internal group calls as well, set Auto Record Calls to External & Internal.
8. Press OK -> Save -> Merge

INCOMING CALL LEVEL

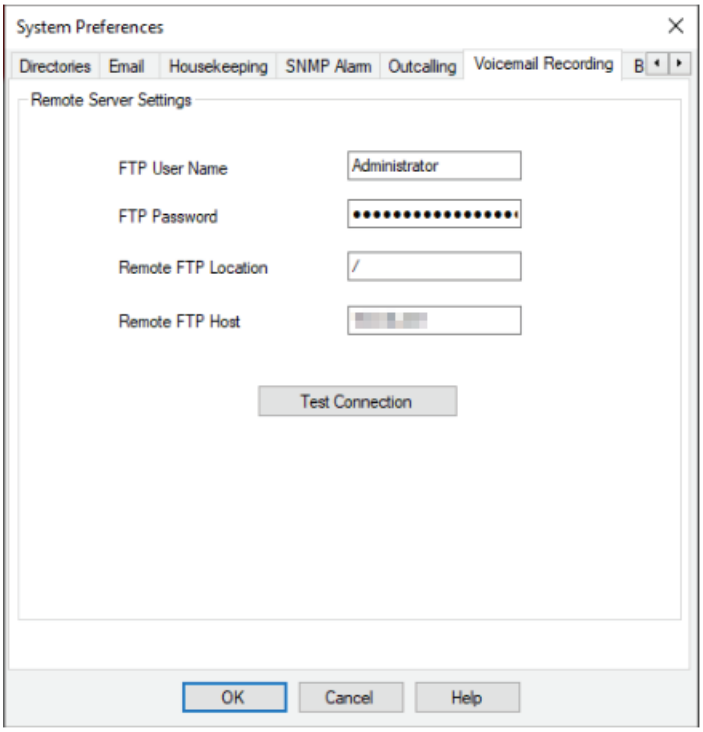
1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Incoming Call Route" from the left sidebar.
3. Select an incoming call route you would like to record.
4. In the call route menu, navigate to the "Voice Recording" tab.
5. Select the percentage of inbound calls to record in the Recording Inbound field. Select "On" to record all calls.
6. Select Voice Recording Library in the Recording (Auto) field.
7. Press OK -> Save -> Merge

ACCOUNT CODE LEVEL

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Account Code" from the left sidebar.
3. Select an account code whose associated calls you would like to record.
4. In the account code window, navigate to the "Voice Recording" tab.
5. Select the percentage of outbound calls to record in the Record Outbound field. Select "On" to record all calls.
6. Select Voice Recording Library in the Recording (Auto) field.
7. Press OK -> Save -> Merge

7.4. Voicemail Pro FTP Configuration

1. Connect to the Voicemail Pro via Command Line.
   a. Login to the root level of the Voicemail Pro.
   b. Enter a SFTP command to connect to the Recording Library. For example, if the username I created in 7.2 was Administrator and my Recording Library IP Address was 10.11.12.13, I would enter “sftp Administrator@10.11.12.13”.
      I. When prompted “Are you sure you want to continue connecting (yes/no)?” type “yes”.
      II. Enter your password (the password created in 7.2) when prompted.
   c. Once connected, you can enter “exit”.
2. Open the Voicemail Pro Client.
3. Click the Administration option at the top of the screen, then hover over Preferences and select General.
4. Go to the Voicemail Recording tab and enter the following settings.
   a. FTP User Name: Enter the username created in 7.2.
   b. FTP Password: Enter the password created in 7.2.
   c. Remote FTP Location: Enter /.
   d. Remote FTP Host: Enter the IP Address of the Recording Library server.
5. Press Test Connection to confirm the connection can be established.
6. Save and Make Live the settings.
7. Reboot the Voicemail Pro.



8.0. Accessing HTML Avaya Call Reporting and Avaya Contact Center Agent (CCAC)

8.1. Accessing HTML version of Avaya Call Reporting through a web browser

1. Select the modern web browser of your choice. Google Chrome is recommended.
2. In the URL, type in the Avaya Call Reporting server IP Address followed by a colon, then the Apache Tomcat port (typically 9080 by default), forward slash 'web'. Example: 12.3.4.567:9080/web

8.2. Accessing Avaya Call Reporting Contact Center Agent Client

1. Select the web browser of your choice. Please note that if you are going to use the CCAC as a softphone using WebRTC you must use Google Chrome or Edge.
2. In the URL, type in the Avaya Call Reporting server IP Address followed by a colon, then the Apache Tomcat port (typically 9080 by default), forward slash 'ccagent'. Example: 12.3.4.567:9080/ccagent
3. Select if you are going to run in a desktop mode where the CCAC connects to your desk phone or WebRTC mode where your CCAC will act as your phone.
4. If running in WebRTC mode you must enter the phone password created in IP Office Manager User Settings.
5. Enable WebRTC mode is enabled within Avaya Call Reporting. This is found under System Settings > Voice Agent. Enable WebRTC and click save.

In order to use WebRTC, you must first enable https for Avaya Call Reporting. To do so:

1. Open Avaya Call Reporting
2. Go to Admin (System) -> System Settings -> Basic Settings
3. Click on the ellipses next to SSL Proxy Configuration
4. Switch "SSL Proxy Enabled" to "True"
5. Type in the Avaya Call Reporting Server IP address in the blank field
6. Copy the "DNS Record"
7. Hit "OK"
8. Hit "Save". This may take up to five minutes to go into effect.
9. Once in effect, the "DNS Record" will be the new URL you will use to access the Contact Center Agent Client. Paste the "DNS Record" in the URL followed by "/ccagent" Example: je9qt7cpdkath tuuqkdl.acr.ximasoftware.com/ccagent
10. Hit enter, and you will now be taken to the Contact Center Agent Client.