



IP Office Contact Center – Contact Recorder Configuration Task Based Guide

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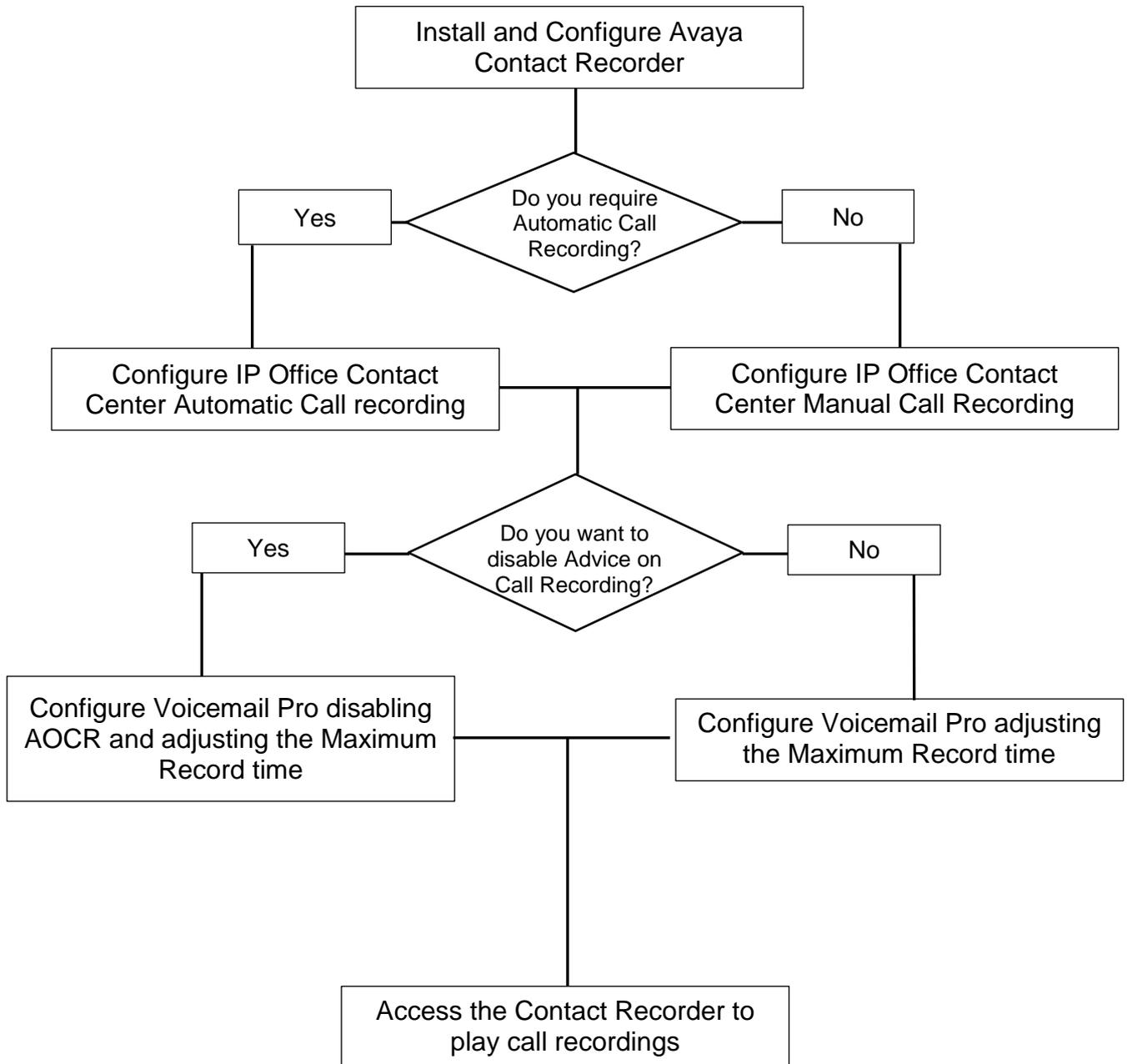
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Flowchart



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.

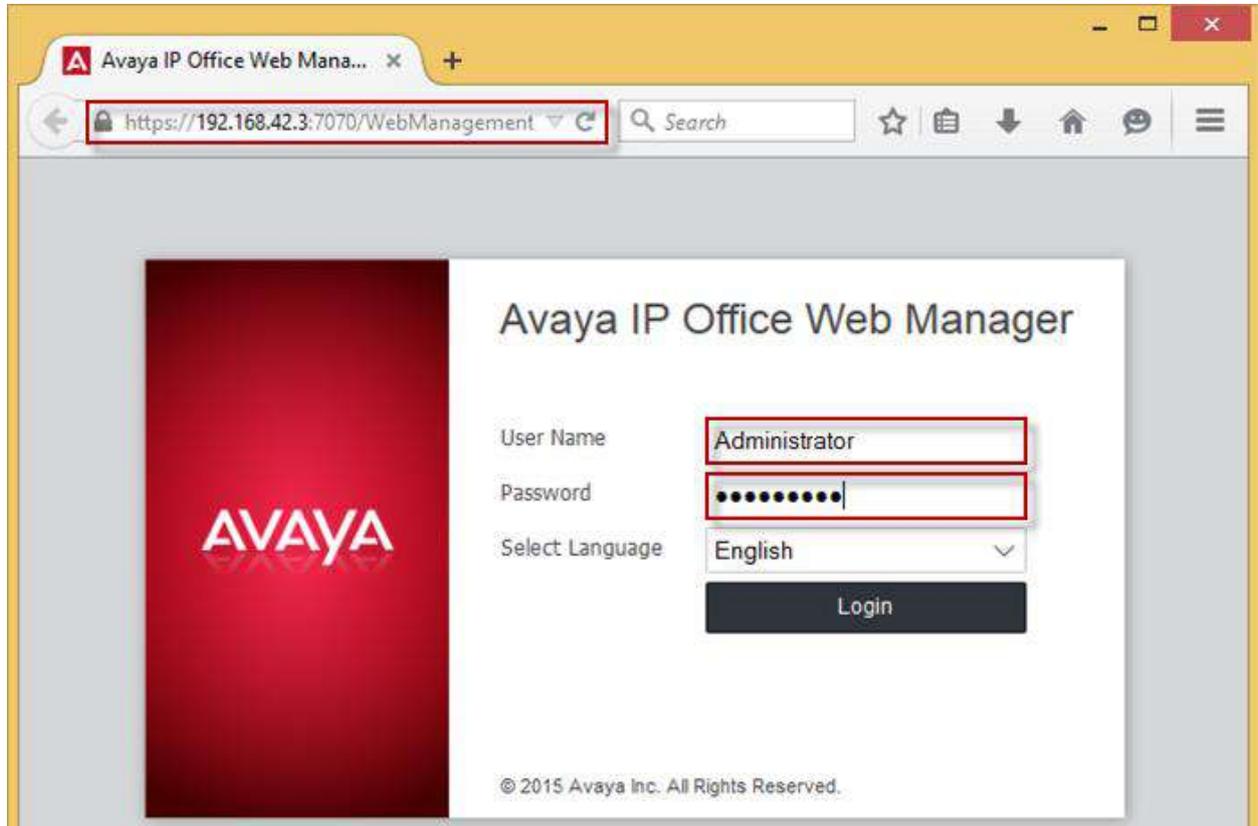
The Voice Mail Pro recording is made for that IP Office Contact Center topic which is the current (displayed) topic for the call in the moment of time when the agent connection changes from "alerting" to "connect".

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 or Server Edition.

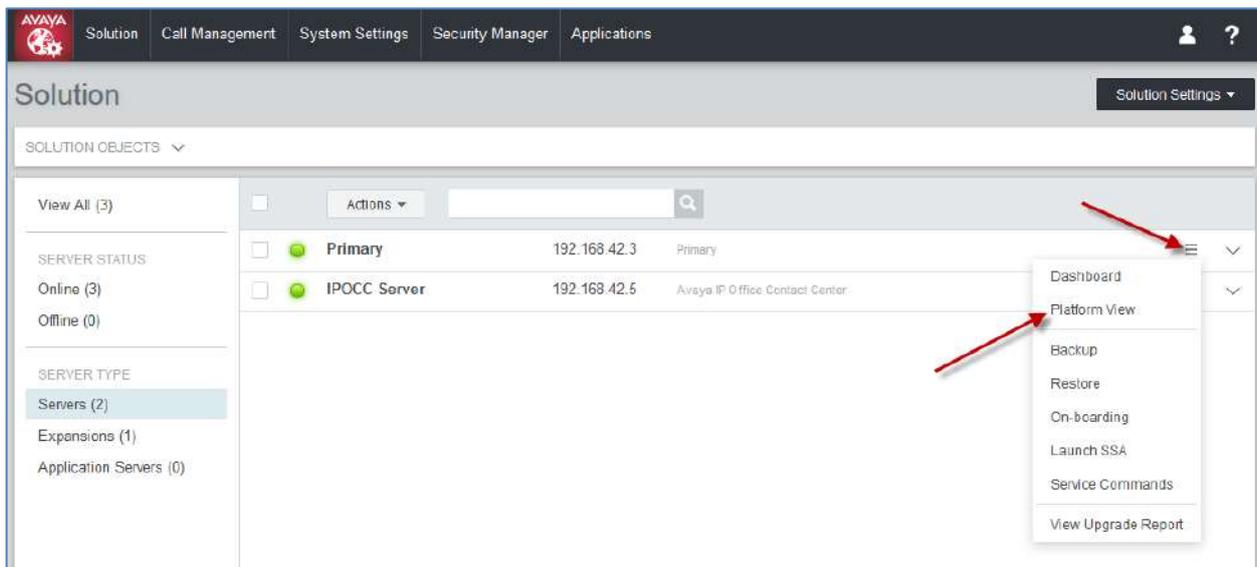
The following guide will demonstrate how to install and configure Contact Recorder on a Application Server (Linux). Also how to configure the IP Office Contact Center (IP Office Contact Center) to use Call Recorder, including the recording of calls automatically that relate to a Topic, and to record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

Configuring the Avaya Contact Recorder

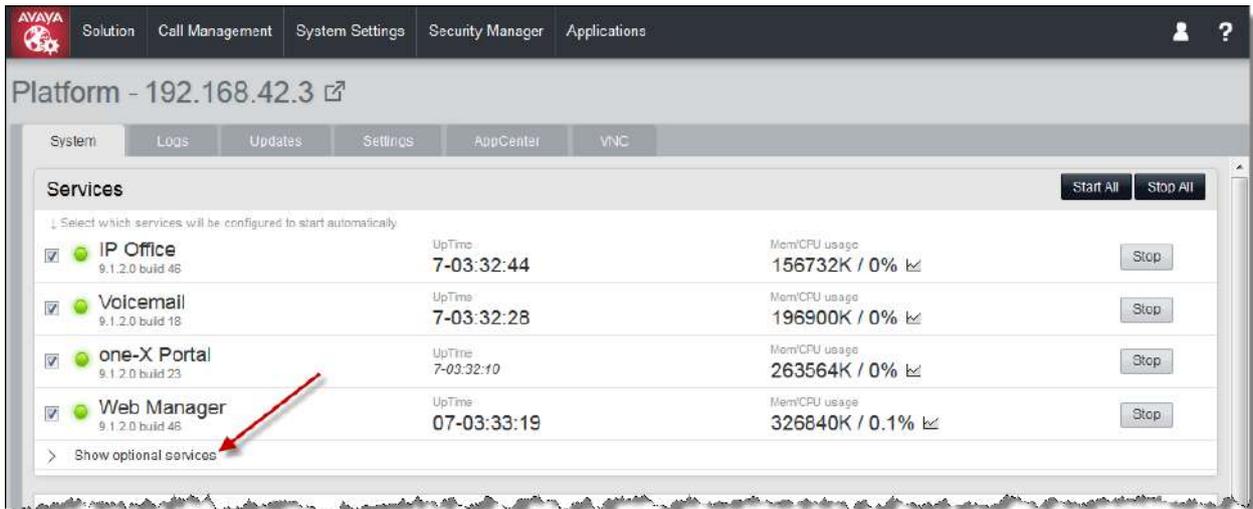
1. Using a Web browser interface, access the server using port: **7070**, which will display the IP Office Web Manager Login screen. Login using User Name **Administrator** and Password **Administrator** (default).



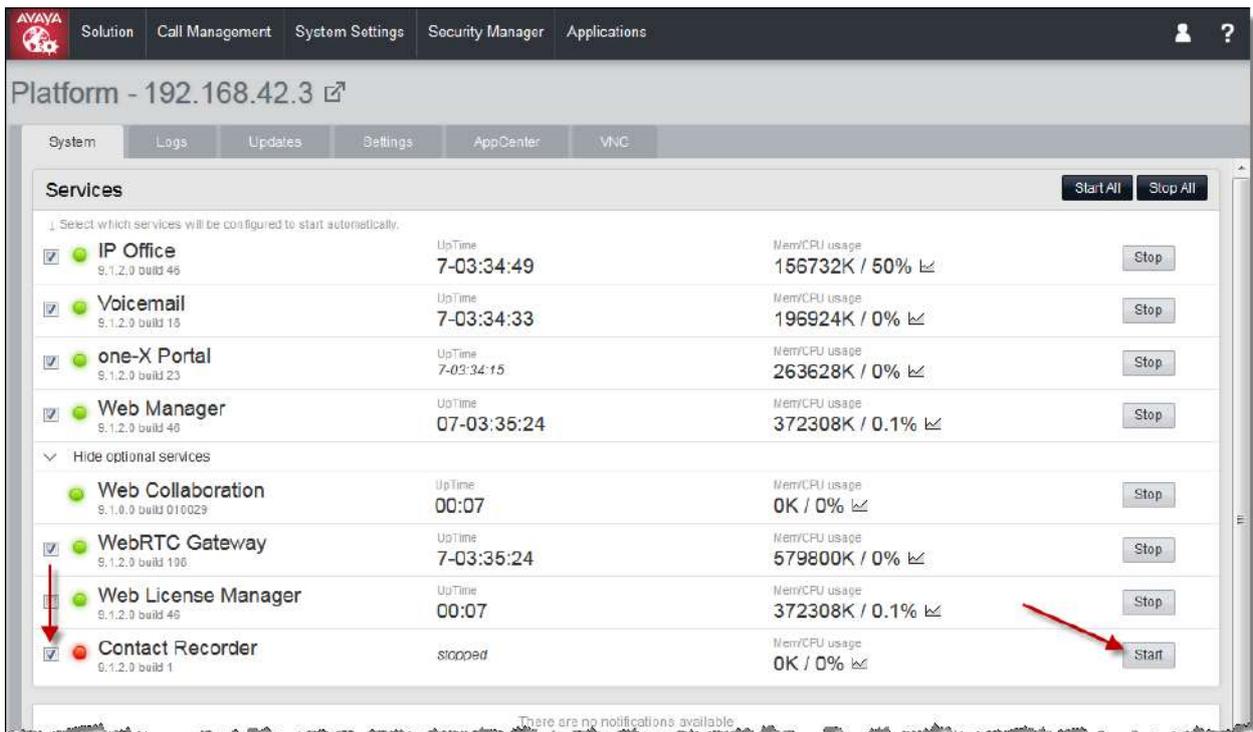
2. From within the Web Manager interface, select  icon followed by **Platform View** link.



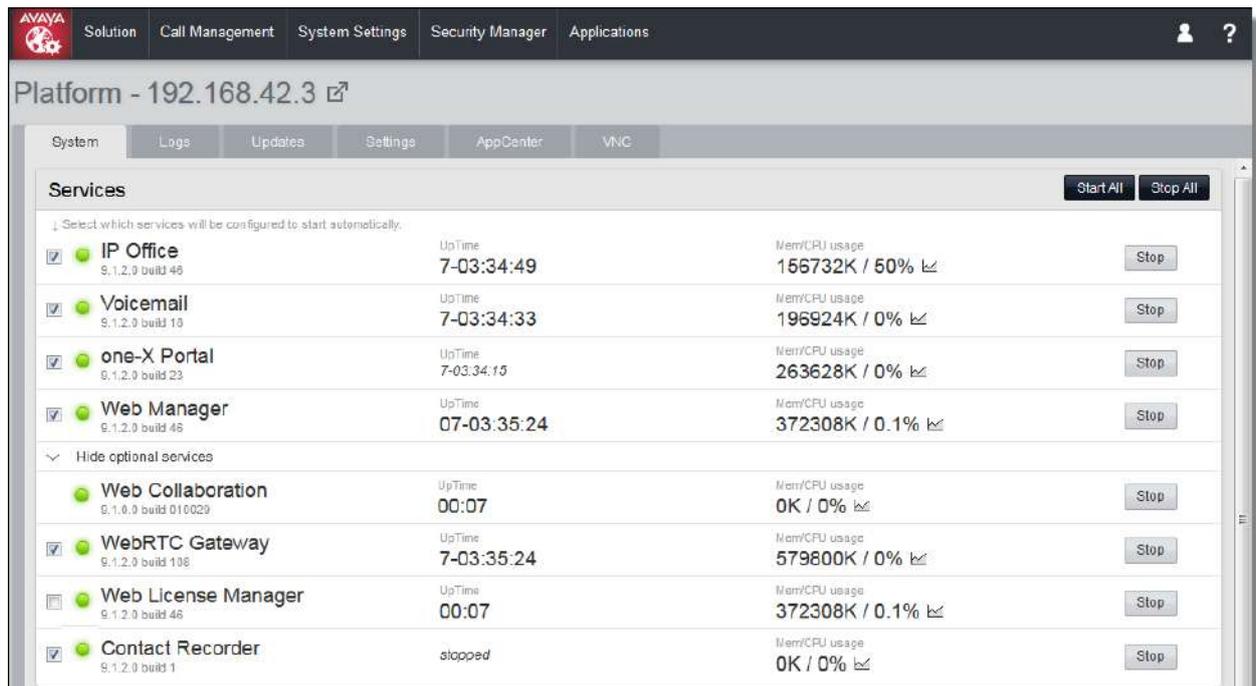
3. Click the **Show Optional Services** link.



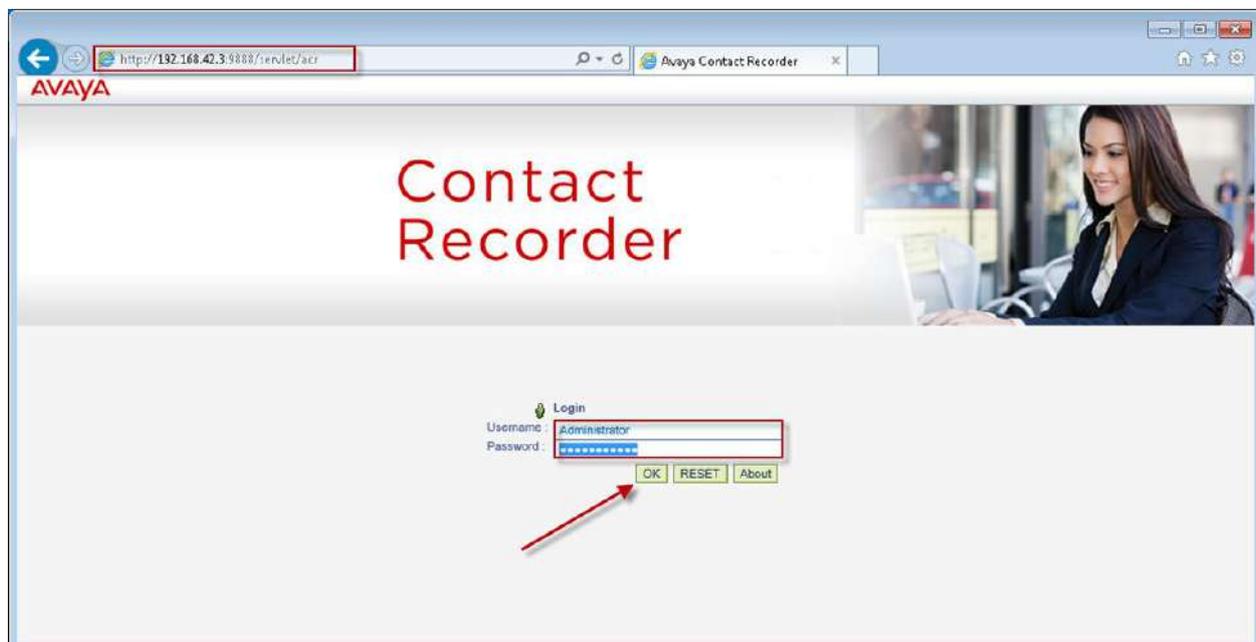
4. Contact Recorder can be seen in the list of **Services**. Check the tick box, which will ensure that the service automatically starts after a reboot. Then click on the **Start** button.



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



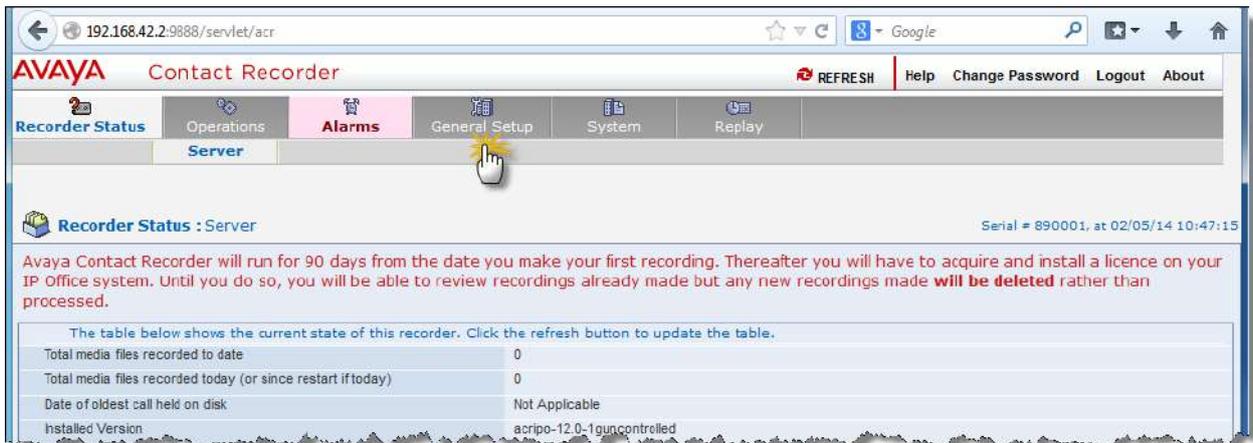
6. Using Internet Explorer, browse to the IP address of the Server using port 9888, e.g. <http://ipaddressofserver:9888> or <https://ipaddressofserver:9444>. This will present the Login screen. Login with the default Username: **Administrator** and Password: **Administrator**, then click **OK**.



7. 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**.



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



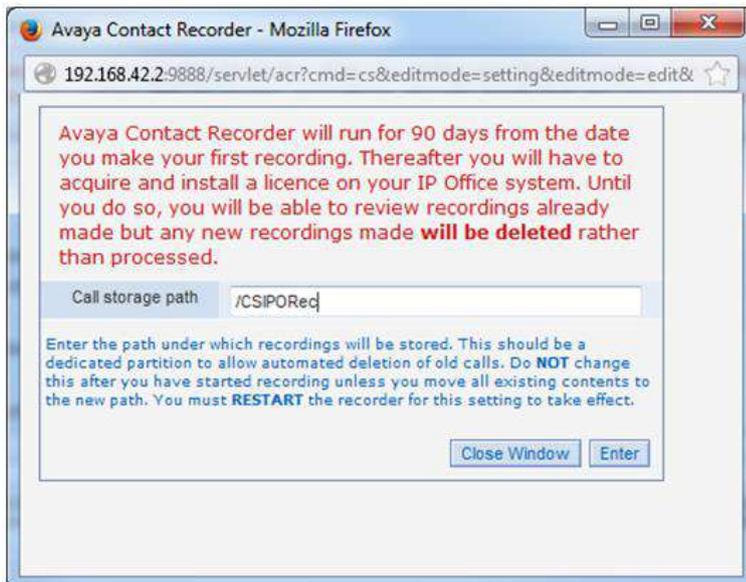
9. You can see that the Call storage path has not been defined. Choose the edit button.



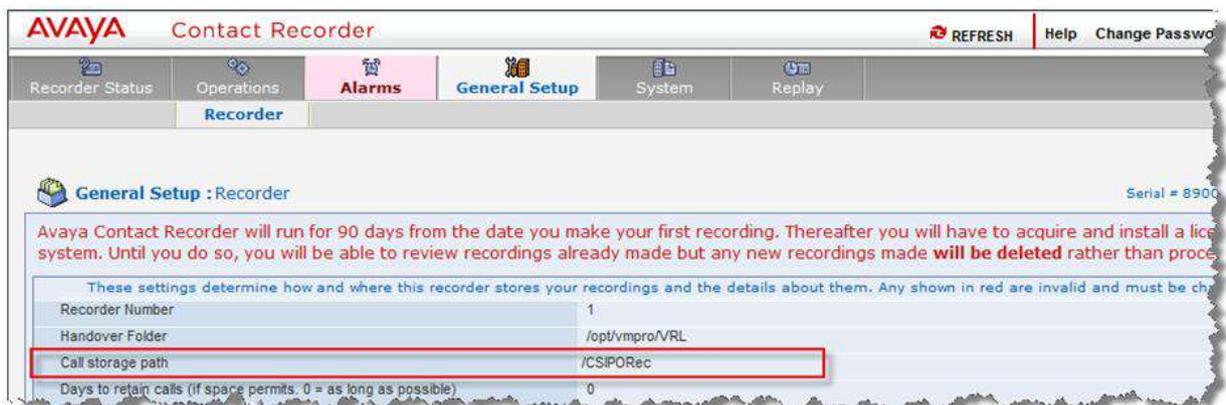
10. Enter the **Call storage path** (the default path created when installing Contact Recorder is **/CSIPORec**).

Note: As 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.

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



12. The new Call storage path is now seen.



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



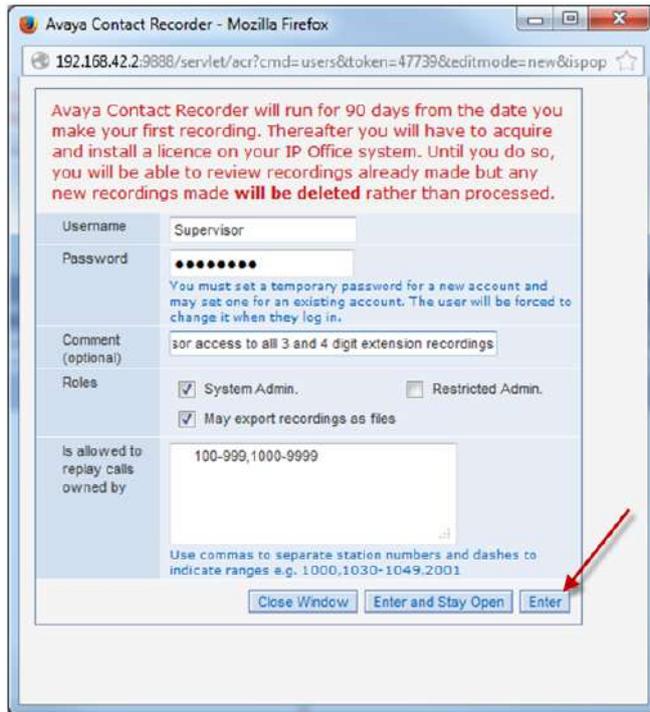
14. You will be presented with the **Manage Users** screen, where it is possible to create Users with administrative rights, or who will have the ability of searching for and playing recordings, etc. Click **Add User**.



15. 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.

16. Click **Enter** when all the settings are completed.



17. The New User is now added to the list. Click **Logout** to exit the application.



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.

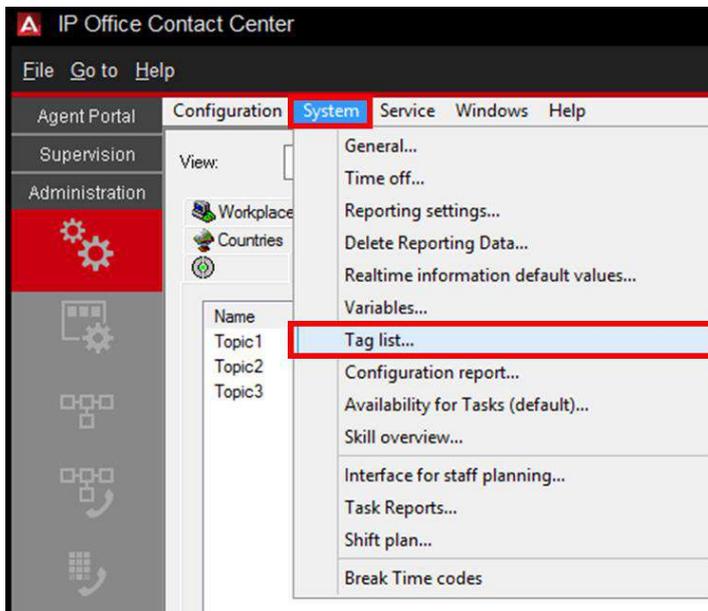
Automatic Recording of Calls when Transferred between Topics

If Agents require the capability to transfer calls to Topic extension numbers to place calls in other topics, extra configuration is required in the IP Office Contact Center so that the calls are automatically recorded and shown correctly in Contact Recorder.

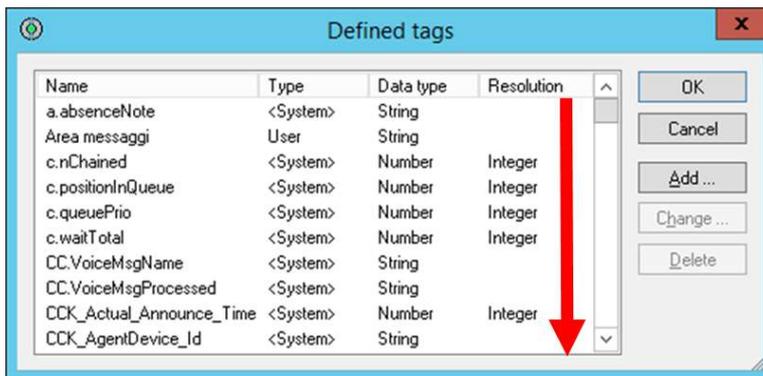
This configuration must be completed for each of the required topics.

The VMProRec variable must be changed from default value to be able to record non-announced transferred calls into the topic.

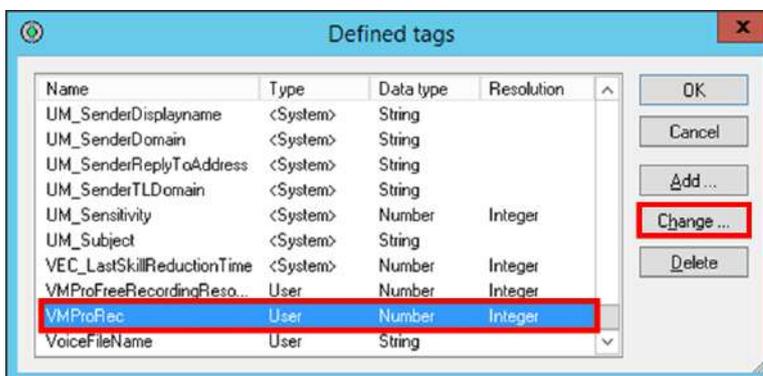
1. Click **System** and the select **Tag list**.



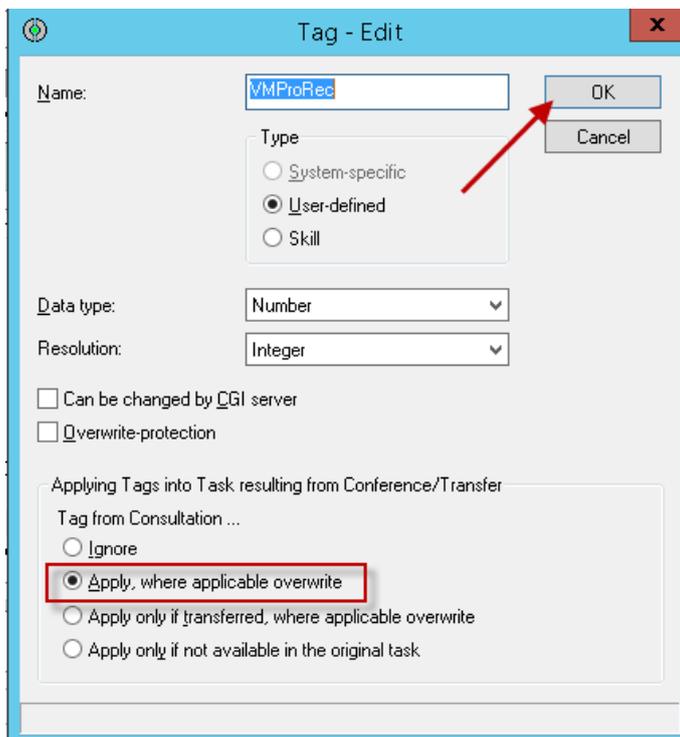
2. Scroll down until you can see the **VMPProRec** tag.



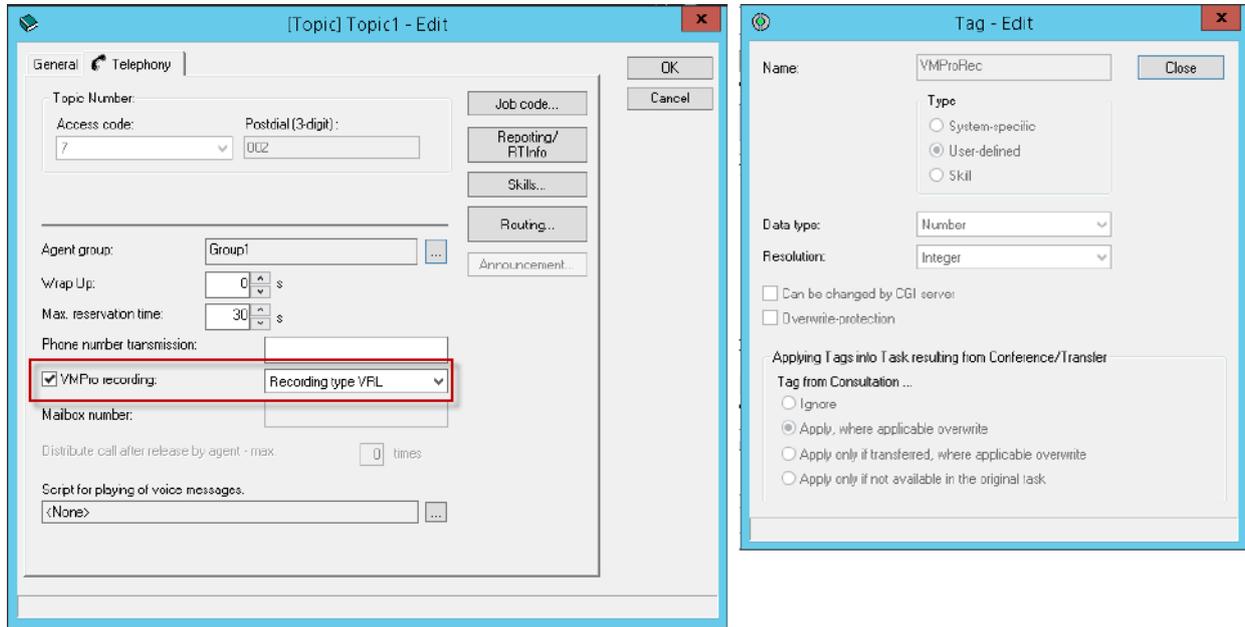
3. Click **VMPProRec** and the select the **Change** button.



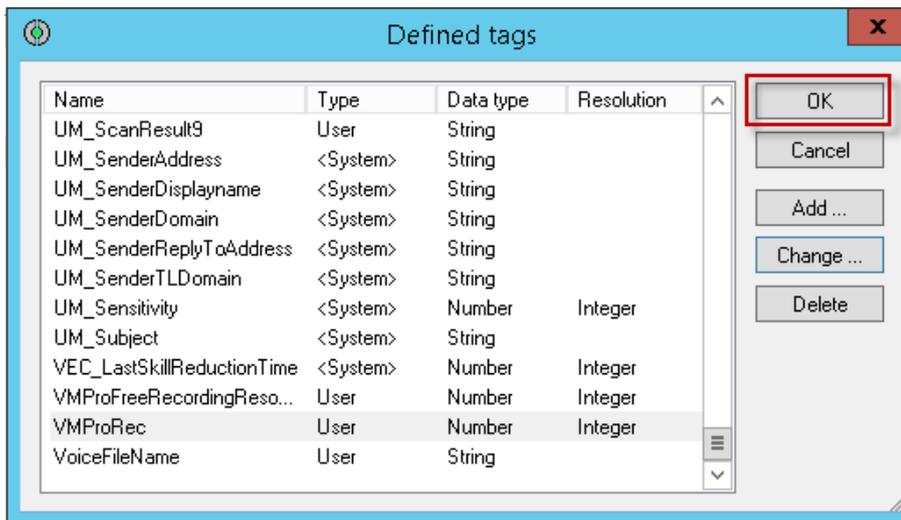
4. Click **Apply, where applicable overwrite** and then select the **OK** button.



Note: If at this point the **VMPPro recording** option has been enabled from the Telephony tab of an individual Topic, the settings displayed for the Tag will be greyed out / read only.

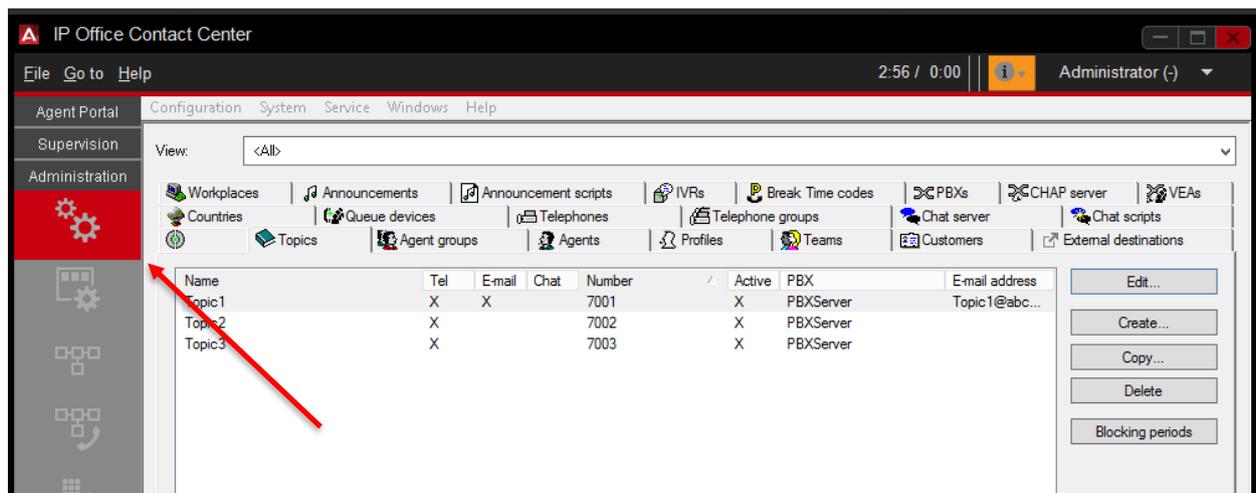


- Click the **OK** button to close.

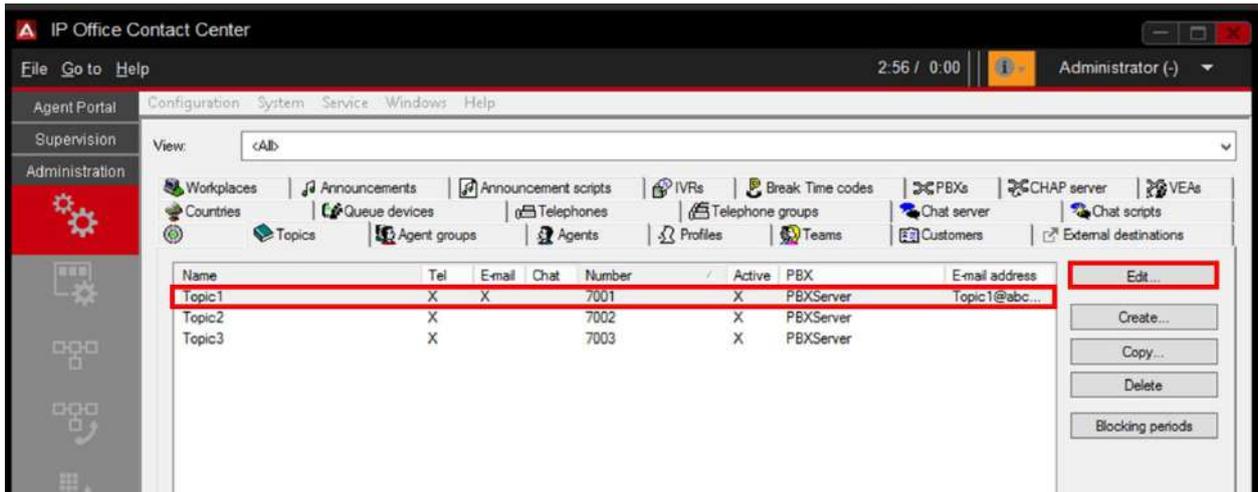


We can now configure the variables to each topic for which calls will be recorded.

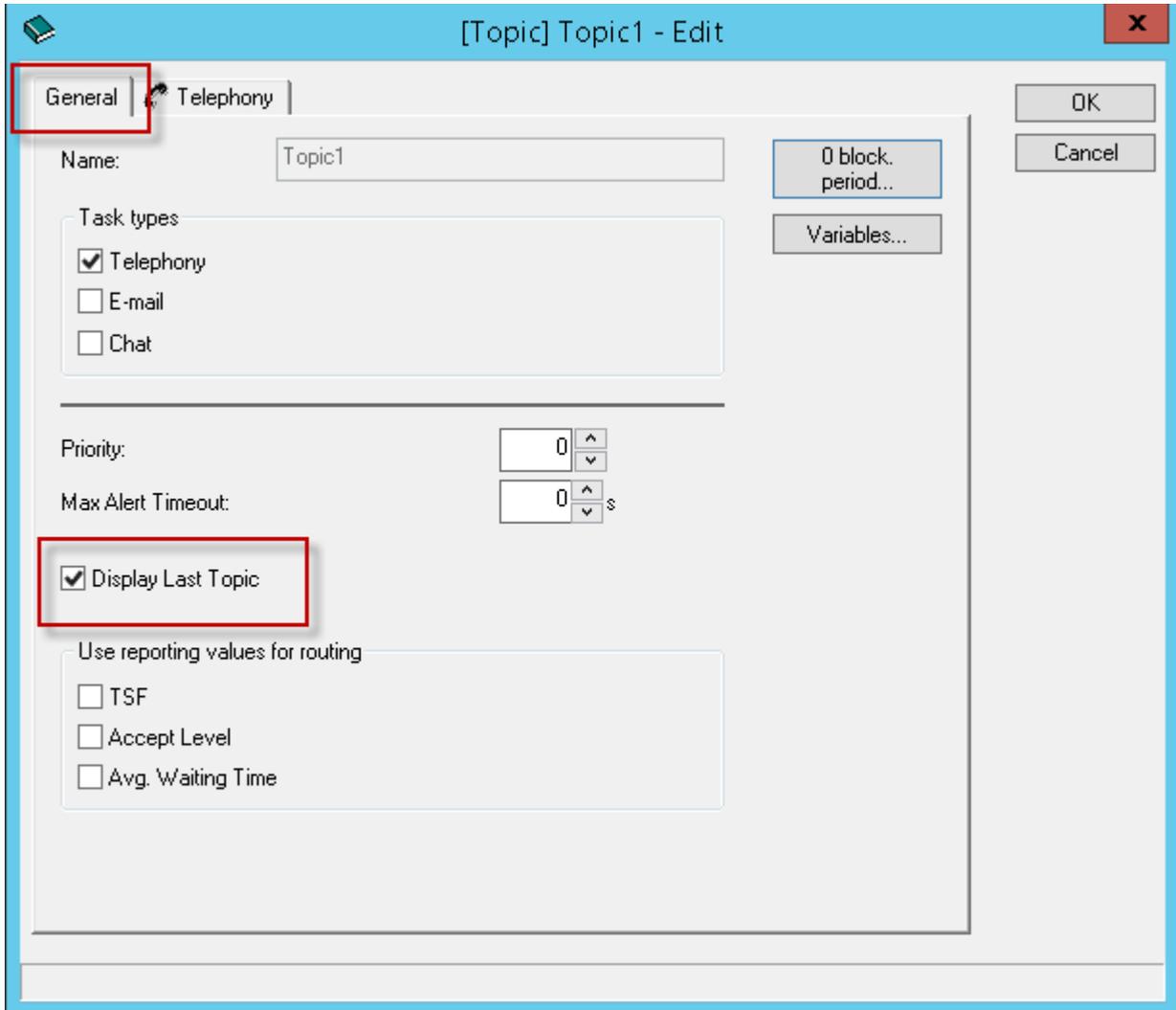
- Click **Configuration**.



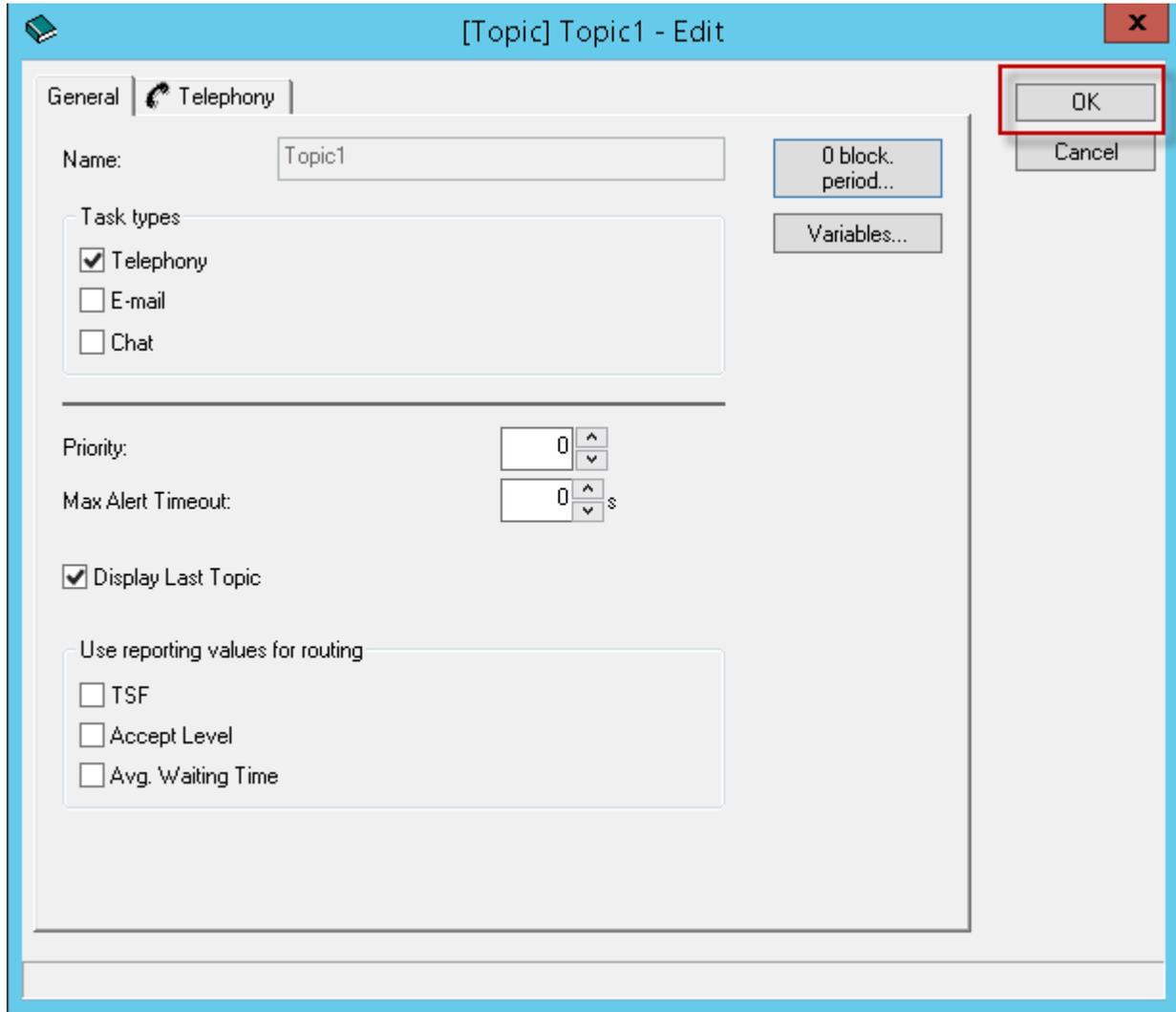
- Click the first topic where the calls are being recorded and select **Edit**.



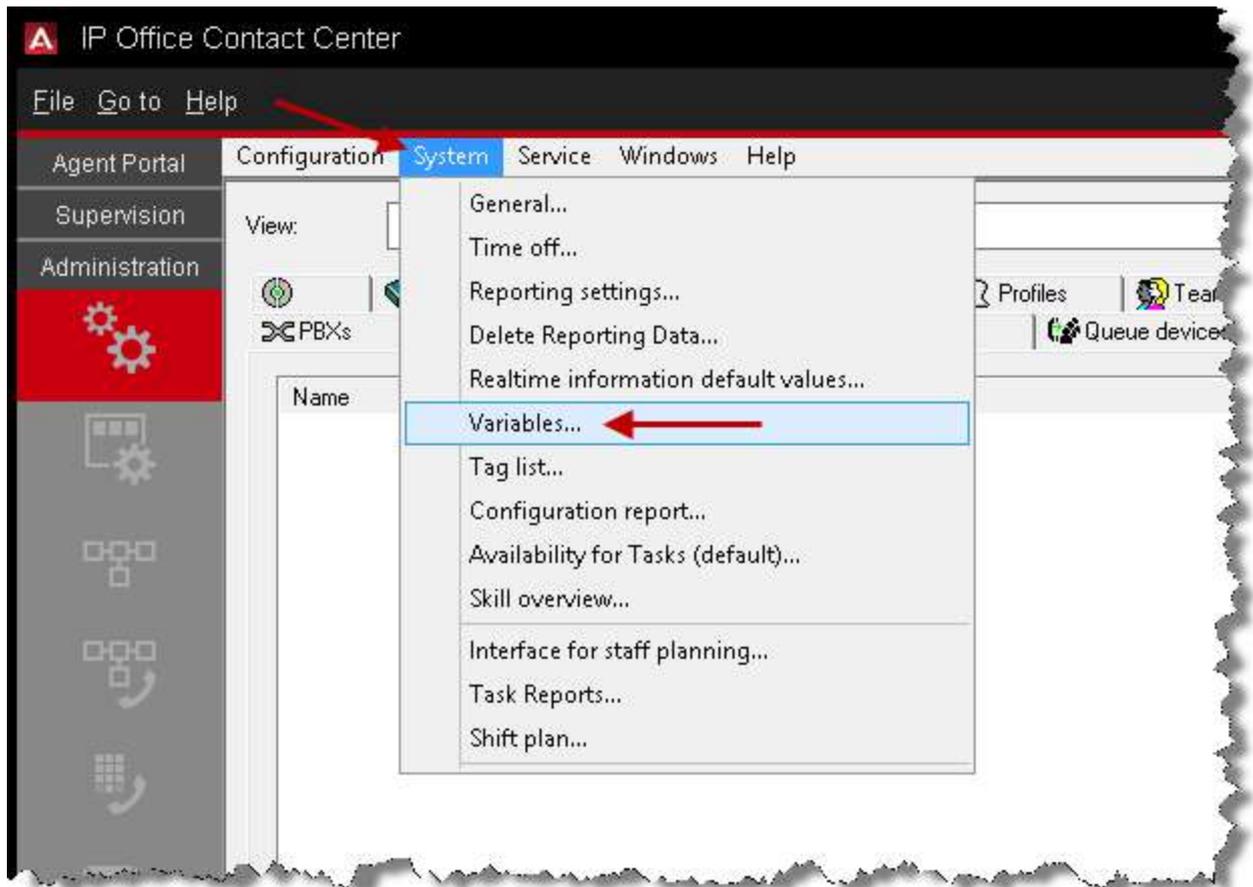
3. From the **General** tab, click the **Display Last Topic** check box.



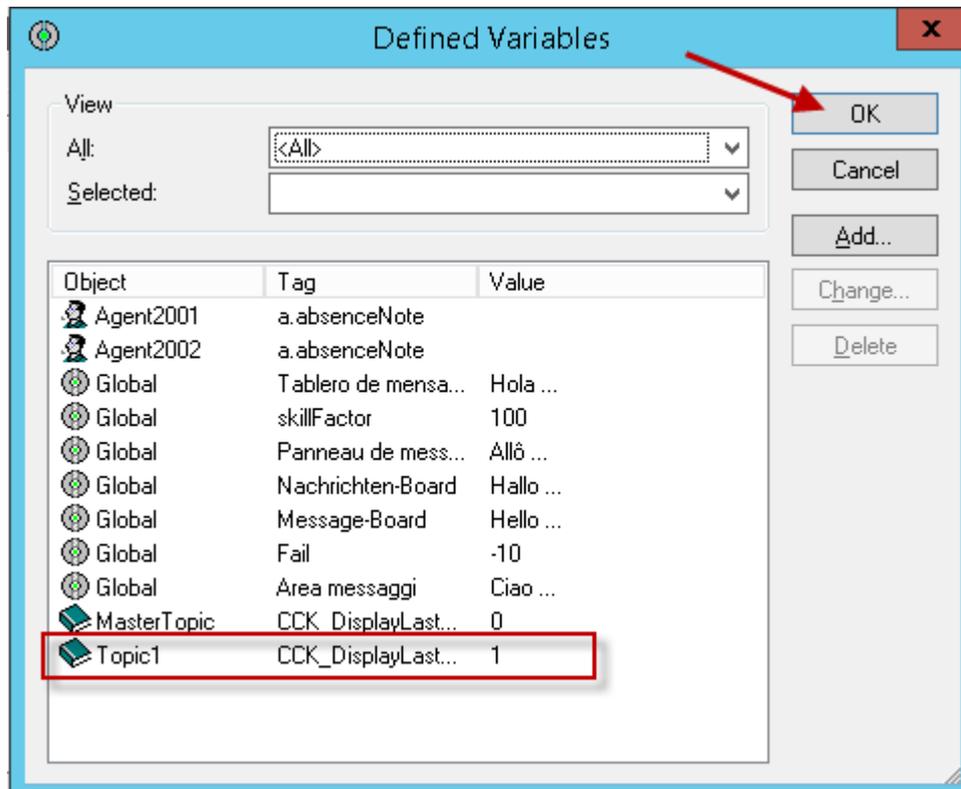
4. Click the **OK** button.



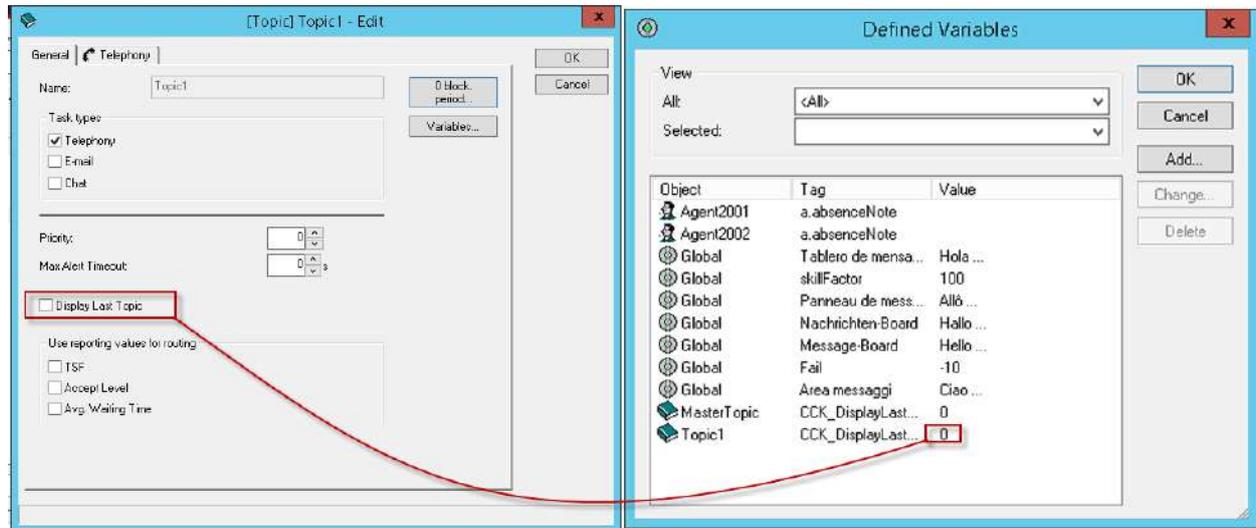
5. Select **System** followed by **Variables**.



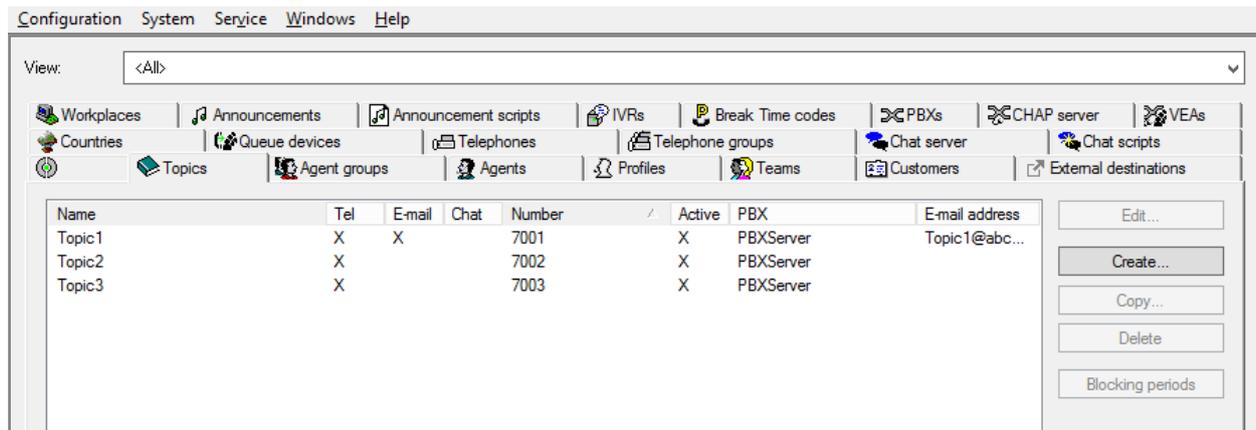
6. The value relating to the **CCK_DisplayLastTopic** Tag will change to 1. Click the **OK** button.



Note: The value will only change to 1 when the **Display Last Topic** check box is selected. When it is deselected, the value returns to 0.



7. Repeat this process for all of the topics for which calls will be recorded.

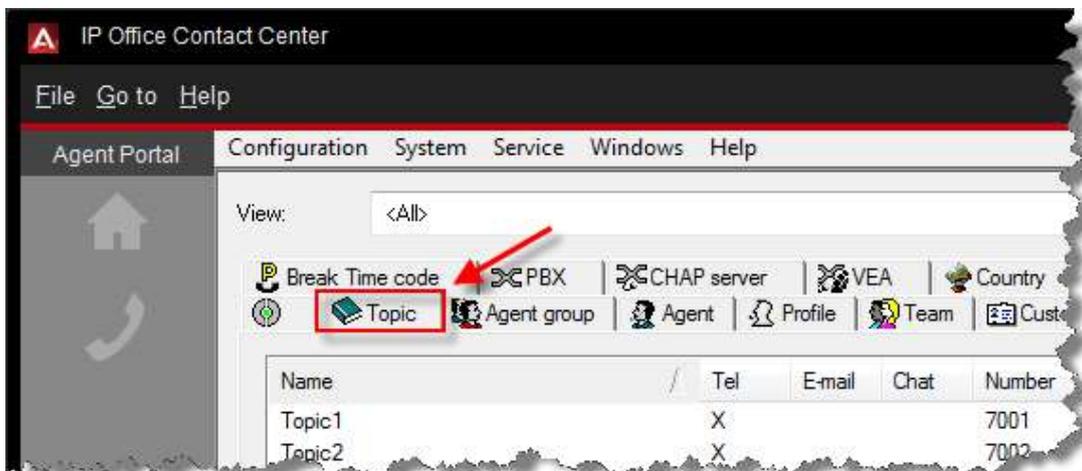


Automatic Call Recording

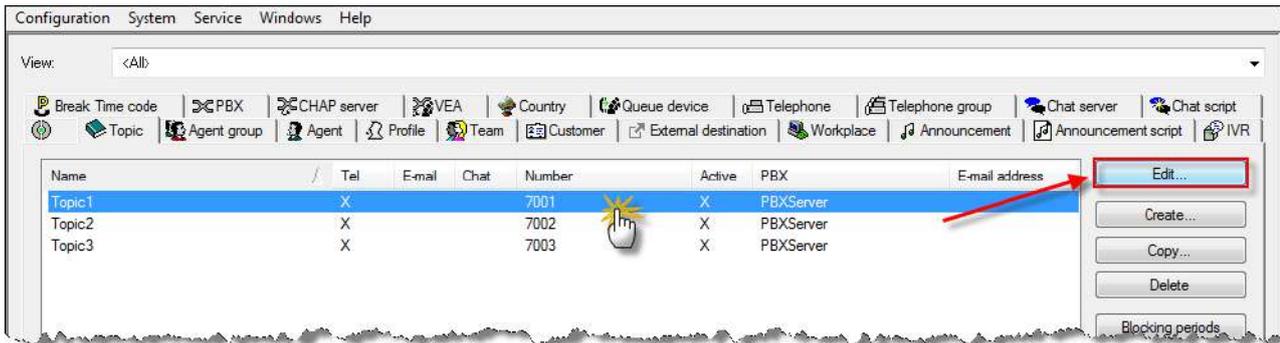
1. Launch the IP Office Contact Center User Interface and log in with a User account that has access to configuration.



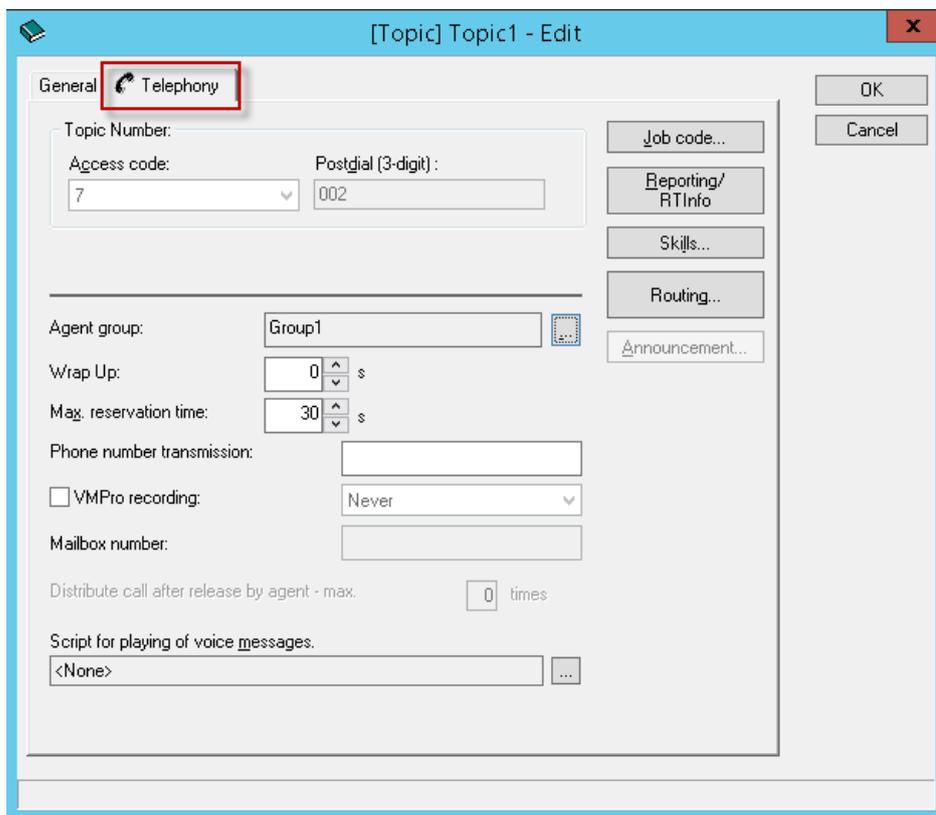
2. Now click on the Topic tab within the Configuration screen.



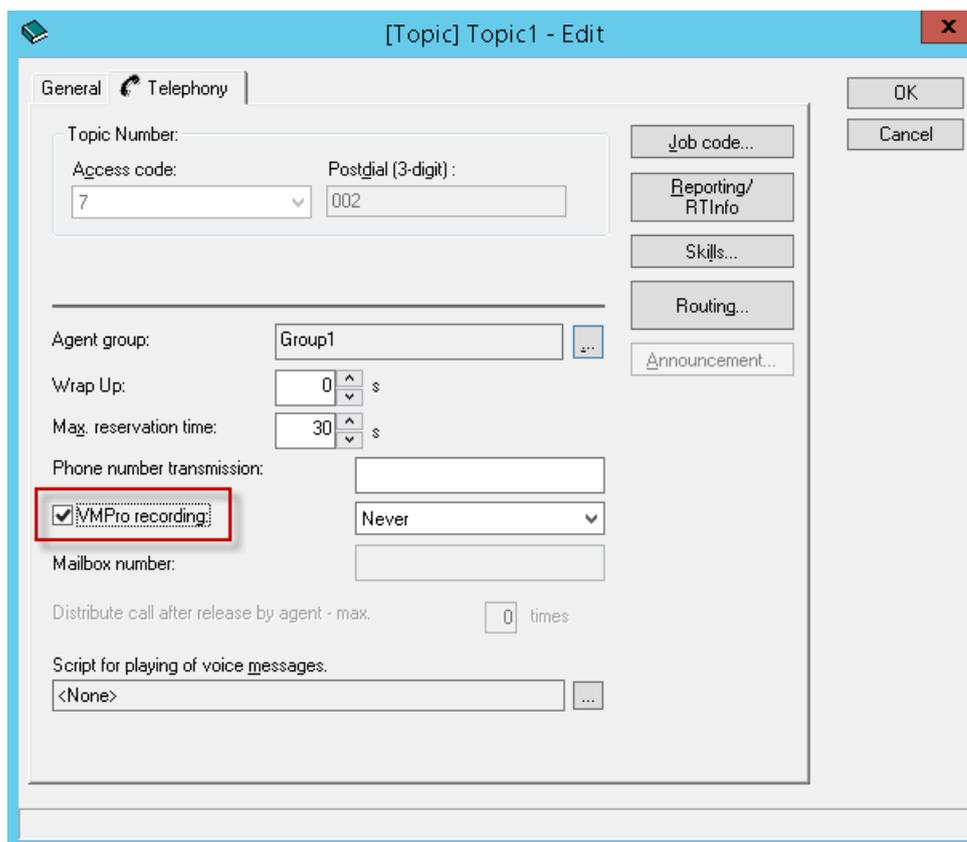
3. Select and double click on a Topic to be used or select and click **Edit**.



4. Click the **Telephony** tab.

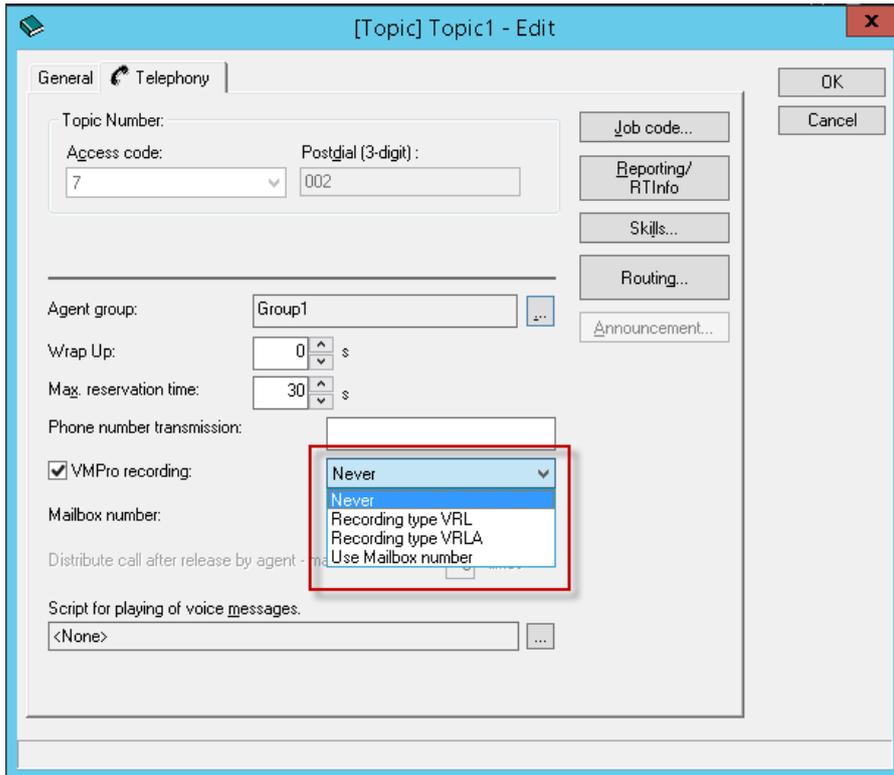


5. Click the **VMPro recording** check box.

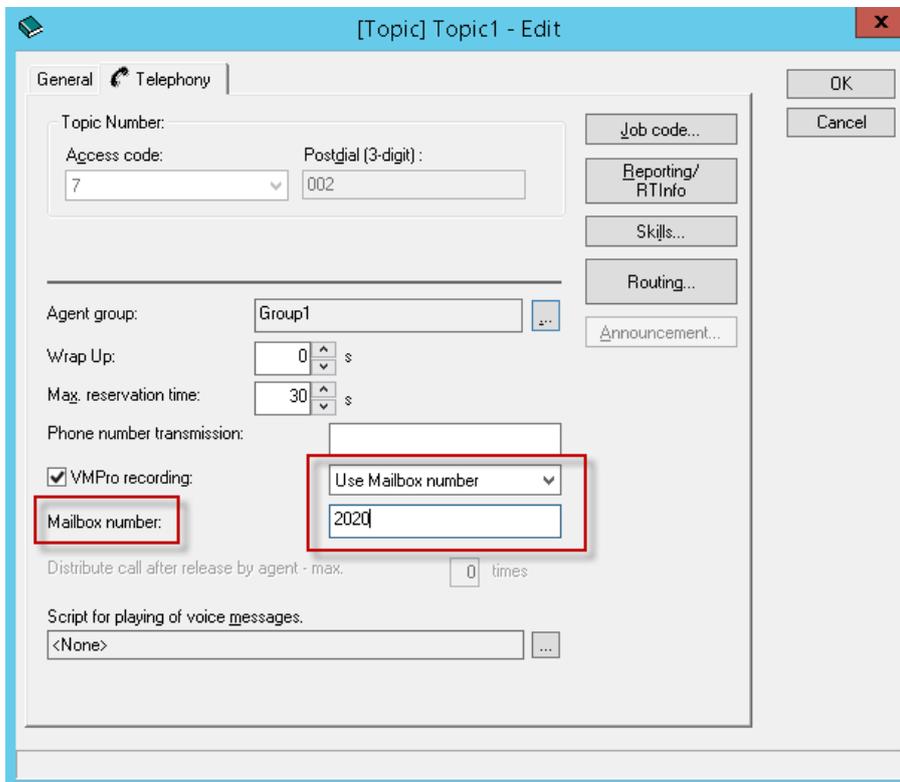


6. From the drop down box you can determine where the call recordings will be sent. The options available for the Value field are:

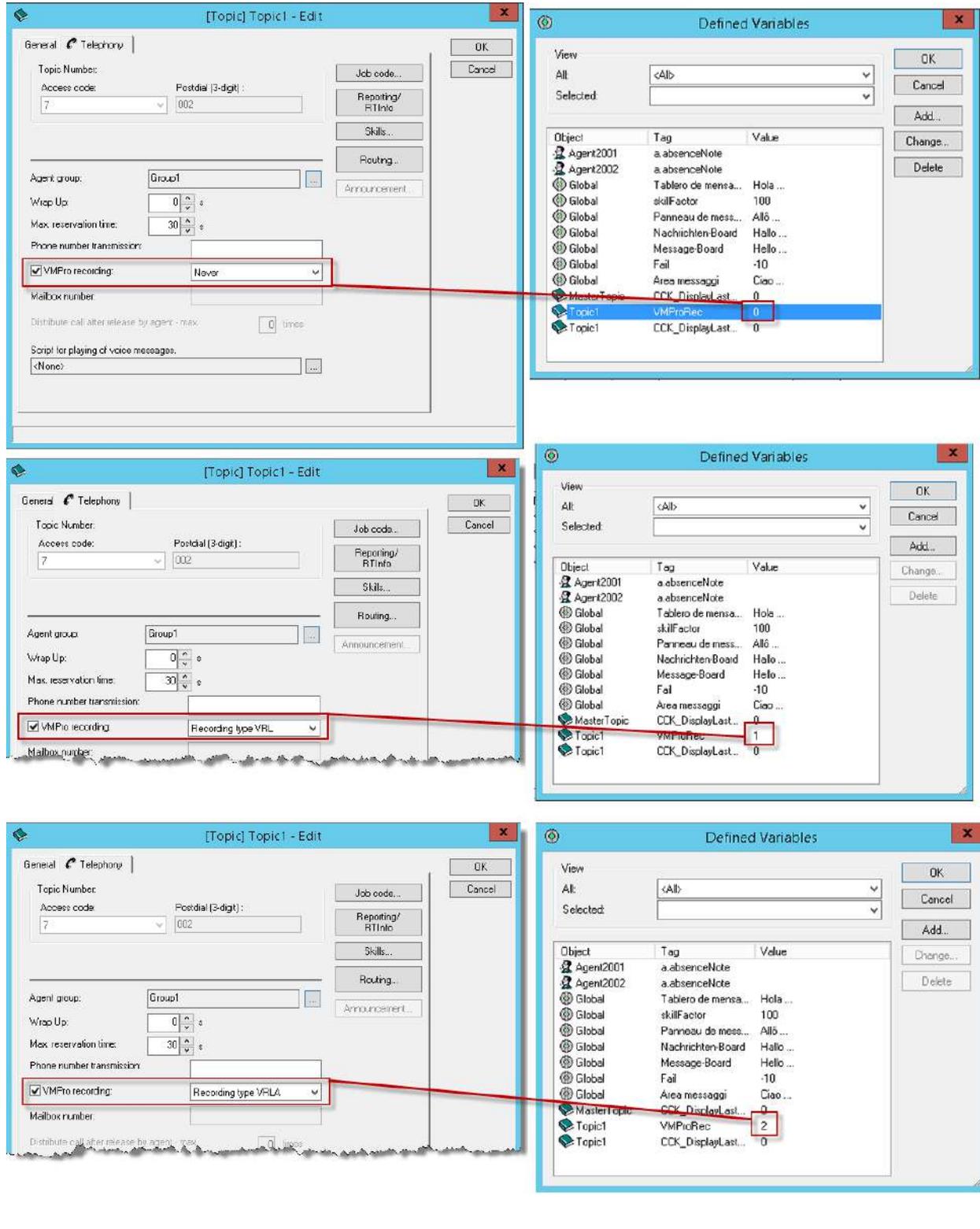
- Never – No automatic recording
- Recording type VRL (Voice Recording Library within Contact Recorder)
- Recording type VRLA (Voice Recording Library Authenticated within Contact Recorder)
- Use Mailbox number



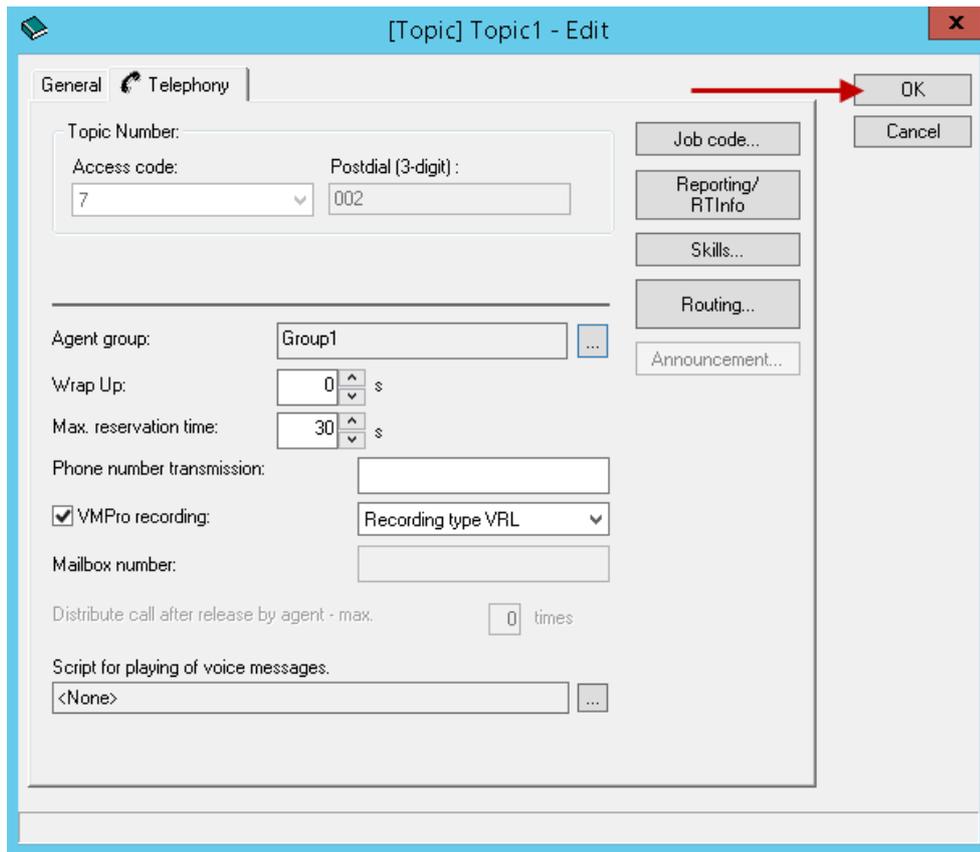
7. If **Use Mailbox number** is selected, the mailbox to which the recordings will be directed must be defined.



Note: Once the recording destination is defined, this will automatically assign a value to the associated variable.



8. Once the recording destination has been defined, click the **OK** button.



Note: When recording is set on the Topic, it will also record dialer calls out of the IP Office Contact Center, based on the setting for each Dialer Topic.

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

Automatic Recording of Calls when Conferenced between Topics

If Agents require the capability to call other topics and then conference in Agents from other topics, this can affect how the recorded calls are shown in Contact Recorder.

The information in the TaskTag “VMProRec” at the moment in time when the call connects to the Agent, is utilized in Contact Recorder.

Therefore in following the Conference scenario where the Agent answered the Call before the conference button was pressed (screened conference), both Topic1 and Topic 2 were set to record.

1. A customer rings Topic1 (Incoming call route via an IP Office) on Extension (7001).
2. Agent2201 answers the call from Topic1 and speaks to the customer.
3. Agent2201 presses Consultation and dials Topic2 Extension (7002), this will place the customer on hold.
4. Agent2202 answers the call and talks to Agent 2001 while the customer is on hold.
5. Agent2201 press the Conference button on the GUI. The customer then enters the conference call with the two Agents.

Result: The screen capture below displays the records for the complete event, stored in Contact Recorder

01	05, 2201 (Agent2201)	Incoming	2201 (Agent2201)	7001	Topic1
01	05, 2202 (Agent2202)	Internal	2202 (Agent2202)	7002	Topic2

In following the Conference scenario where the Agent answered the Call after the conference button was pressed (blind conference), both Topic1 and Topic 2 were set to record.

1. A customer rings Topic1 (Incoming call route via an IP Office) on Extension (7001).
2. Agent2201 answers the call from Topic1 and speaks to the customer.
3. Agent2201 presses Consultation and dials Topic2 Extension (7002), this will place the customer on hold.
4. Agent2202 is presented with the Topic2 call but does not answer.
5. Agent2201 press the Conference button on the GUI before the call is answered by Agent2202.
6. Agent2202 answers the Topic2 call which is now a conference with the external customer and Agent2201.

Result: The screen capture below is the record for the complete event, stored in Contact Recorder

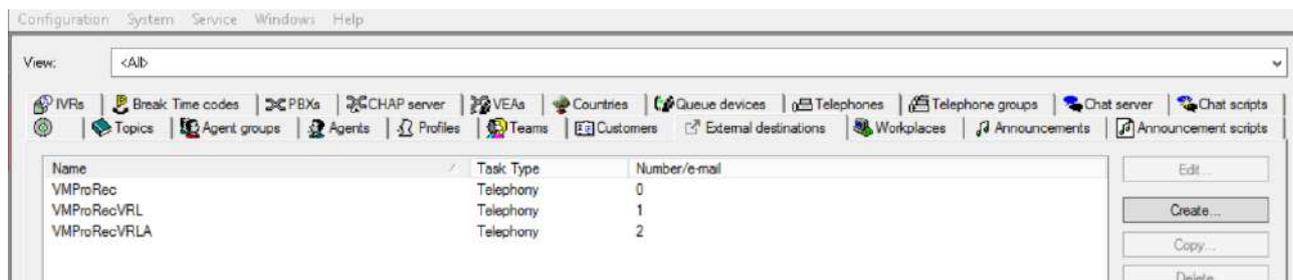
01	05, 2201 (Agent2201)	Internal	2201 (Agent2201)	7001	Topic1
Conf 100	(Conf 100), 2202 (Agent2202)	Internal	2202 (Agent2202)	7001	Topic1

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 and from a Topic. Agents can also have the option to pause the recording.

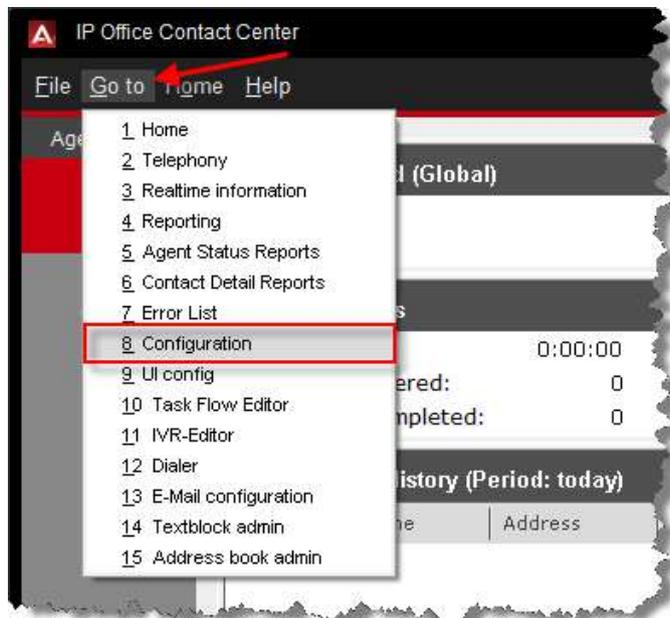
There are three default External destinations that can be used when recording calls manually.

- VMPProRec This records to the Agent Mailbox
- VMPProRecVRL This records to the Voice Recording Library
- VMPProRecVRLA This records to the Voice Recording Library Authenticated

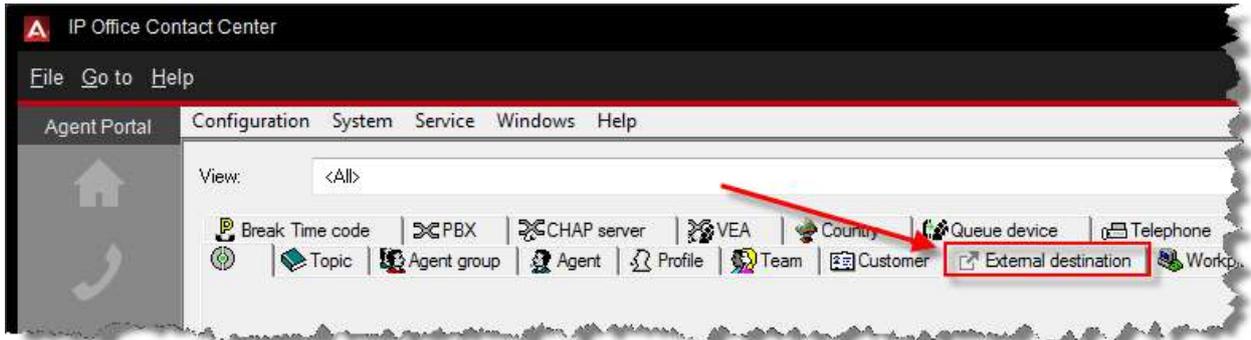


A custom External destination can be created if you wish to record from an Agent to a any Voicemail Pro mailbox.

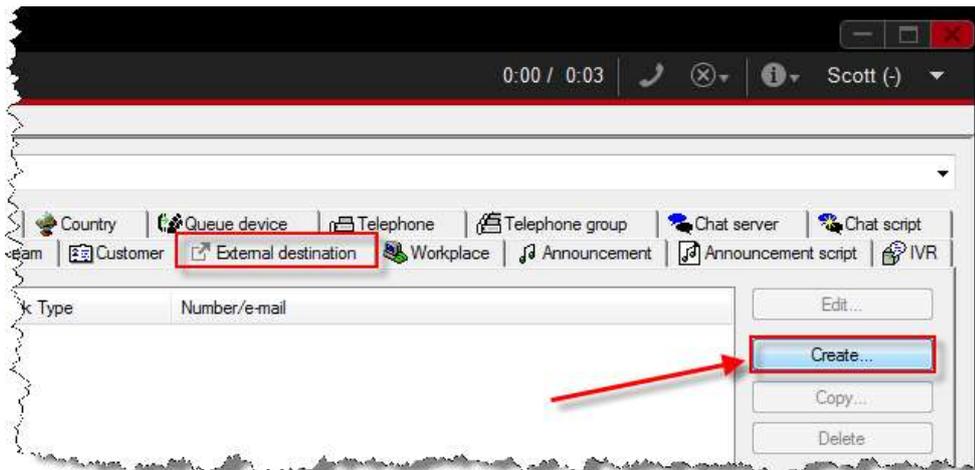
1. From the **Go to** menu select **8 Configuration**.



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

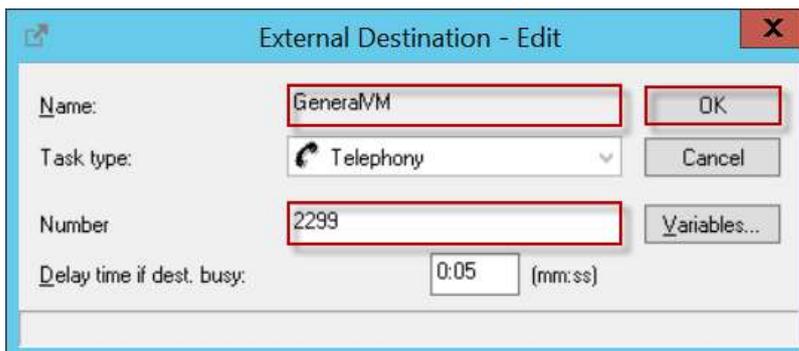


3. Click the **Create** button



4. A new dialogue box will appear to create an **External Destination**.

5. In the **Name** Field enter a reference to the External destination. For example **GeneralVM**. Then add XXXX in the **Number** field (Where XXXX is the Voicemail Pro mailbox number to be used).



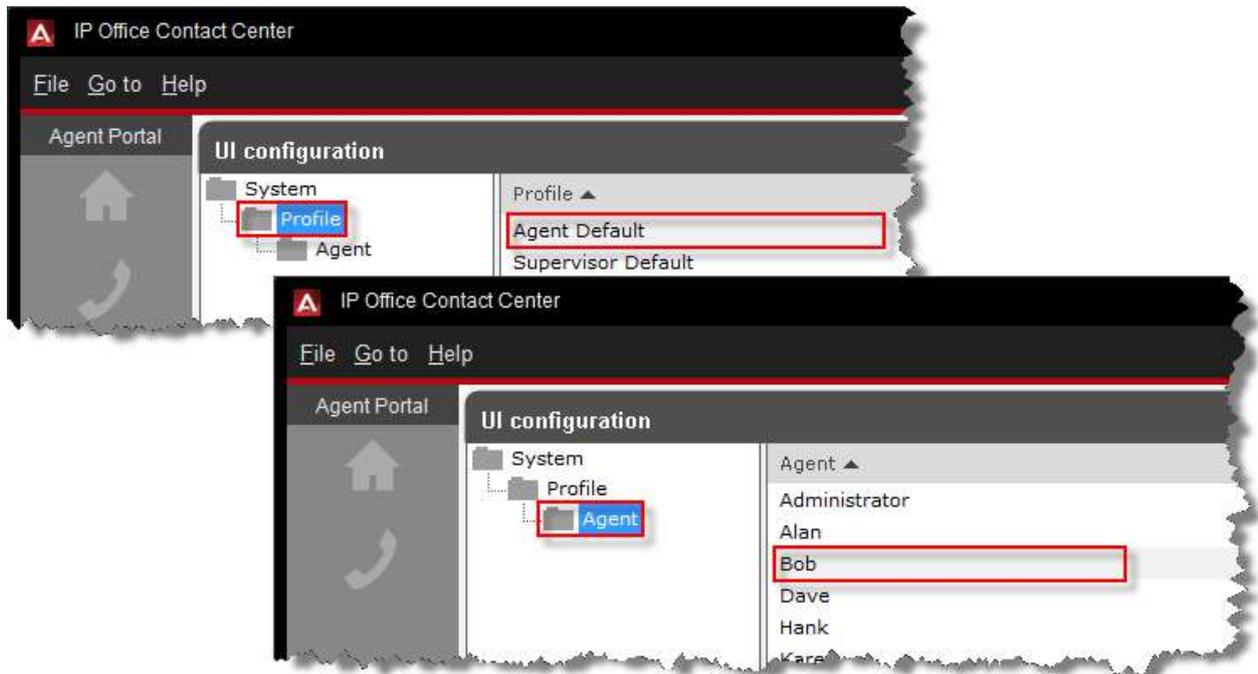
Click on the **OK** button.

Now we need to change the UI configuration to include the External destination in the Call recording

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



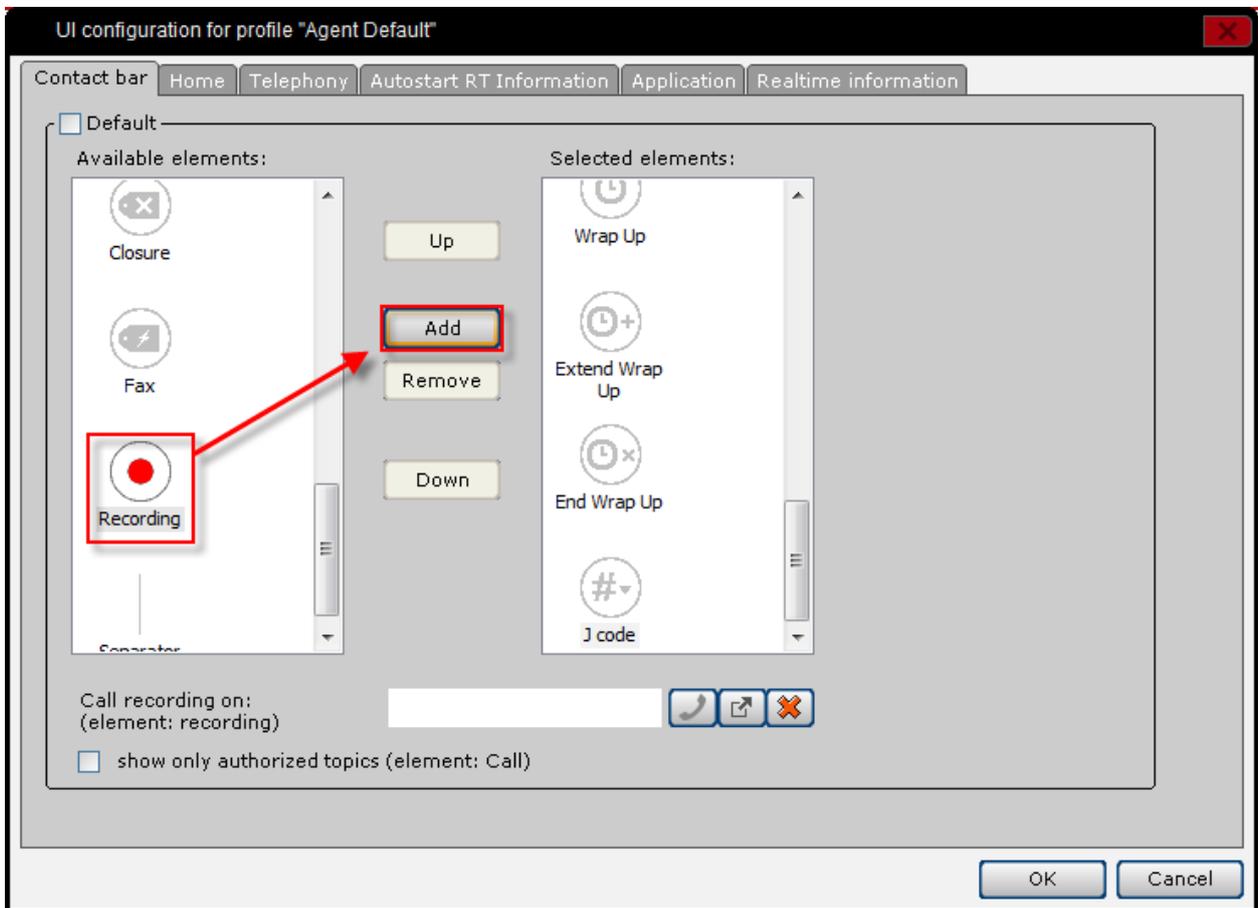
2. Then select either a **Profile** or a **Single Agent**, and double click to open.



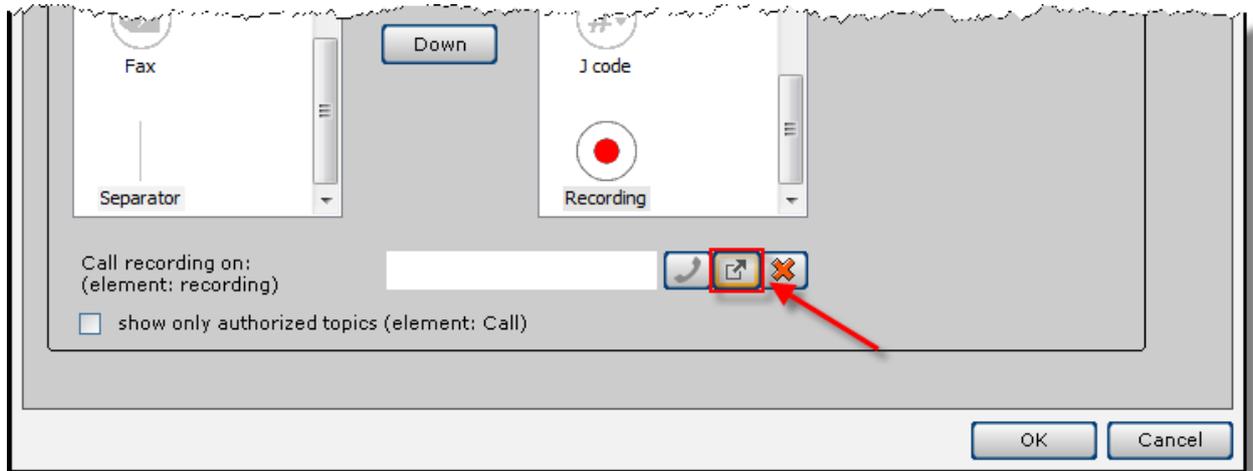
3. On the **UI configuration** screen, uncheck the **Default** tick box.



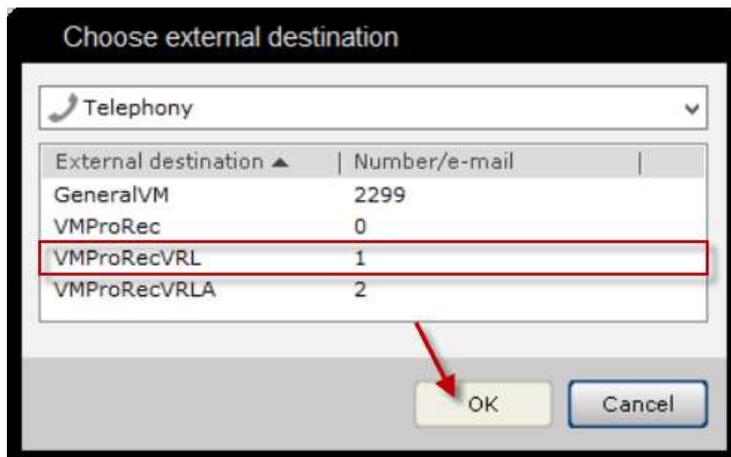
4. Scroll down the list of **Available elements** and select **Recording**, then click on the **Add** button.



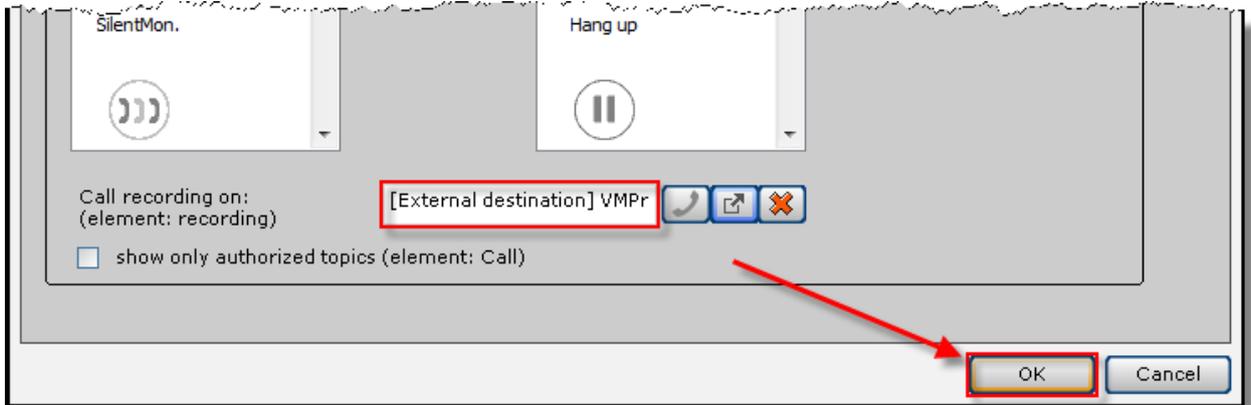
5. Then click on the middle button next to the **Call recording on** field, which will present the available External destinations.



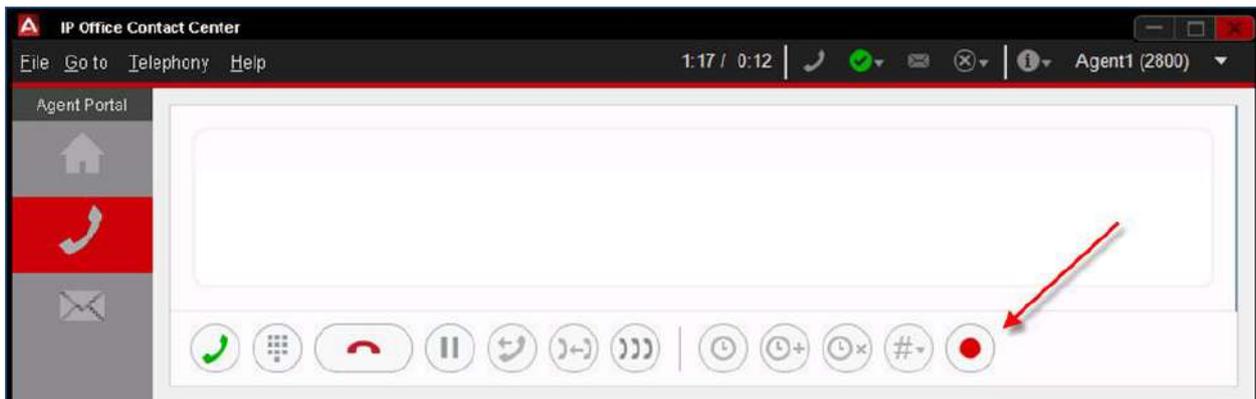
6. From the next dialogue box select the **VMPProRecVRL** external destination created earlier. Then click the **OK** button.



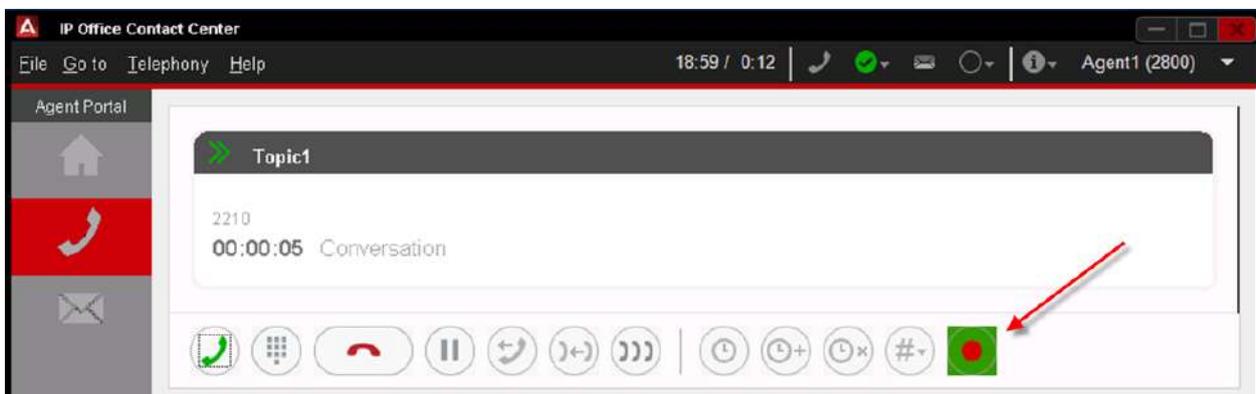
7. The External destination will now be added to the **Call recording on** field. Click on the **OK** button to continue.



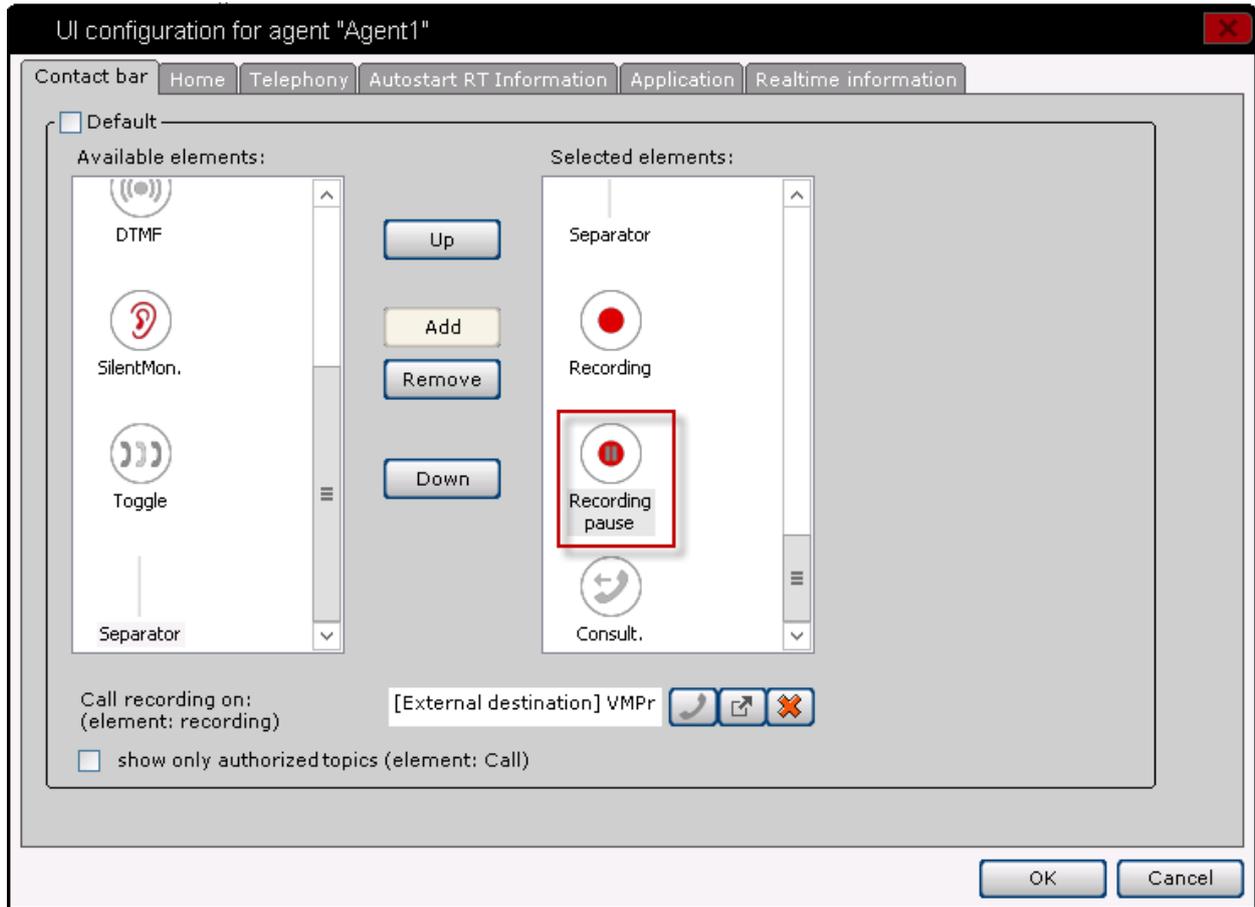
8. When anyone matching the Profile or a specific Agent logs in to the IP Office Contact Center User Interface or Chrome app interface, they will now see the Recording button on their Contact Bar, providing the ability to manually turn on Call Recording during an active call.



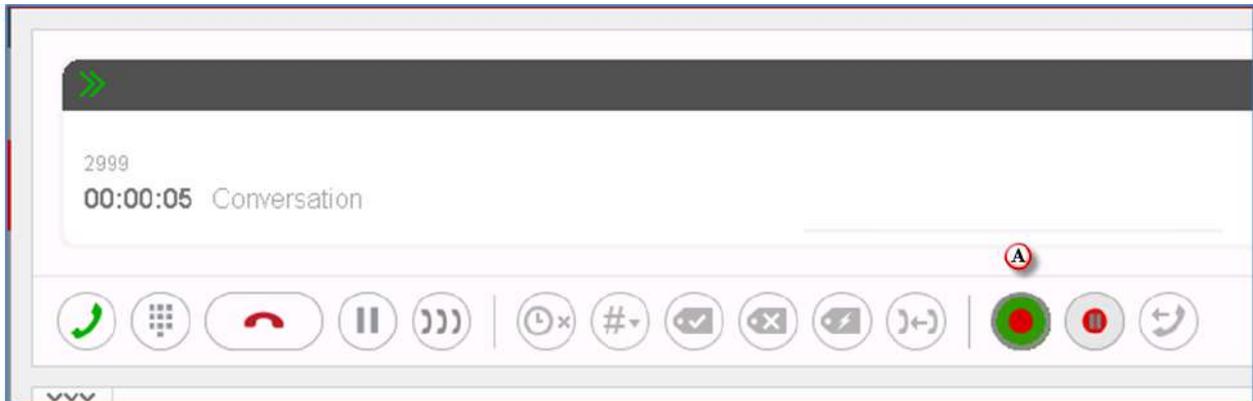
9. The User can activate Call recording by clicking on the button to commence recording (button then shown with a green outline), and to cancel the recording by clicking on the button again.



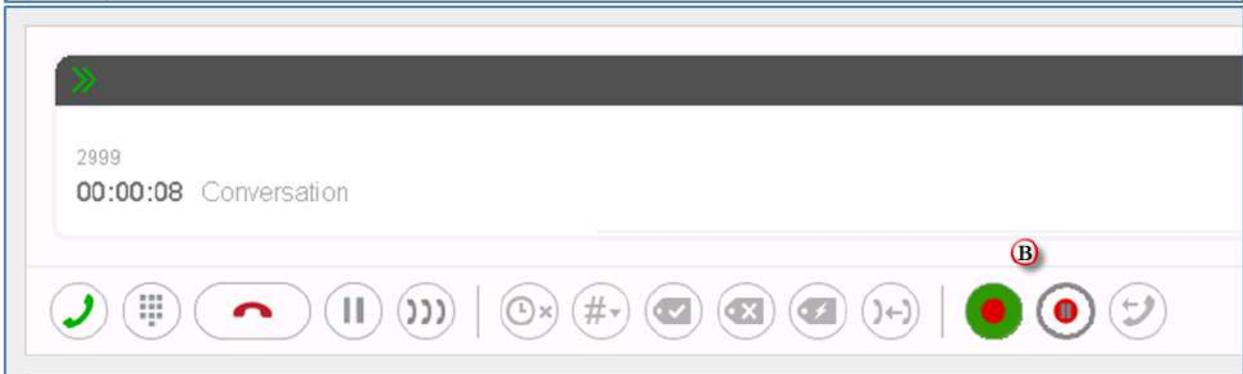
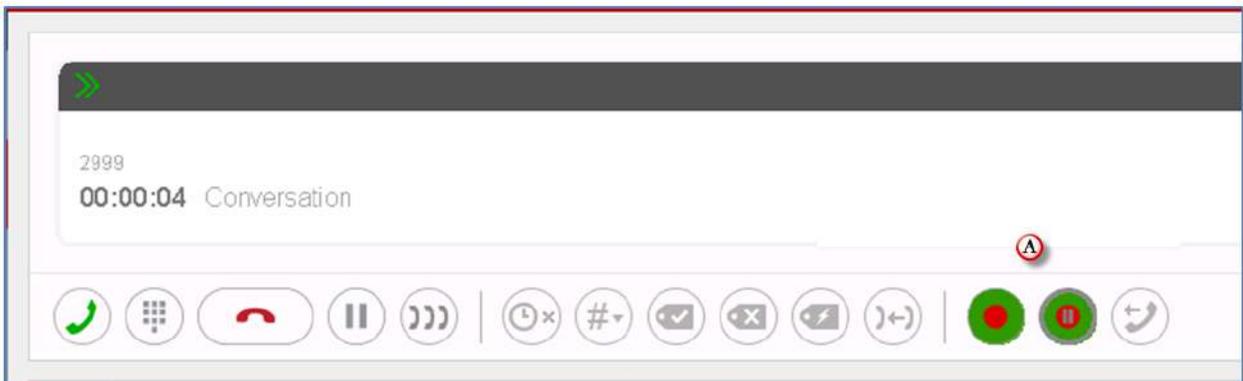
10. Users can also pause the recording via the IP Office Contact Center User Interface. The **Recording pause** button can be added to the agent's Contact bar.



11. 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.

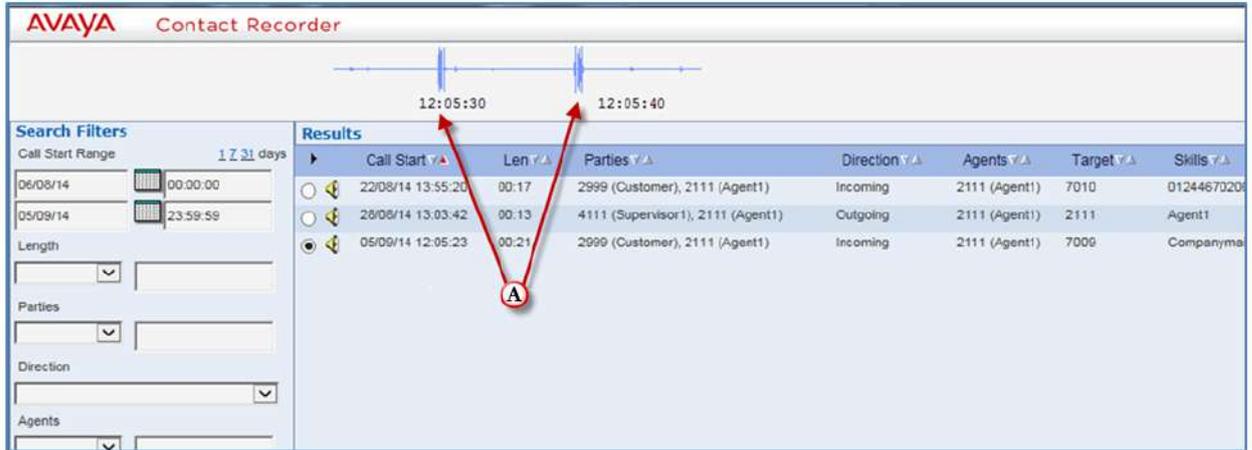


A. Call is being Recorded



- A. Recording Paused
- B. Recording Resumed

12. 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.



A. Pause recording Tones

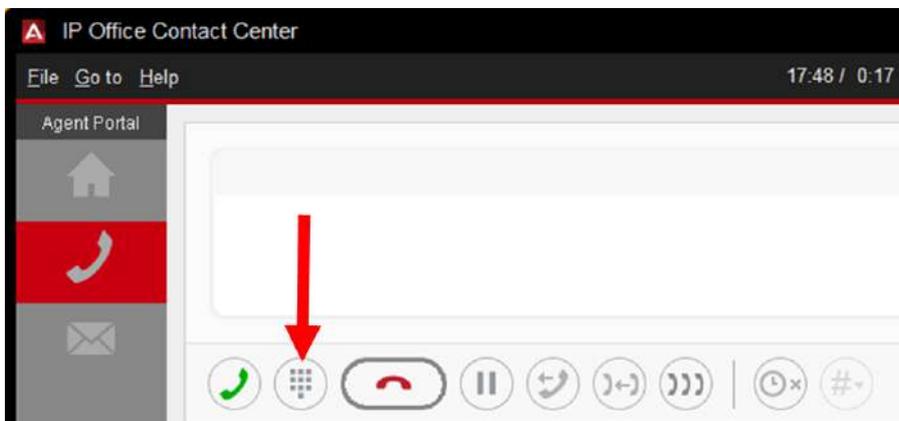
Automatic Recording of Outgoing Calls

If the variable VMProRec has been added to a topic to automatically record calls, this will work as default for incoming calls only. To utilize automatic recording for outgoing calls, the agent must first select the topic before starting the outgoing call. This correctly records the outgoing call against the topic for statistical purposes.

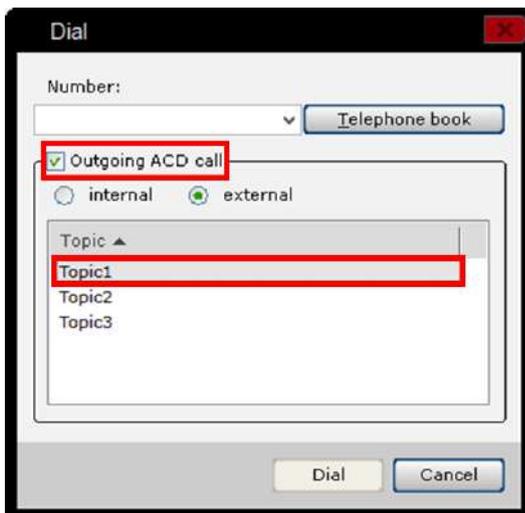
Note: Once this process has been completed. The next outgoing call will retain the settings, even if the IP Office Contact Center is restarted

To record outgoing calls linked to the Topic:

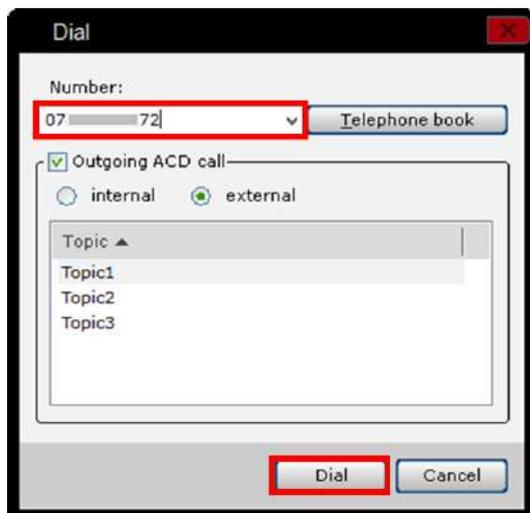
1. Click the **Dial** button



2. Choose Outgoing ACD call tick box and then select the topic (the topic must have the variable **VMProRec** to record the call automatically).



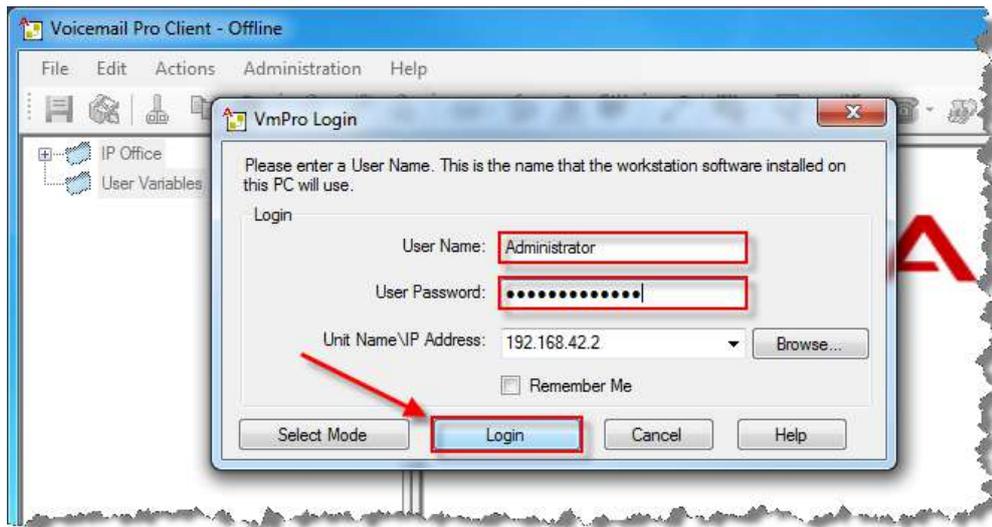
3. Enter the **telephone number** in the **Number** field and click the **Dial** button to make the call.



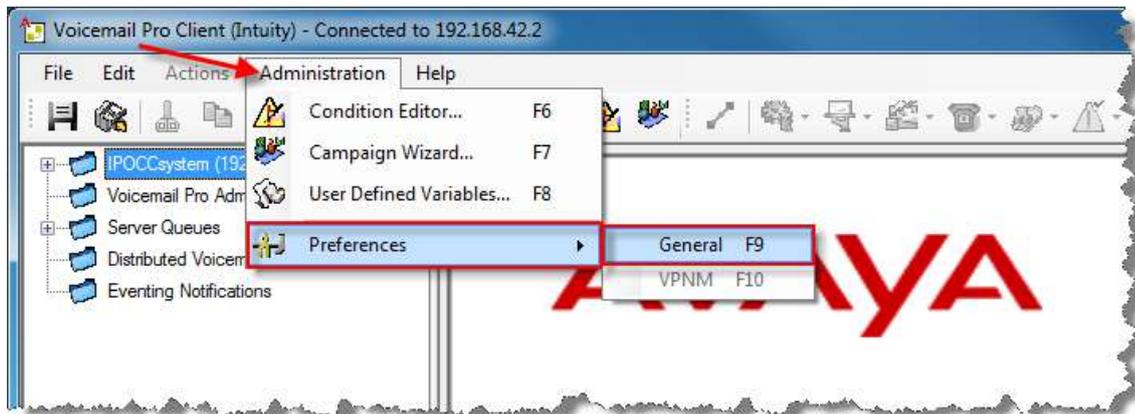
Voicemail Pro Configuration

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.

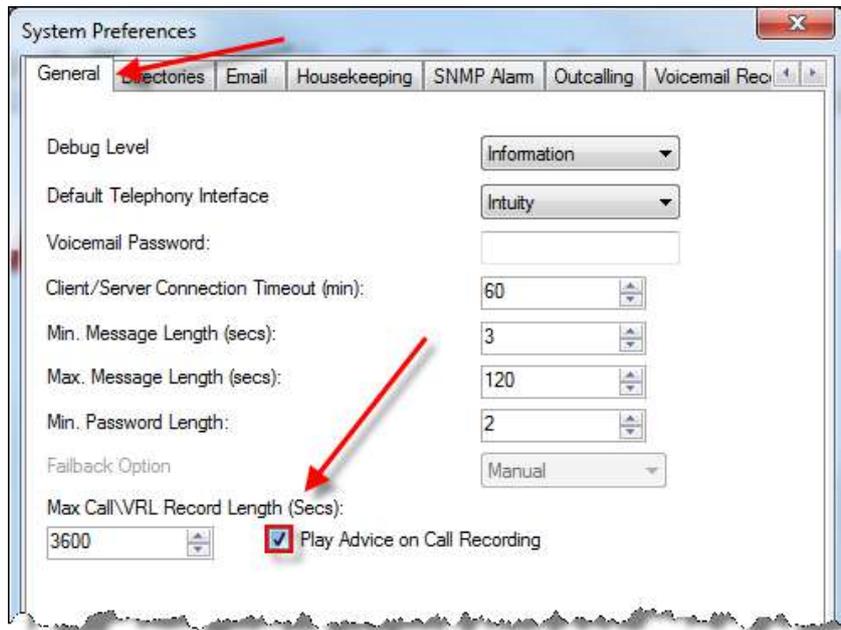
1. Using Voicemail Pro Client, connect to your VM Pro Server and login using the Administrator account (Username: **Administrator** Password: **Administrator** (default)). Then click on the **Login** button.



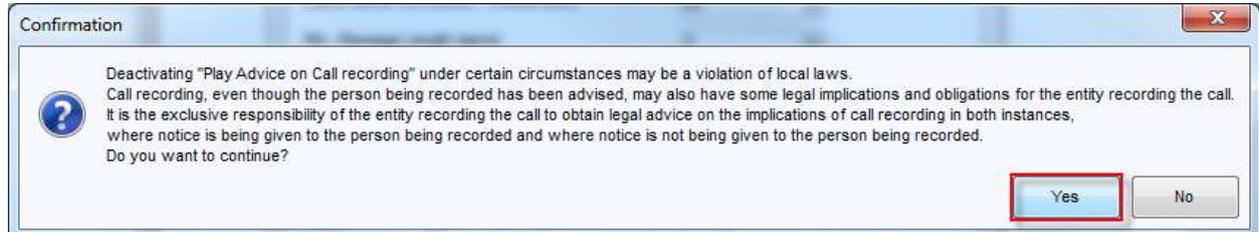
2. Then select **Administration** and the choose **Preferences** followed by **General**.



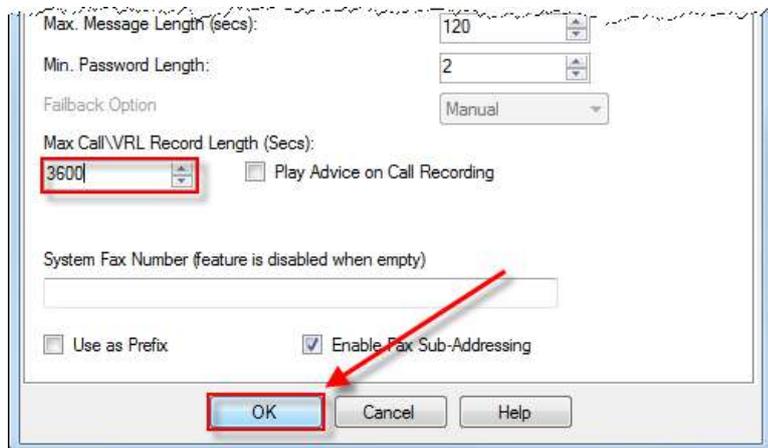
3. The **System Preferences** dialogue box will be displayed. Under the **General** tab, uncheck the **Play Advice on Call Recording** tick box.



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.



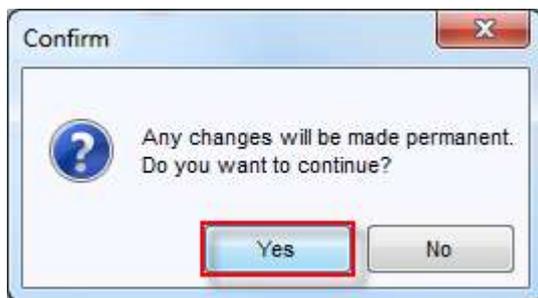
5. You may also want to increase the **Max Call\VRL Record Length (Secs)**, as the default may be too short. The maximum record length is 18000 seconds (5 hours). Once set, click **OK**.



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



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



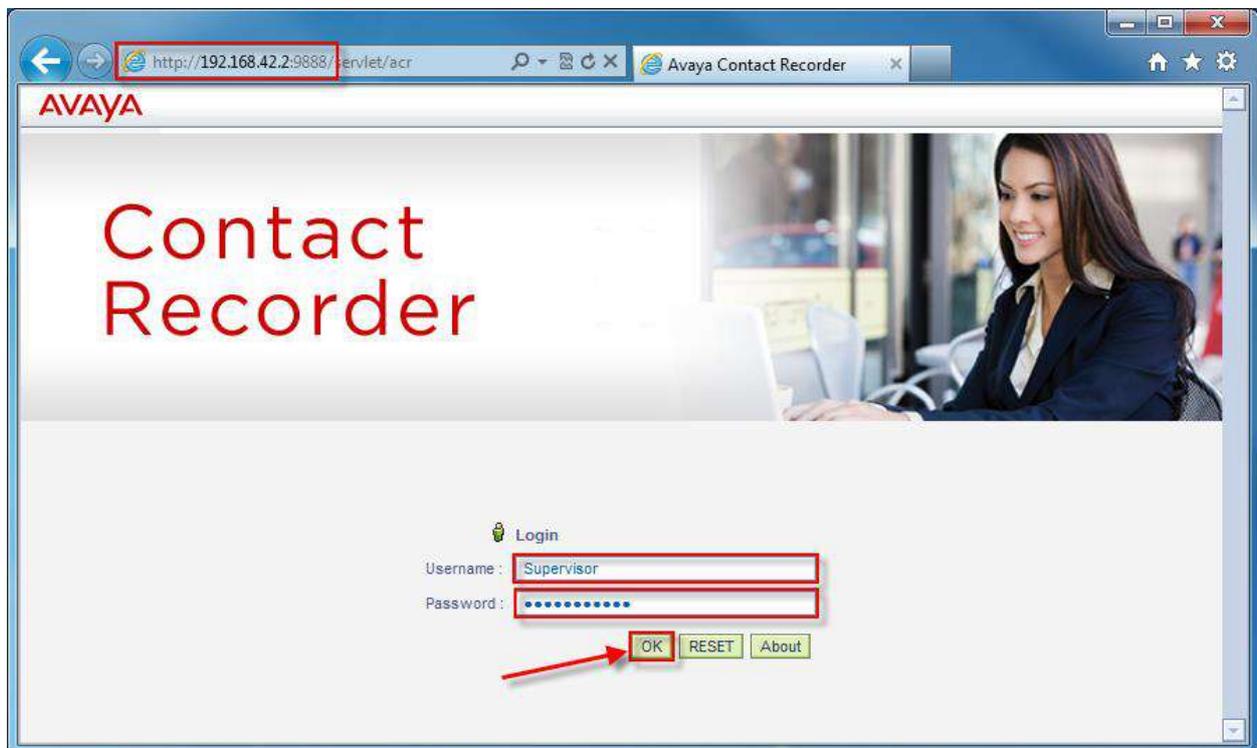
This completes the configuration of Voicemail Pro with regard to Call Recording.

Using Contact Recorder

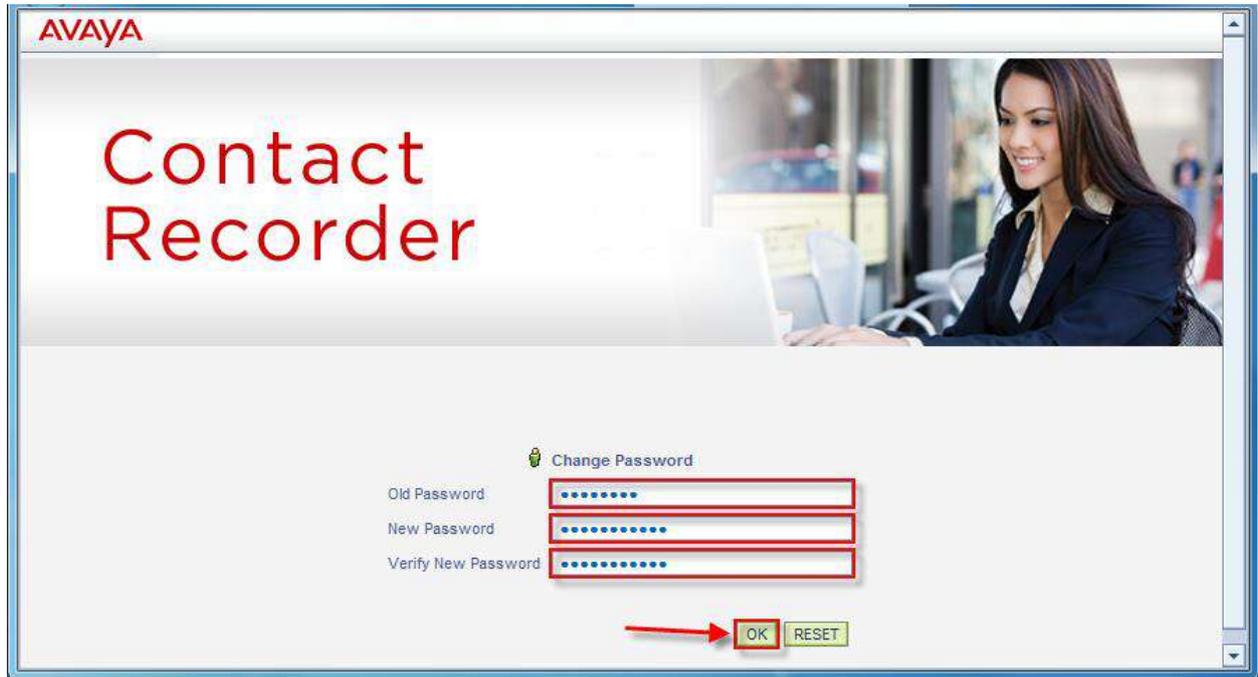
The use of Contact Recorder for play back functionality requires Internet Explorer 7 or higher. A number of Active X Controls are also needed and for the ability to Replay recordings.

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://<IPAddressofserver>:9888> or <https://<IPAddressofserver>:9444>

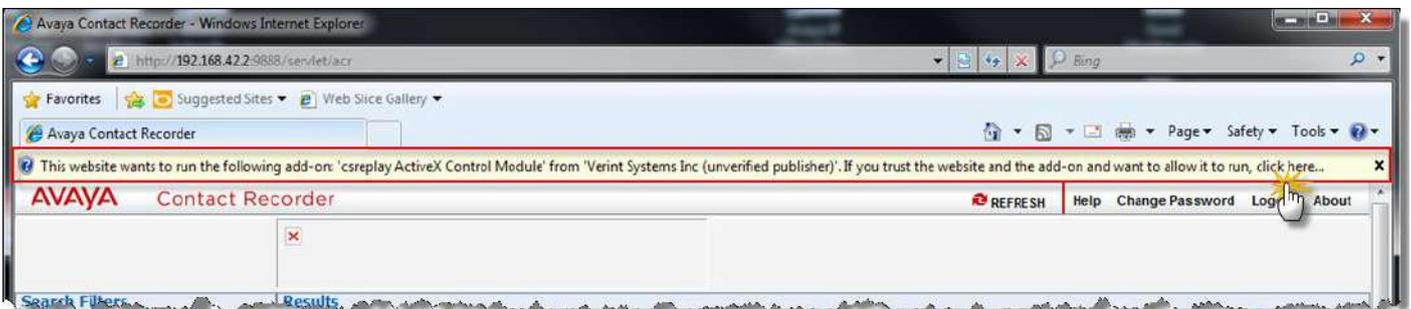
The Contact Recorder login screen will then be displayed, so enter the **Username** and **Password** of a User with access to play call recordings, and click **OK**.



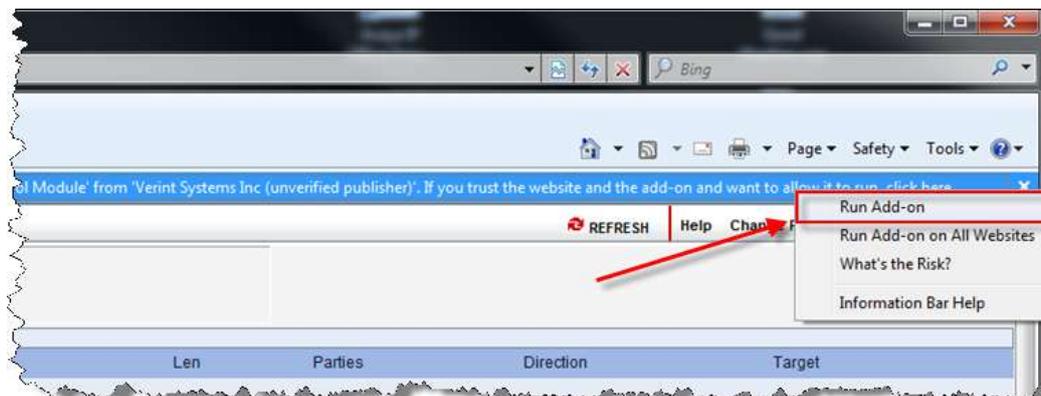
2. The first time you log in as a User, you are prompted to update your password. Enter a new password and click on the **OK** button.



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'.



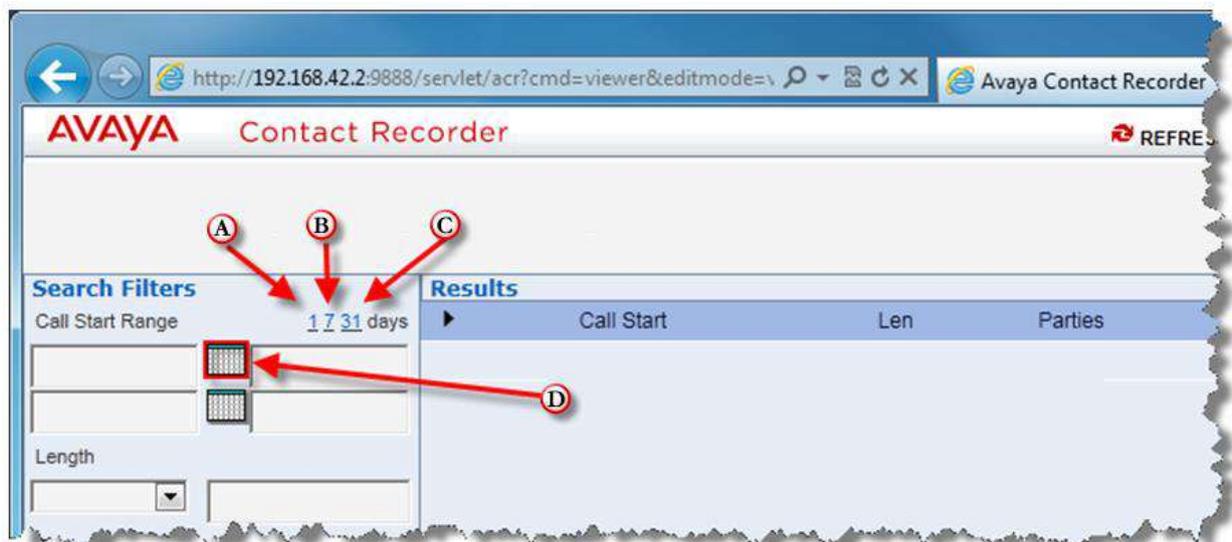
4. You will then be prompted with an options menu. Select **Run Add-on** to install the Module.



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

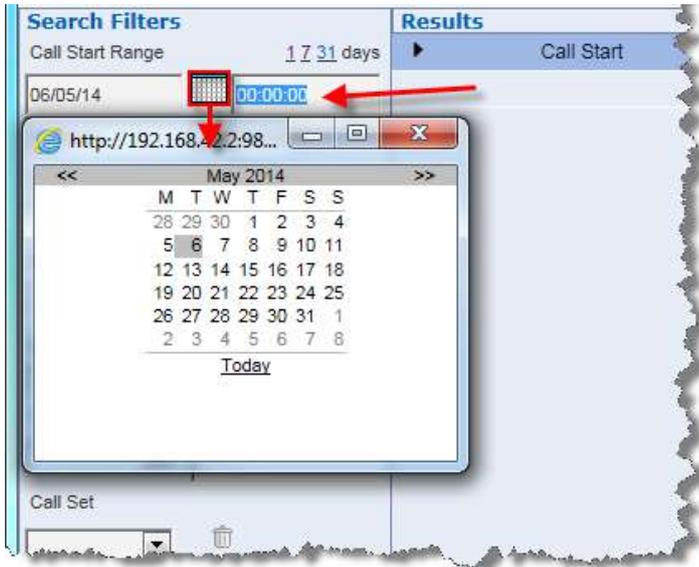


6. The next stage is to search for calls based on either a selected date (Start and End) using the calendar entries, or by choosing the links for the current day, last 7 days or 31 days. If you wish to specify a date then click on the calendar icon.



- A. Current Day
- B. Last 7 Days
- C. Or Last 31 days
- D. Specify calendar entries and times

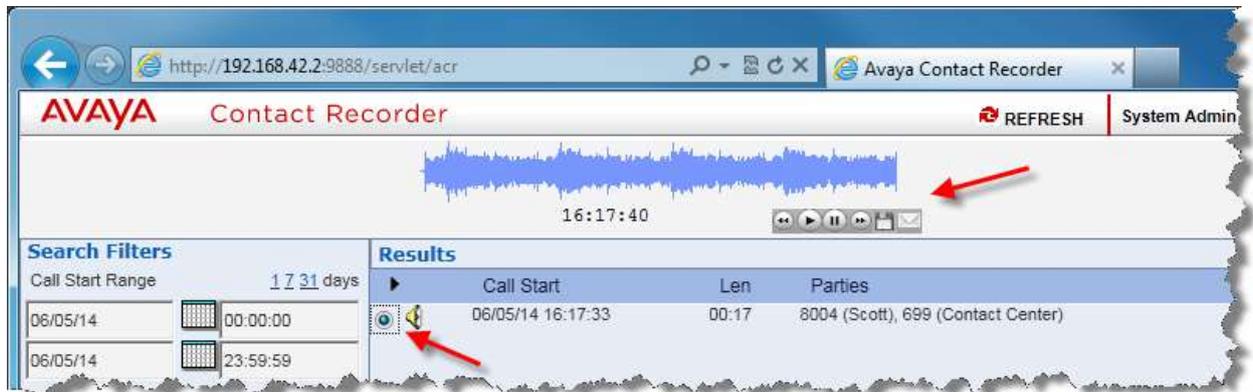
7. Once the calendar icon has been clicked on, select a start date from the calendar screen displayed. Also ensure you add a start time.



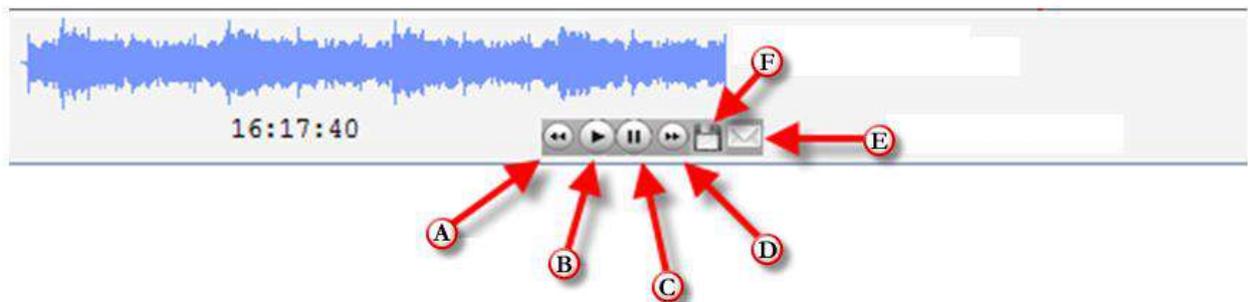
8. Follow the same process to assign an End date and time. Additional filters are available to isolate call recordings that match the criteria entered, but these are optional only. Once the details are entered, click on the **Search** button.



- 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.



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



- A. Skip Backward
- B. Play
- C. Pause
- D. Skip Forward
- E. Email
- F. Export

- 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 Start Here First

IP Office Contact Center Installation Task Based Guide

IP Office Contact Center Advanced Installation Task Based Guide

IP Office Contact Center – IVR Editor Scenarios Task Based Guide

IP Office Contact Center Task-Flow Editor Telephony Task Based Guide

IP Office Contact Center Telephony User Interface Task Based Guide

IP Office Contact Center Reporting Task Based Guide

IP Office Contact Center Dialer Task Based Guide

IP Office Contact Center Contact Recorder Configuration Task Based Guide

IP Office Contact Center Email and Chat Services Task Based Guide

IP Office Contact Center Maintenance Task Based Guide

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 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 Upgrade Guide