



**Enghouse**  
Interactive



## **Avaya CS1000 Integration**

### **Integration Guide**

This document contains information about the configuration of Quality Management Suite for recording Avaya CS1000 calls.

## Table of Contents

Avaya CS1000 PBX .....	3
Avaya CS1000 PBX settings required to enable QMS Call Recording .....	3
<i>Phone settings</i> .....	3
<i>System settings</i> .....	3
Configuring the Quality Management Suite for recording Avaya CS1000 calls .....	3
Configuring Users for Normal Mode (Non-Contact-Center) .....	4
Configuring Users for Contact-Center Mode .....	5
Terms of use .....	6
TERMS AND CONDITIONS.....	7

## Avaya CS1000 PBX

### Note:

The QMS integration with the Avaya CS1000 (CS1K) PBX utilizes Enhouse Interactive CTI Connect middleware to gain access to CS1K call activity events. The CTI Connect server communicates with the CS1K PBX using Meridian Link Services (MLS), a proprietary PBX protocol. Both MLS and CTI Connect are prerequisites to a successful QMS integration with an Avaya CS1000 PBX.

### Avaya CS1000 PBX settings required to enable QMS Call Recording

Configuration of the following Avaya CS1000 settings is described in the Avaya document entitled [Software Input-Output Admin.pdf](#).

#### Phone settings

Each phone recorded by QMS requires that two specific fields are set to enable Call Control event message reporting for the DNs of the phone. These are located in the LD 11 (Digital Telephone Administration) section of the document. They specific fields are:

- **AST = XX, YY** -This is the Associated Set Assignment for the DNs (Dial-able Number) on the phone. The set represents the assigned keys of the phone to which the DN to be monitored. Typically 00 (primary) and any other key that has a valid DN programmed on it. You can only have a maximum of two per phone.
- **IAPG = 1** -This is the Meridian Link Unsolicited Status Message parameter. This is the level of message filtering that related to the DN's being monitored. It defaults to a value equal to 0 which sends no messages. This needs to be set to a value equal to one which sends all messages.

#### System settings

System settings are located in the LD 17 (Configuration Record 1) section, subsection PARM.

- **IPIE = Yes** - This is a system parameter and the default is set to No. This provides the IP address messaging required for support of the DHCP feature.

### Configuring the Quality Management Suite for recording Avaya CS1000 calls

The information this section provides describes the steps required to configure Quality Management Suite for recording Avaya CS1000 calls.

To configure Quality Management Suite for recording Avaya CS1000 calls, complete the following steps.

1. Open a web browser on the computer running the Enhouse Interactive Data Service and access **http://localhost/qms**. The Call Recording Login page displays.

2. Enter administrative credentials into the **Username** and **Password** fields. The default username and password is admin.
3. Click **Login**. The Quality Management interface displays.
4. Select **Services** under the Administration category on the left-side of the window. The Services tab displays.
5. Click **Call Recording** and click the **Edit** button. The Call Recording [host] tab displays.
6. Click the **PBX Type** drop-down under Service Details and select **Avaya CS1000**.
7. Enter the **CTC Host Name**. This can be a DNS resolvable host name or the IP address of the CTI-Connect server.
8. Enter the **CTC Link Name**. This is required to match the Name of the Link instance configured in CTI Connect for the connection to the Avaya CS1000.
9. Click the **Save** button in the Actions bar.

### Note

QMS for the CS1000 PBX supports 2 modes of operation, the Normal mode where a user always uses the same phone (and IP Address) and Contact Center mode. In contact center mode, users (or agents) can work at different stations using a different physical phone at each. To support this (hot-desking) environment, a QMS configured for call center mode employs two new user types (in addition to the normal "User"). These new user types are the "Agent" user and "Device" user. The Device user models a physical phone with the phone's Extension (and IP address) and the Agent user models the agent using the unique assigned AgentId. When an agent logs into an ACD group on a phone (by specifying their agent ID), QMS associates the Agent and Device users and recordings can be made (on behalf of the agent).

### Configuring Users for Normal Mode (Non-Contact-Center)

1. Click **Users** under the Administration category on the left-side of the window. The Users tab displays.
2. Configure all Avaya CS1000 users for which Quality Management Suite records calls.
3. The **Primary Extension** field in the Call Recording Settings section is required to match the DN (Dial-able Number) configured on Line-0 of the user's Avaya CS1000 phone.
4. Enter the DNs from all other line appearances on the user's Avaya CS1000 phone into the **Additional Extensions** field (as a comma delimited list).
5. Click the **Save** button in the Actions bar.
6. Repeat steps 3-5 for each user to extension entry listed.

## Configuring Users for Contact-Center Mode

### **Configuring Agent Users**

1. Click Users under the Administration category on the left-side of the window. The Users tab displays.
2. Click the Add Button. A New User tab displays.
3. In the Type field, select the Agent radio-button.
4. Enter the Agent's Personal Information and QMS Account Information.
5. In Licenses section, select the Call Recording Check-Box. The AgentId field is displayed.
6. Enter the unique AgentId that the agent uses to log into an ACD-Group line on the phone.
7. Click the Save button in the Actions bar.
8. Repeat steps 2-7 for each Agent user to be added.

### **Configuring Device Users**

1. Click Users under the Administration category on the left-side of the window. The Users tab displays.
2. Click the Add Button. A New User tab displays.
3. In the Type field, select the Device radio-button. The Call Recording Settings section displays.
4. In Recording Server drop-down, select the appropriate server from the list.
5. In the Primary Extension field, enter the CS1000 PositionId assigned to the ACD-Group line on the phone.
6. In the Device Name field, enter a string that helps identify the device.
7. Optionally, a Location identifier may be entered to further identify the device.
8. Click the Save button in the Actions bar.
9. Repeat steps 2-8 for each Agent user to be added.

## Terms of use

Any software ("Software") that is made available by Enghouse Interactive Inc. ("Enghouse"), together with any User Documentation ("User Documentation") is the copyrighted work of Enghouse. Use of the Software is governed by the terms of a Master Purchase Agreement, End User License Agreement, or similar software license agreement ("License Agreement"). End users are not legally authorized to install any Software that is accompanied by or includes a License Agreement unless he or she first agrees to the License Agreement terms.

The Software is made available for installation solely for use by users according to the License Agreement. Any reproduction or redistribution of the Software not in accordance with the License Agreement is expressly prohibited by law and may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent possible.

WITHOUT LIMITING THE FOREGOING, COPYING OR REPRODUCTION OF THE SOFTWARE TO ANY OTHER SERVER OR LOCATION FOR FURTHER REPRODUCTION OR REDISTRIBUTION IS EXPRESSLY PROHIBITED, UNLESS SUCH REPRODUCTION OR REDISTRIBUTION IS EXPRESSLY PERMITTED BY THE LICENSE AGREEMENT ACCOMPANYING SUCH SOFTWARE.

THE SOFTWARE IS WARRANTED, IF AT ALL, ONLY ACCORDING TO THE TERMS OF THE LICENSE AGREEMENT. ENGHOUSE HEREBY DISCLAIMS ALL OTHER NON-EXPRESS WARRANTIES AND CONDITIONS WITH REGARD TO THE SOFTWARE, INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

Enghouse grants a nonexclusive license to customer for use of the User Documentation. The User Documentation contains copyrighted and other proprietary materials. By accepting the User Documentation, recipients agree that they will not transmit, reproduce, or make available to any external third-party this User Documentation or any information contained herein. Copying, reverse-engineering, or reselling any part of the Software or User Documentation is strictly prohibited.

The information contained in the User Documentation furnished by Enghouse is based on the most accurate information available at the time of printing. No representation or warranty is made by Enghouse as to the accuracy or completeness of such information or any ongoing obligation to update such information. Enghouse reserves the right to change the information contained in this document without notice.

### Registered Trademarks

Syntellect®, Voiyager®, Continuum®, MediaVoice®, Apropos®, Envovx®, Envovx® Activecall, Envovx CT ADE®, Envovx CT Connect®, Dynamic Application Discovery®, Interaction Vault® CT Impact®, SmartDialer®, SmartVoice®, SmartCollect®, SmartSupport®, Zeacom®

## TERMS AND CONDITIONS

### End User License Agreement

- 1. Applicable Law; Definitions.** This End User License Agreement (“Agreement”), the definition of terms used, performance hereunder, and the interpretation of this Agreement shall be governed by and construed in accordance with the laws, other than the conflicts of laws rules, of the state of Arizona. If the Uniform Computer Information Transaction Act (“UCITA”) is enacted as part of the law of the state of Arizona, such statute will not govern any aspect of this Agreement, any license granted hereunder or any of the parties’ rights and obligations arising under this Agreement. "Confidential Information" means any non-public information or documentation provided by Supplier under this Agreement, including but not limited to Software, documentation, and information pertaining thereto. "End- User Customer" means the final licensor of Software who licenses for their use. "Agreement" means this document. "Software" means Supplier’s proprietary Software and any third party proprietary software components licensed to Customer pursuant to this Agreement. "Terms" means, collectively, the terms and conditions set forth below and on the front of this Agreement.
- 2. Agreement.** This Agreement constitutes an acceptance of Customer’s offer to license Software contingent and consistent upon the Terms contained herein. Any terms or conditions proposed by Customer inconsistent with or in addition to the Terms shall be void and of no effect, unless specifically agreed to in a signed writing by an authorized Supplier representative. Payment for Software by Customer or furnishing of the Software by Supplier, in whole or in part, shall constitute a binding agreement on the Terms of this Agreement. The failure of Supplier to insist upon performance of this Agreement, to enforce any of the Terms of this Agreement or other purchase orders from Supplier, or to exercise any right or privilege granted to Supplier under this Agreement or under law, shall not be construed as a waiver and the same shall continue in full force and effect.
- 3. License Grant.** Subject to Customer's compliance with the terms of this Agreement, Supplier grants to Customer a non-exclusive, non-transferable, perpetual license to install, use and execute the Software in object code form on a per-license basis consistent with the licensing scheme applicable to the type of software purchased on this Agreement at the location specified on the PSOF (“Software License”) as may be changed by Customer from time to time upon prior written notice to Supplier, such Software License limited to the site(s), number of seats, concurrent users, agents, servers, ports, devices, managed applications, and/or copies as applicable to the Software obtained, not to exceed the number of licenses set forth on PSOFs placed pursuant to this Agreement. The Software License shall become effective upon Delivery of the Software and shall remain in force unless terminated pursuant to Section 12 of this Agreement. This right does not include permission to grant sub-licenses or otherwise transfer such rights. The Customer may make one (1) copy of the Software for non-productive archival purposes only, provided that it retains or affixes the equivalent of Supplier's proprietary legend and copyrights to the copy. Additionally, the Customer may make several copies of the system documentation, excluding training manuals and materials, provided that they are for internal use only. Customer may not reverse engineer, disassemble or otherwise translate the Software provided pursuant to this Agreement. Supplier, or any third party that owns the Software License, retains exclusive title to and all rights to the Software. The Customer acknowledges that the Software and documentation are the property of Supplier and that the only right that the Customer obtains to the Software is the right of use in accordance with the terms of this Agreement. To assist Supplier in the performance of its duties under this Agreement and in the protection of its proprietary rights, Customer hereby authorizes a Supplier



representative to enter Customer's premises, physically or electronically, and inspect the Software License at reasonable times with prior notice.

4. **Compliance with Laws.** Customer shall comply with all applicable laws, including, without limitation, the export control laws and regulations of the United States of America and those countries involved in transactions concerning the exporting of Software purchased under the terms and conditions or the control or regulation of the exportation of products or technical data supplied to Customer by Supplier. Customer will be responsible to pay all taxes, tariffs and duties. Customer shall comply with the United States Foreign Corrupt Practices Act and shall indemnify Supplier from Customer's violations of such Act. The United Nations Convention on the International Sale of Goods (CISG) is specifically excluded and shall not apply to any transaction contemplated herein.
5. **Limited Warranty.** Supplier warrants to Customer that Software will perform in every material respect according to the published specifications for a period of thirty (30) days from Delivery. However, neither Supplier nor its third-party supplier's warrant Software will meet Customer's requirements or that the Software operation will be uninterrupted or error-free. Remedies for Software defects reported during the warranty period consist of (and are limited to), at Supplier's option, repairing, replacing or refunding the purchase price of the Software. This warranty is contingent upon the proper use and application of the Software in accordance with Supplier's instructions. The warranty does not (i) cover the Software if modified by anyone other than Supplier; (ii) apply if Software warranty support is requested as a result of accident, neglect, or operating conditions exceeding specifications; (iii) cover malfunctions caused by defects in or incompatibility to Customer's computer system or equipment; (iv) cover malfunctions caused by defects in or arising from the installation, repair, or programming of the Software other than by Supplier; and (v) apply if Customer has rejected or not used any Software corrections, updates, or modifications supplied or made available by Supplier. THE WARRANTIES HEREIN DO NOT APPLY TO THIRD-PARTY SOFTWARE FURNISHED BY SUPPLIER UNDER THIS AGREEMENT, AND SUCH PRODUCTS ARE PROVIDED ON AN "AS IS" BASIS. AS APPLICABLE, SUPPLIER AGREES TO ASSIGN ANY WARRANTY IT MAY HAVE WITH RESPECT TO THIRD-PARTY SOFTWARE TO CUSTOMER, AND CUSTOMER AGREES TO PROCEED DIRECTLY AND EXCLUSIVELY AGAINST THE THIRD-PARTY SUPPLIER AS TO ANY CLAIMS OF WARRANTY. THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.
6. **Limitation of Liability.** SUPPLIER'S LIABILITY FOR DAMAGES FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION, SHALL BE LIMITED TO, AT SUPPLIER'S OPTION, REPAIR OR REPLACEMENT OF THE DEFECTIVE SOFTWARE. IN NO EVENT WILL SUPPLIER BE LIABLE FOR DAMAGES IN EXCESS OF the fees paid PURSUANT TO AN ORDER THAT FORMS THE BASIS OF THE CLAIM. IN NO EVENT SHALL SUPPLIER BE LIABLE OR RESPONSIBLE FOR ANY REPROCUREMENT COSTS, LOSS OF PROFITS, LOSS OF USE, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY KIND, WHETHER IN AN ACTION OF CONTRACT OR TORT, EVEN IF ADVISED OF THE POSSIBILITY THEREOF. THIS LIMITATION OF LIABILITY AND EXCLUSION OF CERTAIN DAMAGES SHALL APPLY REGARDLESS OF THE SUCCESS OR EFFECTIVENESS OF OTHER REMEDIES. NO ACTION ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR ANY TRANSACTION HEREUNDER MAY BE BROUGHT AGAINST SUPPLIER MORE THAN TWELVE (12) MONTHS AFTER THE CAUSE OF ACTION HAS ARISEN.
7. **Relationship of the Parties.** Each party acknowledges that they are independent contractors, and that the relationship between Supplier and Customer is that of manufacturer/Customer. Neither party shall



in any way represent or obligate the other party to any contract, term, or condition, nor may it represent the other party as agent, employee, franchisee, or in any other capacity. Customer is expressly prohibited from making representations to other third parties regarding Supplier or the Software and Services in excess of or contrary to representations contained in Supplier's or its third-party supplier's product specifications, brochures, newsletters, and other publications provided to Customer by Supplier. Nothing in this Agreement shall be construed to limit either party's right to independently develop or distribute products which are functionally similar to the other party's products, so long as Confidential Information of the other party is not used in such development or distribution.

8. **Assignment.** Neither this Agreement nor any rights under it may be assigned by Customer without Supplier's prior written consent. Any unauthorized assignment by Customer shall be void. Supplier may assign the Agreement, in whole or in part, upon thirty (30) days' notice to the Customer.
9. **Severability.** If a court of competent jurisdiction holds any provision in this Agreement to be invalid, void, or unenforceable, the remaining provisions will yet continue in full force without being impaired or invalidated in any way
10. **Notices.** Any notices given to Supplier may be made either by facsimile, overnight courier, hand delivery, or by registered or certified mail, postage prepaid with return receipt requested. Mailed notices shall be addressed to Supplier at the address appearing below, but Supplier may change such address by written notice in accordance with this paragraph. Notices mailed, or delivered personally or by electronic means will be deemed communicated as of actual receipt or the date of transmission, as applicable.

Office of the General Counsel  
2095 West Pinnacle Peak Road, Ste 110  
Phoenix, Arizona 85027

11. **Confidentiality.** The parties agree to accept in confidence all Confidential Information provided to them. The parties further agree not to use or disclose any Confidential Information supplied by the other except as required to perform their obligations in accordance with this Agreement. Any disclosure of Confidential Information to agents or employees shall be made only in the normal course of business, on a need-to-know basis, within the scope and purpose of this Agreement, and under written agreements requiring such agents or employees to treat all such information as strictly confidential. The parties agree not to use, publish, reproduce, disseminate, or otherwise disclose the other's proprietary or Confidential Information, including, but not limited to customer lists, without the prior written consent of the other.

Customer shall not develop, manufacture, maintain, or, except as contemplated under this Agreement, market products or services incorporating Supplier's Confidential Information or Software. Customer agrees to include Supplier's proprietary notice on all copies of Supplier's Confidential Information made by Customer and to maintain records of the location of these copies.

Customer agrees that the Software, and any proprietary and/or trade secret information and data furnished to Customer by Supplier or any of its third-party suppliers will be considered Confidential Information and subject to the provisions of this Section. Supplier reserves for itself all proprietary rights in all designs, engineering details, and other data pertaining to the Software and other proprietary data arising out of work done in connection with designing, manufacturing, servicing, and testing the Software, including the sole right to manufacture and, except as provided herein, market all such items.

Customer shall not reverse, translate, disassemble, or decompile the Software or any component of the Software.

12. **Entire Agreement.** This Agreement is the entire agreement of the parties regarding the subject matter hereof, and supersedes and terminates any prior agreements, understandings or representations, written or oral, except with respect to any trade indebtedness owing between the parties.

Enghouse Systems welcomes user comments and reserves the right to revise this document and/or make updates to product specifications, products, or programs described without notice at any time. Enghouse Systems makes no representations or warranties regarding this document. The names of actual companies and products mentioned herein are the trademarks of their respective owners. Enghouse Interactive and all Enghouse Systems logos are trademarks or registered trademarks of Enghouse Systems and may be used publicly only with the written permission by an authorized company agent. Other listed names and brands are trademarks or registered trademarks of their respective owners.

© Copyright 1998-2015 by Enghouse Systems, Limited. All rights reserved.

No part of this publication may be reproduced without the prior written consent of Enghouse Systems.



bring customers closer

[www.enghouseinteractive.com](http://www.enghouseinteractive.com)

