

Avaya DMCC Integration Guide

Version 5.3

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

For additional information, refer to the AES 6.1 Admin Guide (Chapter Two, Administering an extension number for the station that an application monitors section).

Configuring the Quality Management Suite for recording Avaya DMCC calls

The information provided in this section describes the steps required to configure Quality Management Suite for recording Avaya DMCC calls.

To configure Quality Management Suite for recording Avaya DMCC 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 CallRecording [host] tab displays.*
6. Click the **PBX Type** drop-down under Service Details and select **Avaya DMCC**.
7. Enter the **PBX IP Address**. This must match the IP address of the Avaya CM.
8. Enter the **Switch name**. This must match the Connection Name for the connection between the Avaya AES server and the Avaya CM.



Note

The switch name is determined by a configuration point in AES. In the AES Management Console (Communication Manager Interface > Switch Connections) there is a Connection Name field associated with the connection between AES and CM.

9. Enter the **AES/DMCC IP address**. This must match the IP Address of the Avaya AES Server that is running the DMCC Service.
10. Enter the **DMCC Port**. This must match the port running the DMCC service.
11. Enter the **Username**. This is the Avaya AES CT User that Quality Management Suite uses to communicate with the Avaya DMCC.
12. Enter the **Password**. This is the password for the Avaya AES CT User.
13. Select whether Quality Management Suite uses secure sockets to communicate with Avaya DMCC.
14. Enter the starting Audio Port. This is the beginning of the port range Quality Management Suite uses to receive audio from Avaya DMCC. Each user is assigned a port starting with the value entered.



Note

A Windows Firewall change may be necessary if the port range configured is blocked by the current firewall settings.

15. Click the **Save** button in the Actions bar.
16. Click **Users** under the Administration category on the right-side of the window. *The Users tab displays.*
17. Configure all users that Quality Management Suite will be able to access and configure to record calls.
18. The **Extension Password** field in the Call Recording Settings section must match the security code configured in Avaya CM for the station.
19. The **Primary Extension** field in the Call Recording Settings section must match the extension configured in Avaya CM for the station.
20. Click the **Save** button in the Actions bar.
21. Repeat steps 15-19 for each user to extension entry listed.

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