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Overview

Activ! Voice is configured to communicate directly with the CMI server for Start/Stop events and is able to capture the following data elements.

<table>
<thead>
<tr>
<th>Start/Stop Event</th>
<th>Agent ID</th>
<th>Ext</th>
<th>Call Direction</th>
<th>ANI/Number Dialed</th>
<th>Caller ID</th>
<th>DNIS</th>
<th>Trunk</th>
<th>Global Call ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspect CMI</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>NA</td>
<td>x</td>
<td>x</td>
<td>NA</td>
</tr>
</tbody>
</table>

*** Note Caller ID is seen in the ANI/Number Dialed field

CMI Interface Requirements

<table>
<thead>
<tr>
<th>Organization</th>
<th>Product Name</th>
<th>Release Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspect Software</td>
<td>Aspect Contact Center</td>
<td>6.2</td>
</tr>
<tr>
<td></td>
<td>Application Bridge Link</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Aspect CallCenter® ACD</td>
<td>9.3</td>
</tr>
<tr>
<td>Voice Print International</td>
<td>Activ! Voice</td>
<td>4.1.3.02</td>
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</table>
Architecture Overview

Following is the architecture diagram of an integration done by Voice Print International between Aspect Contact Center 6.2 and VPI Activ! Voice 4.1.3.02.

The Activ! Voice logger can be configured to tap the Audio by trunk side, station side or to record SIP phones. For this Integration, three Activ! Voice loggers will be setup (Note, the three loggers are completely independent from one another). The trunk side logger will contain Audio Codes T1 cards allowing VPI to tap directly at the trunk. The station side solution will use Audio Codes digital tapping cards to tap the phone directly. The SIP solution will need a managed switch for SPAN'ing and use Audio Codes IPX card for recording.

The Activ! IP product is integrated with Aspect Contact Center by utilizing the CMI API. In order for the Activ! Voice logger to record, a connection needs to be made between the Activ! Voice Logger and the CMI server. Once the connection is established, VPI listens for Start and Stop events as well as capture of all the call data elements.

The CTIAB32.dll Version 7.7.1600.0 must be placed in the folder (C:\clogger). This DLL will allow VPI to connect to the CMI server. This DLL is from Aspect and is part of the software developer’s kit.
VPI Setup

1. Install Activ! Voice and use cloggerservice.exe 4.1.3.02 or above.
2. Use a vpconfig.exe 2.8.3.11 or newer.
3. License VPI with Channel Manager 23.
4. Verify that the CTIAB32.dll Version 7.7.1600.0 is placed in the clogger folder.
5. If you are using SIP you will need to follow all the steps outlined in the Activ! IP install doc.
6. Launch vpconfig.exe and go to the Channel Manager Tab.
7. Enter the IP of the CMI server. You can use the PING command to verify that a connection can be made between VPI and the CMI server.

8. Enter the Server Port of the CMI server. 9001 is the default.
9. Set your switch type as Aspect.
10. Click on the Start/Stop Events Tab and configure the events required to Start and Stop recording events.
11. Click on the Database Tab and add the extra Aspect DB fields. The Aspect fields are variables that can be set on the Aspect ACD and capture by VPI.

Below is a screen shot of the extra VoIP fields that you will need add when using Aspect SIP.

12. Go to the Channels Tab

**Trunk Side Environment** – Add the Trunk numbers to the extension field  
**Station Side Environment** – Add the Device ID of the phones to the extension field  
**SIP Environment** – Add the Virtual Instrument Number to the extension field.
13. Close vpconfig.exe and start cloggerservice.exe.

14. You should now be able to establish a link with the CMI server and see Aspect CMI related events in the event log.

Aspect World Notes

- *Agent ID* and *Extension* will always be identical; once an agent logs into a phone his Agent ID becomes his extension.

- The Avaya and Nortel world phones typically have an extension associated with it. Since an Aspect phone does not have an extension until an agent logs in, the phone is configured with what is known as a device ID. The device ID distinguishes themselves from other phones.

- If you reboot VPI you will need to have all of the agents log out of their phones and log back in to ensure you capture all the data elements.

Remote Agent Recording

A remote agent works off-site and has a telephone, a PC, and an Internet connection. To log into an ACD, the agent runs a program that connects to the Aspect ACD through the Internet. The Aspect ACD then places a call to the agent’s phone to establish an audio path.

Eventually, if no calls are being routed to the agent, the ACD hangs up so as not to waste trunk time. The exact condition that causes the ACD to drop the line varies depending on the agent type. For a “nailed-up” agent, the ACD keeps the connection up until the agent logs out. For a “drop-on-idle” agent, the ACD hangs up if the agent enters the “idle” (logged in but not accepting calls) state. For a “drop-on-available” agent, the ACD hangs up if the agent enters the “idle” state or the “available” (ready to take calls) state. There may also be a timer to delay the call’s disconnect.

Aspect Device Types

The three different device types (phones) in Aspect are defined as:

- U - Unphi – Remote/VoIP agents.
- T – Trunk – Trunk Side
- I – Teleset – Station side

The device type will appear in both the VPI Event Center log as well as the Aspect CMI logs. Knowing the device types will aid in trouble shooting problems you may have by allowing you to determine which device type is causing the problems.
# Revision History

<table>
<thead>
<tr>
<th>Rev Level:</th>
<th>Date:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rev A:</td>
<td>04/18/08</td>
<td>Initial Release.</td>
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