

Innovaphone Integration

Integration Guide

QMS 9.4

This document is for the contact center system administrator who installs, configures, and integrates Innovaphone with Enghouse Interactive Quality Management Suite (QMS).





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About This Document

Reference materials

The content contained in this document works in combination with the information and procedures in the following documents or Help.

- Quality Management Suite System Design Guide
- Quality Management Suite Installation Guide
- Quality Management Suite High Availability Guide

Document conventions

This document uses the following text formats and notation conventions.

Text format

Bold text indicates a button, field, link, option name, or similar function requiring an action.

Italicized text indicates new terms, directory paths, or references to external documents.

Notes and cautions

Icons used throughout this document identify additional details or special conditions.



Note

Provides additional information or describes special circumstances.



Caution

Warns of user actions that may cause system failure or irreversible conditions.



Stop

Describes actions that you should only perform under the supervision of Enghouse Customer Support.

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Solution Overview

The QMS Call Recording solution for Innovaphone employs a combination of Innovaphone TAPI integration and port mirroring to create call recordings. The Innovaphone Telephony Service Provider (TSP) must be installed on the QMS server. The TSP is necessary to receive Innovaphone call control events via TAPI at the QMS server. Lastly, port mirroring must be enabled and configured on all network switches to which recorded Innovaphone IP phones are connected. Port mirroring is needed to send the audio streams from the IP phones to the QMS server for recording.

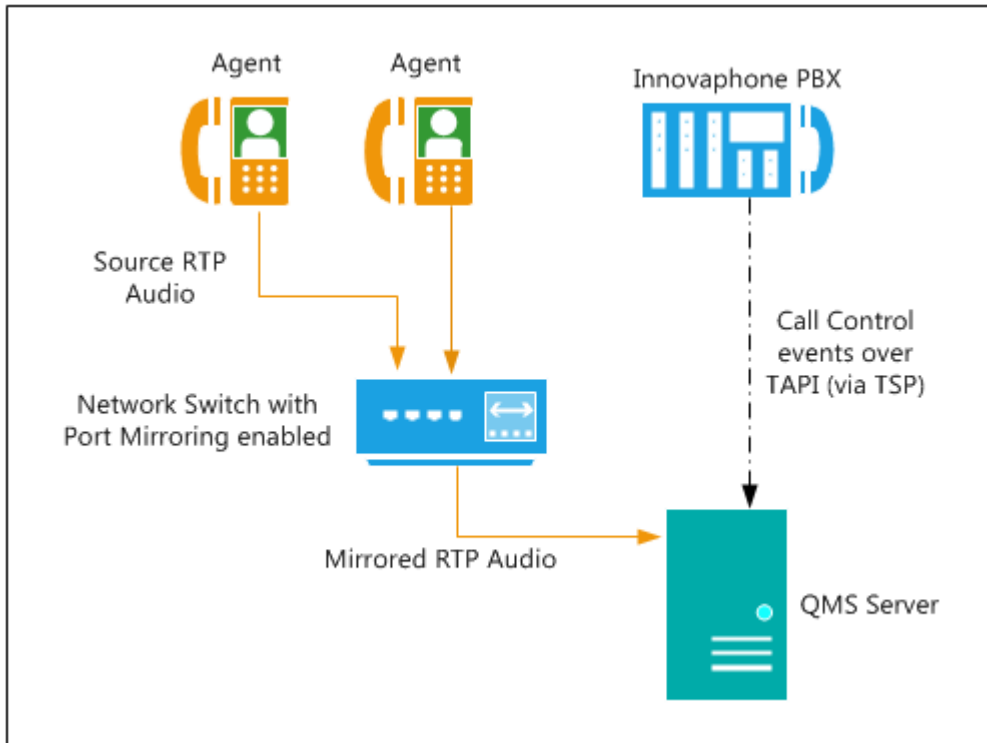


Figure 1: Innovaphone integration

Innovaphone Configuration

Configuration on the PBX side of the QMS Innovaphone integration includes adding a user for TAPI access and disabling encryption on the phones to be recorded.

Configure TAPI User

1. On the Innovaphone PBX\Objects page, Select User from the dropdown in the left-side navigation box and click new. A blank edit user page will display.
2. On the Edit User page, make sure the General tab is selected.
3. In the General\Description field, enter a description such as "TAPI User for QMS integration".
4. In the General\Long Name field, enter an appropriate name such as "TapiUser".



The string entered in the General\Long Name field will be used as the TAPI User Username when configuring the Innovaphone TSP on the Phone and Modem control panel.

5. In the General\Name field, enter an appropriate name string such as "tapiAccount".



The string entered in the General\Name field will be used as the PBX\Account when configuring the Innovaphone TSP on the Phone and Modem control panel.

6. In the General\Password field, enter a password string.



The string entered in the General\Password field will be used as the PBX\Password when configuring the Innovaphone TSP on the Phone and Modem control panel.

7. 7. In the General\Node drop-down, select the appropriate node.
8. 8. In the General\PBX drop-down, select the appropriate PBX.
9. 9. Click the OK button at the bottom of the page.
10. On the Innovaphone PBX\Objects page, if the TAPI User is not shown in the list of objects, click show. The TAPI User should now be present in the list.
11. At the intersection of the TAPIUser row and the Groups column, click the + symbol. An Add Group dialog will display.
12. In the Add Group\ (new) field, enter a name for the TAPI group such as "tapiGroup" and click OK.



The TSP will see all objects that are members of groups in which the TAPI User is an active member. If the TAPI User is not an active member in any group, TAPI will see the TAPI User object only. So to make a phone object visible via TAPI (and to QMS), you must add that object to the group that was just created (i.e. tapiGroup).

13. At the intersection of the TAPIUser row and the Rights column, click the + symbol. An dialog will display allowing a selection from the drop-down list of permissions. For QMS, you can select "Viewing Only". Click OK.

Disable Audio Encryption

Because Innovaphone TAPI does not provide a method of passing encryption keys to a connected TAPI application, encryption must be disabled on phones employed by QMS users to be recorded.

1. To disable encryption on a QMS user's phone, the phone must be actively registered with the PBX.
2. On the General\Registrations page, click on the Address of the first QMS user. The page will change to a phone user edit page.
3. Select the Phone tab. In the Phone\User-1\SRTP Key Exchange drop-down select "No Encryption" from the list. Click OK to save the change.
4. Click back button until exit the phone user edit page.
5. Repeat steps 2 through 4 for each additional QMS user/phone.

Network Configuration

While different brands and models of network switches have unique methods of configuration, setting up network mirroring usually involves accessing the network port settings through the network switch's administration portal. One port is selected to be the destination port for the mirrored packets; this port might be selected by default, or the port might be selectable by the administrator. The destination port is the port to which the QMS server's capture network interface card (NIC) is connected. After setting up the destination port, the source ports from which network traffic will be mirrored must have mirroring enabled. The source ports will be ports to which the Innovaphone IP phones are connected. Refer to the network switch's administration manual for more specific details on configuring port mirroring for the switch.

TSP Installation

The Innovaphone Telephony Service Provider (TSP) is installed using Windows Installer program that can be downloaded from Innovaphone.com (with appropriate credentials). At the time of this writing, the most recent TSP version is the V8 TSP which is part of the version 8 Release. Even if you are using a newer switch release, you should use the V8 TSP.

1. Double-click the setup32-release.msi or setup64-release.msi to start the appropriate installer.
2. On the Welcome to... view, click Next.
3. On the License Agreement view, select the I accept the terms... option and click Next.
4. On the Select Installation Folder view, change the installation folder, if desired, or accept the default value. Click Next.
5. On the Confirm Installation view, click Next.
6. On the Innovaphone PBX V8-Win32 TSP Information view, click Next.
7. On the Installation Completed view, click Close.
8. Open the Windows Control Panel. Change the "View By:" setting to "small icons".
9. Click on the Phone and Modem selection.
10. If the Location Information view opens, enter an area-code and click OK.
11. On the Phone and Modem view, click on the Advanced tab.
12. On the Advanced tab, if Innovaphone is absent from the Providers: list, click Add... and, in the list of Telephony providers, click on innovaphone PBX V8 (Winxx. Release) TAPI Service Provider and click the Add button.
13. The innovaphone PBX V8 (Winxx. Release) TAPI Service Provider configuration dialog will display.
14. In the PBX\Master field, enter the IP address of the Innovaphone PBX.
15. In the PBX\Account field, enter the string from the TAPI User's General\Name field.
16. In the PBX\Password field, enter the string from the TAPI User's General\Password field.
17. In the TAPI User\Username field, enter the string from the TAPI User's General\Long Name field.
18. In the TAPI Line Names selection box, select Number by clicking the appropriate Radio Button.
19. To verify the TSP is functioning, click the Verify button. If the TSPUI dialog displays a "Master PBX not accessible" message, then a problem exists... If you can ping the PBX at the IP address entered in the PBX\Master field, then most likely the Account, Password, or Username string was misspelled. Another possibility is that the TAPI User has no Rights assigned; see Configure TAPI User step 13.

QMS Configuration

Services configuration:

1. Log into the QMS Client as a user with permissions to create new or update existing Services information.
2. Click on Services under Administration in the navigation area.
3. Select the Call Recording Service that will have users assigned, and click Edit.
4. A new tab will appear, displaying the settings for the service.
5. Select the option titled Innovaphone TAPI from the drop-down.
6. Click Save.

User configuration:

1. Log into the QMS Client as a user with permissions to create new or update existing User information.
2. Click on Users under Administration in the navigation area.
3. Click Add to create a new user, or if users already exist in the system, select a user to update from the user list and click Edit.
4. Fill out the Personal and Account Information sections.
5. Check the Call Recording checkbox in the Licenses section.
6. In the Call Recording Settings section, pick the name of the server used to record the user.
7. Fill in the Extension and Endpoint IP Address fields accordingly.
8. Enter in any Additional Extensions that should be recorded for this user.
9. Click Save, and repeat for each additional QMS user.

Configuration File Settings

The following are Innovaphone PBX-specific settings that can be added if necessary to the CallRecordingService.exe.config file, located in the QMS installation folder. All key names are case-sensitive.

InnovaPhoneTapiLineBaseName: Defines a string used to recognize and parse TAPI Line information from TAPI events. The string defaults to "Innova" and the setting should not need to be added or changed.

Troubleshooting

To verify the TSP is functioning after completing the The innovaphone PBX V8 (Winxx. Release) TAPI Service Provider configuration dialog (as described in TSP Installation steps 13 through 17), click the Verify button. If the TSPUI dialog displays a “Master PBX not accessible” message, then a problem exists... If you can ping the PBX at the IP address entered in the PBX\Master field, then most likely the Account, Password, or Username string was misspelled. Another possibility is that the TAPI User has no Rights assigned; see Configure TAPI User step 13.

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