



IP Office

IP Office Delta Server SMDR

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Documentation Disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

Link Disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this Documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE AT <http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License Type(s): Designated System(s) License (DS).

End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on Avaya's web site at: <http://support.avaya.com/ThirdPartyLicense/>

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. Suspected security vulnerabilities with Avaya Products should be reported to Avaya by sending mail to: securityalerts@avaya.com. For additional support telephone numbers, see the Avaya Support web site (<http://www.avaya.com/support>).

Trademarks

Avaya and the Avaya logo are registered trademarks of Avaya Inc. in the United States of America and other jurisdictions. Unless otherwise provided in this document, marks identified by "®," "TM" and "SM" are registered marks, trademarks and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1 800 682 2888 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

Contents

1. Introduction

1.1 SMDR Overview.....	8
1.2 System Requirements.....	9

2. Installing Delta Server

2.1 Running the Delta Server Service.....	13
2.2 Accessing the Delta Server.....	14
2.3 Comms (IP Office) Configuration).....	16
2.4 SMDR Configuration.....	17

3. Viewing SMDR Records

3.1 SMDR Output Fields.....	21
3.2 Example SMDR Records.....	23
3.3 Authorizations Codes.....	25
3.4 Advice of Charge Operation.....	26

4. Delta Server Screens

4.1 Event Viewer.....	30
4.2 Event Viewer Selector.....	31
4.3 Email Notification.....	32
4.4 Log to File.....	34
4.5 SMDR	34
4.6 Comms	35
4.7 Message Control.....	36
4.8 PCA Target Time.....	37
4.9 Extension	38
4.10 Extension (Active).....	39
4.11 Agents	39
4.12 Agent (Logged On).....	39
4.13 Agent (Logged Off).....	40
4.14 Agent (Active).....	40
4.15 Agent (Available).....	40
4.16 Agent (Located).....	41
4.17 Recent SMDR Entries.....	41
4.18 License Info.....	42
4.19 Session Info.....	43
4.20 Group	44
4.21 Group (Active).....	44
4.22 Pilot Number.....	44
4.23 Lines	45
4.24 Lines (Active).....	46
4.25 Calls	46
4.26 Archiver	46
4.27 Delta Diagnostics.....	47
Index	49

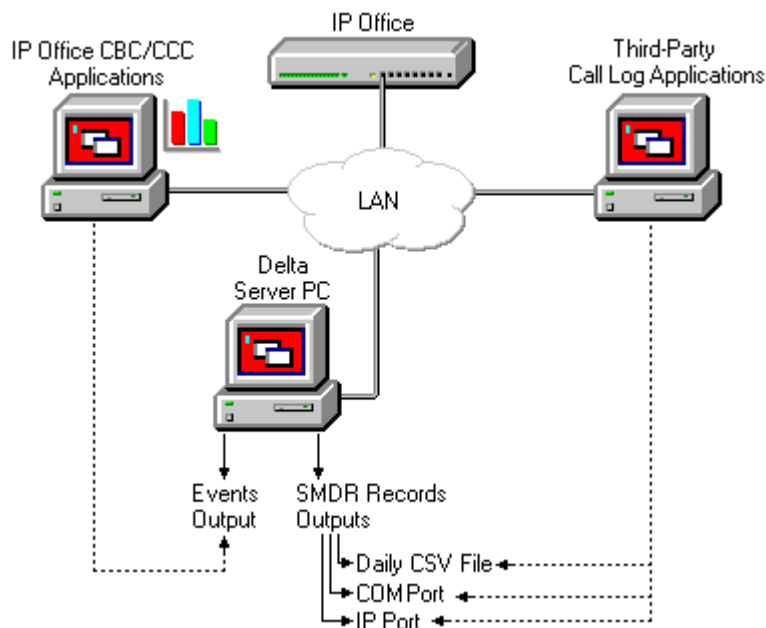
Chapter 1.

Introduction

1. Introduction

The IP Office Delta Server is Windows service designed to receive from the IP Office information about call handling and call events. The Delta Server can then store and share that information with other applications.

It is important to note that only a single Delta Server is supported for each IP Office. That Delta Server will then share information with multiple other applications.



This documentation looks at just the use of Delta Server for SMDR support. However the fact that the Delta Server may be being used by other applications must always be borne in mind at any customer site.

Example of applications that use Delta Server:

- **Third-Party Call Log/Account Applications**

These applications collect and process SMDR records (Station Messaging Detail Reporting). SMDR records are detailed call records output by the IP Office to the Delta Server each time a call is finished, transferred, etc. The Delta Server can send these records to a log file, to one of its serial (COM) ports or to an IP address.

- **IP Office CBC (Compact Business Center)**

An Avaya IP Office application that can display simple call reporting statistics and graphs.

- **IP Office CCC (Compact Contact Center)**

An Avaya IP Office application that consists of many components for real time call reporting and historical record keeping. Much more sophisticated and flexible than CBC.

- **Delta Server and CCC**

When using Delta Server are part of an IP Office Compact Contact Center (CCC) installation, ensure that the version of Delta Server used matches that indicated by the technical bulletin for the CCC release.

1.1 SMDR Overview

Each SMDR record collected by the Delta Server contains a number of pieces of information about a call. If the call is transferred, takes part in a conference, etc, then a separate record is produced for each stage of the calls history. A unique call ID for each call allows the different records for each stage a single call to be identified. For a full list and description see [SMDR Output Fields](#) [214].

SMDR Diagnostics																							
Time Of Call Arrival	Call Duration	Ring Time	CLI	Dir.	DDI	DDI	Account Code	Internal	Call ID	More	P1 ID	P1 Name	P2 ID	P2 Name	Hold Time	Park Time	User Charged	Call Charge	Currency	Amount at Last User Change	Units at Last User Change	Cost per Unit	MarkUp
2006/11/30 10:06:24	00:00:03	0	201	O	203	203		1	13 0		E201Extn201	E203	Extn203	0									
2006/11/30 10:06:16	00:00:02	2	01707364416I		200	200		0	12 0		E201Extn201	T9161	Line 5.1	0									

The Delta Server can be configured to send the SMDR records it receives to a number of destinations. The required destination depends on which methods of data transfer are supported by the third-party call logging applications being used.

- **SMDR Log File**

The SMDR records can be added to an SMDR log file. Each record is written in CSV text format. Each day, the date is appended to the previous days log file and a new log file started for the current day. Whilst Delta Server is running, the current days log file can be accessed by other applications but on a read only basis.

- **IP Polling**

An IP port number can be specified on which the Delta Server PC will then listen. Third-party applications can poll that IP port to request the send of the most recent SMDR records.

- **Send to a specified IP address and port**

The Delta Server can collect and send sets of SMDR records to a specified IP address and port number.

- **Send to a serial (COM) port**

The Delta Server can output SMDR records to one of the serial (COM) ports of the Delta Server PC.

1.2 System Requirements

The following are the system requirements for the IP Office Delta Server when being used for SMDR operation only. If being used to support other applications such as CBC or CCC the requirements may differ. In those cases you should refer to the appropriate CBC or CCC installation documentation.

Details	
CD	IP Office 4.0 User and Admin CD Set (700428576)
DVD	IP Office 4.0 Applications DVD (700428584)
IP500	✓ IP Office Express Edition, ✓ IP Office Professional Edition.
License	✗ No license required.
Languages	Brazilian Portuguese, English (UK), English (US), Dutch, French, French Canadian, Italian, Latin Spanish, Spanish.
Additional	Microsoft Explorer 6.0 or higher is required for viewing Delta Server

Minimum PC Requirements						XP Pro	2003 Server	2008 Server
Variant	RAM	HD*	Pentium	Celeron	AMD			
Delta Server	256MB	10GB	PIII 800MHz	Celeron 3 800MHz	Athlon B 650Mhz	✓	✓	✓

Network Requirements

- The Delta Server PC should be on the same network segment as the IP Office system, ie. not connected to the IP Office via any intermediate router or remote connection.
- The PC should have an IP address on the same subnet as the IP Office system. A fixed IP address is recommended.
- Connection via LAN2 is not supported. The Delta Server should be connected via LAN1 of the IP Office.
- **Delta Server and CCC**
When using Delta Server are part of an IP Office Compact Contact Center (CCC) installation, ensure that the version of Delta Server used matches that indicated by the technical bulletin for the CCC release.



Chapter 2.

Installing Delta Server

2. Installing Delta Server

These instructions cover installation of the IP Office Delta Server onto a networked PC from the IP Office Administrator Applications CD.

1. Insert the IP Office Administrator Applications CD into the CD Drive.
2. The CD should auto-start and display an Chose Setup Language dialog. Click Cancel to close the automatic installation.
3. Select My computer or Windows Explorer.
4. Right click on the drive containing the CD and select Open or Explore.
5. Open the CBC folder. This should contain two sub-folders, one for CBC itself and one for Delta Server.
6. Open the Delta Server folder.
7. Double click setup.exe.
8. Select the language for the installation and click OK.
9. The Delta Server Installshield Wizard is then started.
10. At the Welcome screen click Next to continue.
11. At the completed installation screen, click Finish.
12. The IP Office Delta Server is now installed to run as a Windows Service on the PC. Following initial installation the service is not started until either the PC is restarted or the service is started manually, see [2. Running the Delta Server Service](#)^[13].

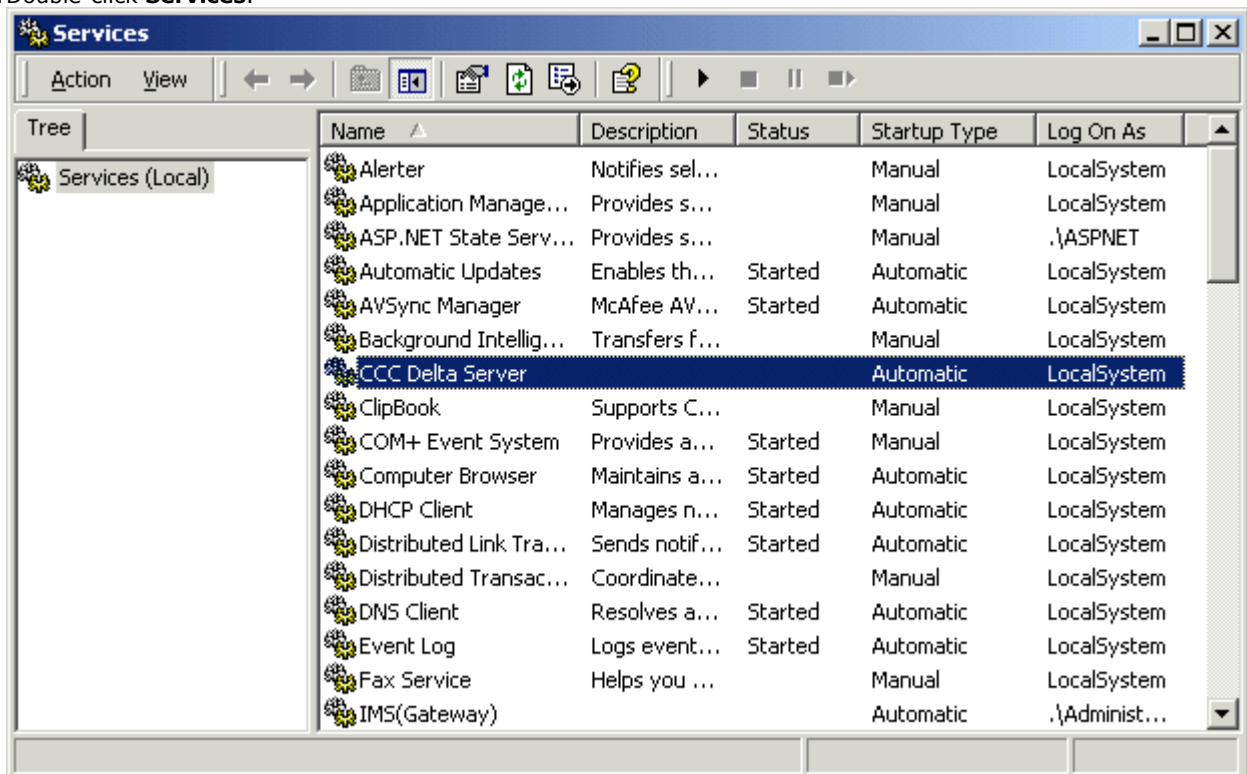
2.1 Running the Delta Server Service

The IP Office Delta Server is installed to run as a Windows Service called CCC Delta Server. It can be stopped and started through the standard Services element of the Windows Control Panel.

Following normal installation, the service is installed but not started. The service is set to start automatically following a PC restart, however it can also be started manually.

To start or stop the CCC Delta Server service:

1. Click **Start**.
2. Select **Settings** and click **Control Panel**.
3. Double-click **Administrative Tools**.
4. Double-click **Services**.

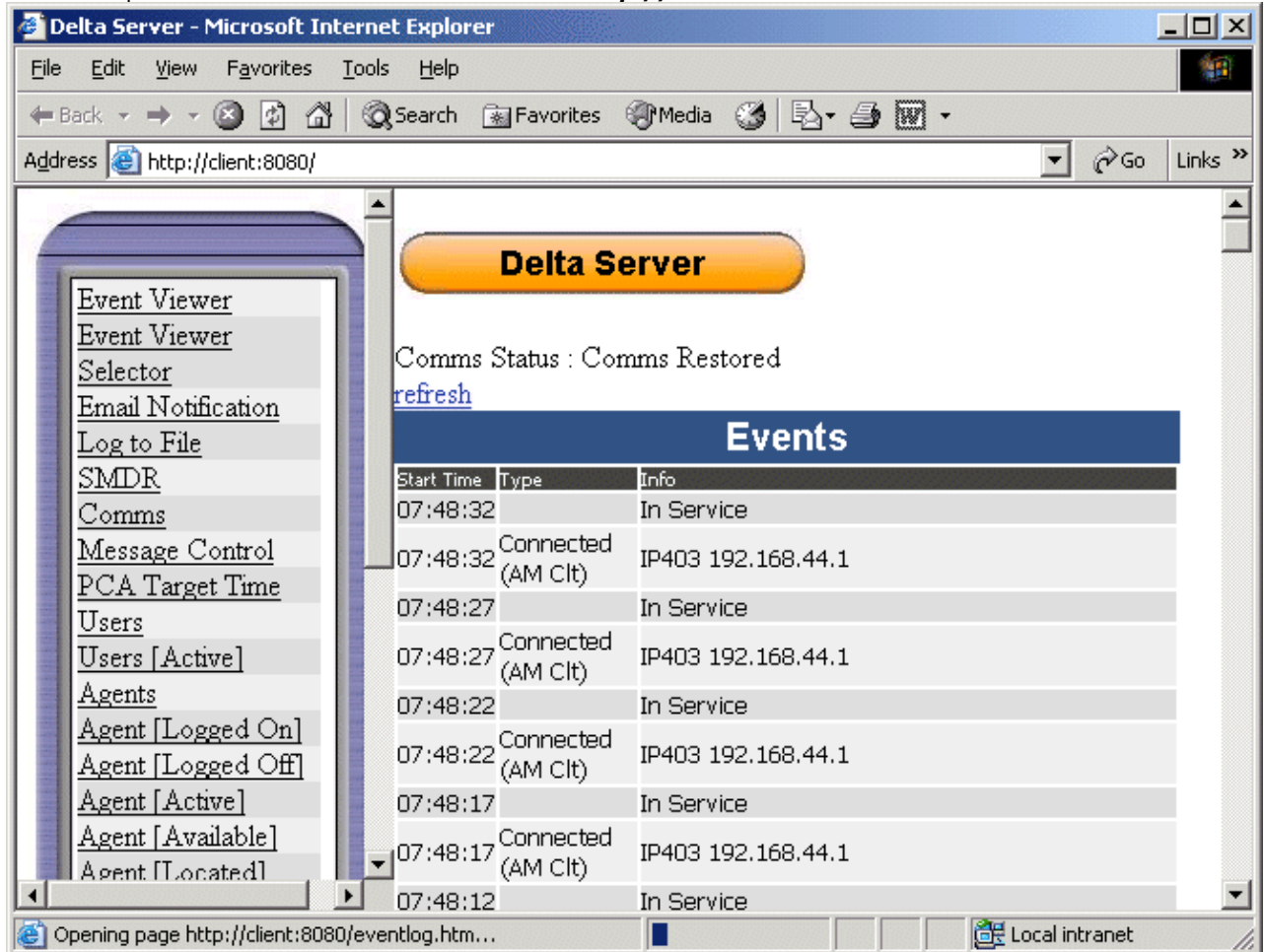


5. Click on the **CCC Delta Server** service to select it.
6. Click on the ► icon to start the service. A dialog should appear reporting that Windows is attempting to start the service. If successful the service status will change to Started.
7. The Service panel can be used to start, stop and configure the CCC Delta Server service as standard for any Windows services.
8. Close the Service panel and if necessary the Windows Control Panel.
9. If this is the first time the CCC Delta Server service has been started, you now need to [Access the Delta Server](#)^[14] and configure it. You need to configure with which IP Office the Delta Server communicates and for SMDR if required to configure the SMDR output.

2.2 Accessing the Delta Server

The Delta Server runs as a Windows service which is started/stopped through the Service option of the Windows Control Panel. However to configure and manage the Delta Service it can be accessed through a web browser interface.

1. Click **Start**.
2. Select **Programs | CCC**.
3. Click **Delta Server**.
4. Internet Explorer should start and access the address **http://localhost:8080**.



5. If the Delta Server has just been installed, click on [Comms](#) to configure the IP Office with which the Delta Server should communicate.

Problems Accessing the Delta Server

If you encounter problems connecting to the IP Office SMDR (Delta Server) using Internet Explorer. You may need to enable Bypass proxy for local addresses. To enable this option:

1. In Internet Explorer Select Tools | Internet Options...
2. Select the Connections Tab
3. Click LAN Settings
4. In the Proxy server part of the window check Bypass proxy for local addresses.

Remote Access

The steps above are for access from the same PC on which the Delta Server service is running. Access from other PC's on the LAN can be arranged but will require configuration by the Network Administrator (assigning the PC a browseable name, ensuring that traffic to port 8080 is not blocked by firewalls, etc.).

The tool, **DeltaServerHTTPPasswordAssistant.exe**, is found in the Delta Server application folder (by default **c:\Program Files\Avaya\IP Office\CCC\DeltaServer**). This application allows you to create a remote access name and password, and if required a restricted list of IP addresses allowed remote access.

Once configured, users attempting http browser access to the server PC on port 8080 will prompted to enter the name and password.

2.3 Comms (IP Office) Configuration

The Delta Server Comms screen is used to set with IP Office the Delta Server communicates.

1. Access the Delta Server using **Start | Programs | CCC | Delta Server**.
2. In the left-hand panel click **Comms**.

Delta Server

Comms Status : Comms Restored

Connection Information		
Server	Server Type	IP Address
IP403	IP 403	192.168.44.1

New Connection

Connection: IP403 192.168.44.1

Search:

Connect to a Multimedia Module

Multimedia Connection:

3. Select the required IP Office system from the Connection drop-down.
4. If the require system is not listed, enter its IP address in the Search box and click **Search**. The Multimedia options relate to IP Office CCC installation and are not covered here.
5. Once the correct system is selected, click Apply. Ensure that the Comms Status changes to Comms Restored. This may take a few minutes.
6. If this is the first time setup of Delta Sever, proceed to [SMDR Configuration](#) ⁽¹⁷⁾ to enable SMDR output.

Note: If the IP Office name or IP address is changed, it is essential to reconnect the IP Office SMDR (Delta Server).

2.4 SMDR Configuration

SMDR call logging by the Delta Server is not enabled by default. This screen is used to enable and configure SMDR call logging.


1. Access the Delta Server using **Start | Programs | CCC | Delta Server**.
2. In the left-hand panel click **SMDR**.

SMDR	
SMDR Log File Enabled	<input checked="" type="checkbox"/>
SMDR File name	C:\Program Files\AVAYA\IP Office\SMDR.CSV
SMDR Port Enabled	<input type="checkbox"/>
SMDR Port	8082
SMDR Port will act as a client	<input type="checkbox"/>
Remote host IP Address for SMDR Client	
<input checked="" type="radio"/> Send Data every	SMDR
<input type="radio"/> Send Data at	00:00
SMDR COM Port enabled	<input type="checkbox"/>
SMDR COM PORT	1
SMDR COM PORT Bits per second	9600
Translate to Secure Logix	<input checked="" type="checkbox"/>
Apply	

3. Configure the SMDR logging options as required:

- **SMDR Log File Enabled**
Selecting this option enables the logging of SMDR records to a CSV format text file.
- **SMDR File Name**
Set the file name and location. At midnight, the log file is automatically renamed by appending the date and a new log file started. The current days log file can be accessed by other applications but only as a read-only file.
- **SMDR Port Enabled**
Selecting this option enables an listening IP port on the Delta Server PC which can be polled by third-party applications to access SMDR records.
 - Note: Use of this feature also requires the Delta Server to have **SMDR Log File Enabled** selected also.
- **SMDR Port**
Sets the port number used for **SMDR Port Enabled** above or **SMDR Port will act as a client** below.
- **SMDR Port will act as a client**
Selecting this option enables the Delta Server as a client that can be polled on the port specified.
- **Remote host IP Address for SMDR client**
Enter the IP Address of the remote host for the SMDR Client.
- **Send Data every**
This option applies to SMDR Port Enabled and SMDR Port will act as a client if selected. The Delta Server will then send records at the selected frequency. The options are to send every individual SMDR record or record sets every 10, 25, 50 or 100 records.
- **Send Data at**
This option applies to SMDR Port Enabled and SMDR Port will act as a client if selected. The Delta Server will send all SMDR records collected as a set at the time selected.
- **SMDR Com Port Enabled**
Selecting this option enables the Delta Server to send SMDR records as they occur to a specified PC serial (COM) port.
- **SMDR COM Port**
Specifies the PC serial (COM) port to use.
- **SMDR COM Port Bits per Second**
Specifies the port speed for the select serial (COM) port.

- **Translate to Secure Logix**

If selected, changes the fields of the SMDR record output to the SMDR port, see [SMDR Output Fields](#) .

4. After making any change to the settings click **Apply**.

Chapter 3.

Viewing SMDR Records

3. Viewing SMDR Records

Within the Delta Server, the Event Viewer Selector page can be used to select SMDR records and then display them as they occur on the Event Viewer page (they are shown with the Type listed as SMDR). However that page can display a range of other Delta Server messages which obscure the SMDR records.

The Recent SMDR page within Delta Server displays just SMDR records and so is much easier to monitor and interpret.

Note that authorization code fields, [if enabled](#) ²⁸, are not shown in the SMDR records viewed within the browser.

1. Access the Delta Server using **Start | Programs | CCC | Delta Server**.
2. In the left-hand panel click **Recent SMDR**.

The screenshot shows the Delta Server interface. On the left is a navigation menu with options like Event Viewer, Selector, Email Notification, Log to File, SMDR, Comms, Message Control, PCA Target Time, Users, Users [Active], Agents, Agent [Logged On], Agent [Logged Off], Agent [Active], and Agent [Available]. The main area has a 'Delta Server' header and 'Comms Status : Comms Restored' with a 'refresh' link. Below this is the 'SMDR Diagnostics' table.

Time Of Call Arrival	Call Duration	Ring Time	CLI	Dir	DDI	DDI	Account Code	Internal	Call ID	More	P1 ID	P1 Name	P2 ID	P2 Name	Hold Time	Park Time
2004/10/19 07:47:07	00:00:00		211	O	215	215		1	6	0	E215	Extn215	E215	Extn215	0	0
2004/10/19 07:47:07	00:00:00			O				1	1000		E-1	No Name			0	0
2004/10/19 07:46:56	00:00:10		215	I	215	215		0	6	0	V9551	Channel 1	E215	Extn215	0	0
2004/10/19 07:46:54	00:00:09	1	211	I	369	369		0	7	0	V9551	Channel 1	E211	Extn211	0	0
2004/10/19 07:46:56	00:00:07	0	211	I	9551	9551		0	7	0	V9551	Channel 1	E369	Extn369	0	0

3. The page should update automatically every 30 seconds. It can be forced to update by clicking refresh.

3.1 SMDR Output Fields

Each SMDR record contains call information in a comma-separated format (CSV), that is variable-width fields with each field separated by commas.

- The first line in the CSV file contains the field names, ie. headers.
- Depending on the activities during a call, some calls can be represented by several SMDR records. However for each call, a single call ID is included in all associated SMDR records for that call.
- The last record output for a call is marked as such by setting the continuation field to zero. This indicates no further records with that call ID will be output.
- The total duration of record is calculated as **Call Duration + Ring Duration + Hold Time + Park Time**.

Standard SMDR Fields

The SMDR Delta Server output contains the following fields:

- **Call Start**
Call start time in the format **YYYY/MM/DD HH:MM:SS**. For all transferred call segment this is the time the call was initiated, so each segment of the call has the same call start time.
- **Call Duration**
Duration of the connected part of the call in **HH:MM:SS** format. This does not include ringing, held and parked time. A lost or failed call will have a duration of 00:00:00.
- **Ring Duration**
Duration of the ring part of the in **SSSS** format. This represents the interval between the call arriving at the switch and it being answered, not the time it rang at an individual extension.
 - For outbound calls, this indicates the interval between the call being initiated and being answered at the remote end if call connect signalling is supported by the trunk type. Analog trunks are not able to detect remote answer and therefore cannot provide a ring duration for outbound calls.
- **Caller**
The callers' number. If the call was originated at an extension, this will be that extension number. If the call originated externally, this will be the CLI of the caller if available, otherwise blank.
- **Direction**
Direction of the call – **I** for Inbound, **O** for outbound. Internal calls are represented as **O** for outbound. This field can be used in conjunction with **Is_Internal** below to determine if the call is internal, external outbound or external inbound.
- **Called Number**
This is the number called. For a call that is transferred this field shows the original called number, not the number of the party who transferred the call.
 - **Internal calls:** The extension or group called.
 - **Inbound calls:** The DDI dialed by the caller if available.
 - **Outbound calls:** The dialed digits.
 - **Voice Mail:** Calls to a users own voicemail mailbox.
- **Dialed Number**
For internal calls and outbound calls, this is identical to the **Called_number** above. For inbound calls, this is the DDI dialed by the caller.
- **Account**
The last account code attached to the call. Note: IP Office account codes may contain alphanumeric characters.
- **Is Internal**
0 or **1**, denoting whether both parties on the call are internal or external (**1** being an internal call). Traffic between IP Office systems and other switch's (including other IP Office sites) are represented as external calls.
- **Call ID**
The call id. This is a number This is generated by the IP Office upon creation of the call.
- **Continuation**
1 if there is a further record for this call id, **0** otherwise.
- **Party1Device**
The device number – E1234 for an extension, T1234 for a trunk or V1234 for a voicemail channel for the first party on the call. Note: If an extension is involved in the call it will have priority over a trunk, therefore the Party 1 device is not always the call maker.
- **Party1Name**
The name of the device – for an extension or agent, this is the user name. For a trunk, this is "**Line XX.XX**".

-
- **Party2Device**
The device number – E1234 for an extension, T1234 for a trunk or V1234 for a voicemail channel for the first party on the call.
 - **Party2Name**
The name of the device – for an extension or agent, this is the user name. For a trunk, this is "**Line XX.XX**".
 - **Hold Time**
The amount of time in seconds the call has been held during this call segment.
 - **Park Time**
The amount of time in seconds the call has been parked during this call segment.

The following fields are used if authorization codes have been [enabled](#)^[25].

- **AuthValid**
This field shows **1** for valid authorization or **0** for invalid authorization.
- **AuthCode**
This field shows either the authorization code used or **n/a** if no authorization code was used.

The following fields are used if advice of charge is [enabled](#)^[26]. Advice of Charge (AoC) is a ISDN feature added for IP Office 4.0 and higher.

- **User Charged**
The user to which the call charge has been assigned. This is not necessarily the user involved in the call.
- **Call Charge**
The total call charge calculated using the line cost per unit and user markup.
- **Currency**
The currency. This is a system wide setting set in the IP Office configuration.
- **Amount at Last User Change**
- **Call Units**
The total call units.
- **Units at Last User Change**
- **Cost per Unit**
This value is set in the IP Office configuration against each line on which AoC signalling is set. The values are 1/10,000th of a currency unit. For example if the call cost per unit is £1.07, a value of 10700 should be set on the line.
- **MarkUp**
Indicates the mark up value set in the IP Office configuration for the user to which the call is being charged. The field is in units of 1/100th, for example an entry of 100 is a markup factor of 1.

Secure Logix SMDR Format Fields

This format can be selected for SMDR output to a serial (COM) port, see [SMDR Configuration](#)^[17]. It reduces the fields included in the SMDR records as follows:

- **Call Start**
Date and time of the call start in the format **YYYY/MM/DD HH:MM:SS**.
- **User Station**
The internal extension that made or received the call.
- **Caller**
The caller's number. If the call was made by an internal extension this will match the User Station above.
- **Dialed Number**
The number called. For internal calls this is the extension dialed. For incoming external calls this is the DID number. For outgoing external calls this is the number dialed.
- **Call Duration**
The call duration in the format **HH:MM:SS**. A lost call will have the duration 00:00:00.

3.2 Example SMDR Records

The following are examples of IP Office SMDR records. The numbers in [] brackets has been added to refer to the explanation text.

Example: Lost incoming Call

In this record, the **call duration** [1] shows us that it was a lost or missed call. The **Ring Duration**[2] shows that it rang for 9 seconds before ending (show by the **Continuation**[3] field being 0).

```
2002/06/28 09:28:41,00:00:00[1],9[2],8004206,I,4324,4324,,0,1000014155,0[3],E4324,Joe Bloggs,T9161,
LINE 5.1,0,0
```

Example: Call Answered by Voicemail

In this example, **215** [1] has made a call to **211** [2]. However the **Party2Device** and **Party2Name** [3] show that the call was answered by voicemail.

```
2004/10/20 06:43:58,00:00:10,21,215[1],O,211[2],211,,I,28,0,E215,Extn215,V9051,VM Channel 1[3],0,0
```

Example: Call Transferred to Voicemail

In this example, the **Continuation field** [1] in the first record tells us that it wasn't the end of the call. The matching **Call ID** [2] identifies the second record as part of the same call. The change in **Party 1** [3] details between the two records show that the call was transferred to voicemail.

```
2002/06/28 09:30:57,00:00:13,7,01707392200,I,299999,299999,,0,1000014160[2],1[1],E4750,John Smith[3],
T9002,LINE 1.2,11,0
2002/06/28 09:30:57,00:00:21,0,01707392200,I,299999,299999,,0,1000014160[2],0,V9502,VM Channel 2[3],
T9002,LINE 1.2,0,0
```

Example: Internal call

The **Is Internal** [1] field being 1 shows this to be an internal call. The **Ring Duration** [2] was 4 seconds and the total **Call Duration** [3] was 44 seconds.

```
2002/06/26 10:27:44,00:00:44[3],4[1],4688,O,4207,4207,,1[1],1000013898,0,E4688,Joe Bloggs,E4207,John
Smith,0,0
```

Example: Outgoing Call

The combination of the **Direction** [1] field being outbound and the **Is Internal** [2] field be 0 show that this was an outgoing external call. The line (and in this case channel) used are indicated by the **Party2 Name** [3] and being a digital channel the **Ring Duration** [4] before the call was answered is also shown.

```
2002/06/28 08:55:02,00:08:51,9[4],4797,O[1],08000123456,08000 123456,,0[2],1000014129,0,E4797,Joe
Bloggs,T9001,LINE 1.1[3],0,0
```

Example: Voicemail call

The two records below show calls to voicemail. The first shows the **Dialed Number** [1] as *17, the default short code for voicemail access. The second shows the **Dialed Number** [2] as VoiceMail, indicating some other method such as the Message key on a phone was used to initiate the call.

```
2002/06/28 09:06:03,00:00:19,0,4966,O,*17,*17[1],,1,1000014131,0,E4966,John Smith,V9501,VM Channel
1,0,0
2002/06/28 09:06:03,00:00:19,0,4966,O,VoiceMail,VoiceMail[2],,1,1000014134,0,E4966,John Smith,V9501,VM
Channel 1,0,0
```

Example: Parked Call

In this example the first record has a **Park Time** [1] showing that the call was parked. The **Continuation** [2] field indicates that the call did not end this way and there are further records. The second record has the same **Call ID** [3] and shows a change in the **Party2Name** [4], indicating that party unparked the call.

```
2004/10/20 07:18:31,0:00:12,3,215,O,210,210,,1,38[3],1[2],E215,Extn215,E210,Extn210[4],0,7[1]
2004/10/20 07:18:31,0:00:10,0,215,O,210,210,,1,38[3],0,E215,Extn215,E211,Extn211[4],0,0
2002/06/26 11:33:06,00:02:11,10,8004200,I,4688,4688,,0,1000013937,0,E4688,John Smith,T9162,LINE
5.2,0,94
```

Example: Incoming call with Account Code

In this example, at some stage as the call was made or during the call, an **Account Code** [1] has been entered. In this specific case it is a text account code which can be selected and entered by the user using IP Office Phone Manager.

```
2002/06/28 11:29:12,00:00:02,2,5002,I,1924,1924,Support[1],0,1000014169,0,E1924,Extn1924,T9620,LINE
8.20,0,0
```

Example 9 Conference

The records below show extension 211 calling 215 and then using a Conference button to bring in 210 and start a conference. The Party 1 Device and Party 1 Name indicate a virtual device, in this case a conference channel.

```
2004/10/20 07:42:26,00:00:00,2,211,O,215,215,,1,45,1,E211,Extn211,E215,Extn215,1,0
2004/10/20 07:42:26,00:00:06,0,211,O,215,215,,1,45,0,V9551,CO Channel1,E211,Extn211,0,0
2004/10/20 07:42:28,00:00:10,0,210,O,215,215,,1,44,0,V9551,CO Channel1,E210,Extn210,0,0
2004/10/20 07:42:28,00:00:11,0,211,I,215,215,,0,45,0,V9551,CO Channel1,E215,Extn215,0,0
2004/10/20 07:42:40,00:00:00,0,211,I,,,,0,100,0,V9551,CO Channel1,E210,Extn210,0,0
2004/10/20 07:42:40,00:00:00,1,211,I,,,,0,45,0,V9551,CO Channel1,E215,Extn215,0,0
```


3.3 Authorizations Codes

The Delta Server SMDR output can include details of the use of authorization codes on the IP Office system.

Activation of authorization codes requires registry changes on the PC running Delta Server and on the PC running IP Office Manager to edit the IP Office configuration. For full details refer to the IP Office Manager documentation.

Enabling Authorization Codes in Delta Server

The use of authorization codes can be included in the SMDR output logged by the IP Office Delta Server application. Again this requires changes to the registry of the PC running the Delta Server application.

1. Open the registry and locate the **HKEY_LOCAL_MACHINE\Software\Avaya\CCServer\Setup registry keys**.
2. Add two new **DWORD** registry keys and set their values to **1**. They are:
 - **AllowAuthorization.**
 - **ShowAllowAuthorization.**
3. Open the browser to the Delta Server configuration screens.
4. Select SMDR. An **Add Authorization Fields to SMDR** option should now be available. Select this to enable logging of authorization codes to the SMDR log file.

Authorization codes are only logged to the SMDR log file. Two new fields are added to the end of each call log record in the SMDR log file. The first new field is the authorization code used or n/a if no authorization code was used. The second field is 1 for valid authorization or 0 for invalid authorization.

3.4 Advice of Charge Operation

IP Office 4.0 supports advice of charge (AOC) on outgoing calls to ISDN exchanges that provide AOC information. It supports AOC during a call (AOC-D) and at the end of a call (AOC-E). This information is included in the IP Office Delta Server output.

AOC is only supported on outgoing ISDN exchange calls. It is not supported on incoming calls, reverse charge calls, QSIG and non-ISDN calls. Provision of AOC signalling will need to be requested from the ISDN service provider and a charge may be made for this service.

For users, display of AOC information is only supported on T3 phones, T3 IP phones and Phone Manager.

- The user who makes an outgoing call is assigned its charges whilst they are connected to the call, have the call on hold or have the call parked.
- If AOC-D is not available, then all indicated by AOC-E are assigned to the user who dialed the call.
- If AOC-D is available:
 - If the call is transferred (using transfer, unpark or any other method) to another user, any call charges from the time of transfer are assigned to the new user.
 - If the call is manually transferred off-switch, the call charges remain assigned to the user who transferred the call.
 - If the call is automatically forwarded off switch, subsequent call charges are assigned to the forwarding user.
 - AOC-D information will only be shown whilst the call is connected. It will not be shown when a call is parked or held.
- Call charges are updated every 5 seconds.
- For conference calls all call charges for any outgoing calls that are included in the conference are assigned to the user who setup the conference, even if that user has subsequently left the conference.

Enabling AOC Operation

1. Set the System Currency

The **Default Currency** setting on the **System | Telephony** tab is by default set to match the system locale. Note that changing the currency clears all call costs stored by the IP Office except those already logged through Delta Server.

2. Set the Call Cost per Charge Unit for the Line

AOC is indicated by the ISDN exchange in charge units rather than actual cost. The cost per unit is determined by the IP Office using the Call Cost per Charge Unit setting which needs to be set for each line. The values are 1/10,000th of a currency unit. For example if the call cost per unit is £1.07, a value of 10700 should be set on the line.

3. Enable User AOC Display

By default users do not see call charges. The setting Display Charges on the User | T3 Options tab is used to switch this option on or off. Note that the display of AOC information is only supported on T3 phones and through Phone Manager.

4. Applying a Call Cost Markup

It may be a requirement that the call cost per unit applied to a user calls has a mark-up (multiplier) applied to it. This can be done using the **Call Cost Markup** setting on the **User | Telephony** tab. The field is in units of 1/100th, for example an entry of 100 is a markup factor of 1.

Chapter 4.

Delta Server Screens

4. Delta Server Screens

4.1 Event Viewer

This screen shows event messages from the IP Office being received by the Delta Server. The types of messages to display are selected on the [Event Viewer Selector](#) screen.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Start Time	Type	Info
07:48:32		In Service
07:48:32	Connected (AM Clt)	IP403 192.168.44.1
07:48:27		In Service
07:48:27	Connected (AM Clt)	IP403 192.168.44.1
07:48:22		In Service
07:48:22	Connected (AM Clt)	IP403 192.168.44.1
07:48:17		In Service
07:48:17	Connected (AM Clt)	IP403 192.168.44.1
07:48:12		In Service

Opening page http://client:8080/eventlog.htm... Local intranet

4.2 Event Viewer Selector

This screen is used to select which event messages from the IP Office should be displayed on the Event Viewer screen. The selection do not affect the receipt and logging of those event types by the Delta Server.

Following any changes click on **apply**.

Delta Server

Comms Status : Comms Restored

Event Viewer Selector

- Error
- Delta Info
- Server
- Timer
- Initialise
- Network
- CTI Msg
- R17 Msg
- Client Msg
- Delta 2 Message
- Multimedia Module Message
- SMDR Message

apply

4.3 Email Notification

This screen is used to enable the sending of email warnings when the Delta Server detects a problem with either its connection to the IP Office or to the database archiver component of CCC.

The email can use either MAPI through a MAPI client running on the same PC or SMTP. Use of MAPI requires the Delta Server service to run under Windows user account that is configured for MAPI client access on the PC.

Delta Server

Comms Status : Comms Restored

Email Notification

Enable Email Notification	<input type="checkbox"/>
SMTP	<input type="checkbox"/>
	unavailable
SMTP Exchange	<input type="text" value="localhost"/>
SMTP Exchange Port	<input type="text" value="25"/>
SMTP Email	<input type="text" value="event@avaya.deltaserver.app"/>
<hr/>	
Recipients	<input type="text"/>
<hr/>	
Additional Text	<input type="checkbox"/>
Attach current switch configuration file	<input type="checkbox"/>
Attach Voice Mail Configuration file	<input type="checkbox"/>
	<input type="text" value="\\YOUR-E1D107C97E\C\$\Program Files\Avaya\IP Office\"/>
Attach current Delta Server log file	<input type="checkbox"/>
<input type="button" value="apply"/>	
<input type="button" value="Test Email"/>	

- **Enable Email Notification**

Enables the sending of an email notification message when the Delta Server detects a problem with either its connection to the IP Office or to the database archiver component of CCC.

- **SMTP**

If select SMTP is used for the email sending. If not selected, the SMTP fields are ignored and MAPI is used for email sending.

- **SMTP Exchange**

The address of the SMTP server through which emails should be sent. If the SMTP server is being run on the same PC then 127.0.0.1 can be used.

- **SMTP Exchange Port**

The port on which the SMTP server listens for emails. The default is 25.

- **SMTP Email**

The email address that the Delta Server uses as the from field in its emails. The SMTP server must be configured to accept and send emails from this address.

- **Recipients**

The destination address for the emails. Multiple addresses should be separated by a ; symbol.

- **Additional Text**

If selected, the email will include a text attachment from the Delta Server that may indicate the type of error that caused the email to be sent.

- **Attach current switch configuration file**

If selected, the email will include a an attached copy of the IP Office switch configuration if possible.

- **Attach Voice Mail Configuration file**

If selected, the path to the Voicemail Pro database file (**.mdb**) can be specified and that file attached to the email when sent.

- **Attach current Delta Server log file**

If [Log to File](#)³⁴ has been enabled. the current log file can be attached to the email.

4.4 Log to File

Delta Server

Comms Status : Comms Restored

Log To File

Log File Enabled

Log File Name

Page Created : jeudi 30 novembre 2006 11:58:20

4.5 SMDR

This screen is used to configure the SMDR aspect of Delta Sever operation. See "[5. SMDR Configuration](#)" in the Installation section.

Delta Server

SMDR

SMDR Log File Enabled	<input checked="" type="checkbox"/>
SMDR File name	<input type="text" value="C:\Program Files\AVAYA\IP Office\SMDR.CSV"/>
SMDR Port Enabled	<input type="checkbox"/>
SMDR Port	<input type="text" value="8082"/>
SMDR Port will act as a client	<input type="checkbox"/>
Remote host IP Address for SMDR Client	<input type="text"/>
<input checked="" type="radio"/> Send Data every	<input type="text" value="SMDR"/>
<input type="radio"/> Send Data at	<input type="text" value="00:00"/>
SMDR COM Port enabled	<input type="checkbox"/>
SMDR COM PORT	<input type="text" value="1"/>
SMDR COM PORT Bits per second	<input type="text" value="9600"/>
Translate to Secure Logix	<input checked="" type="checkbox"/>
<input type="button" value="Apply"/>	

[Event Viewer](#)

[Event Viewer](#)

[Selector](#)

[Email Notification](#)

[Log to File](#)

[SMDR](#)

[Comms](#)

[Message Control](#)

[PCA Target Time](#)

[Extension](#)

[Extension \[Active\]](#)

[Agents](#)

[Agent \[Logged On\]](#)

[Agent \[Logged Off\]](#)

[Agent \[Active\]](#)

[Agent \[Available\]](#)

[Agent \[Located\]](#)

4.6 Comms

This screen is used to select the IP Office system with which the Delta Server communicates. See "[4. Comms \(IP Office\) Configuration](#)"³⁵ in the Installation section.

Delta Server

Comms Status : Comms Restored

Connection Information

Server	Server Type	IP Address
IP403	IP 403	192.168.44.1

New Connection

Connection IP403 192.168.44.1 ▼

Search

Connect to a Multimedia Module

Multimedia Connection

- [Event Viewer](#)
- [Event Viewer](#)
- [Selector](#)
- [Email Notification](#)
- [Log to File](#)
- [SMDR](#)
- [Comms](#)
- [Message Control](#)
- [PCA Target Time](#)
- [Users](#)
- [Users \[Active\]](#)
- [Agents](#)
- [Agent \[Logged On\]](#)
- [Agent \[Logged Off\]](#)
- [Agent \[Active\]](#)

4.7 Message Control

These settings are used by the IP Office CCC application and are detailed in the IP Office CCC Administration manual.

Delta Server

Comms Status : Comms Restored

Message Control

refresh	<input checked="" type="checkbox"/>
Auto Reset Time	<input type="text" value="00:00"/>
Lost Email Threshold (Days)	<input type="text" value="0.5"/> ▾
Enable Closing Time	<input type="checkbox"/>
Company Closing Time	<input type="text" value="00:00"/>
Display Agent Details	<input type="checkbox"/>
Agent Group TIA's Enabled	<input type="checkbox"/>
Trunk Group TIA's Enabled	<input checked="" type="checkbox"/>
Voicemail Group TIA's Enabled	<input checked="" type="checkbox"/>
Selective ISMDR Suppression On	<input type="checkbox"/>
Display Agents	<input type="checkbox"/>
All Agents	<input type="checkbox"/>
Login by Code	<input type="checkbox"/>

TIA's are Time in Activity messages generated by the Delta server and sent to the CCC archiver. Deselecting any of these will reduce the amount of data the archiver database has to contain by also disables TIA statistics in CCC reports.

ISMDR refers internal SMDR records. Selecting this means that those records are no longer archived by the CCC archiver., reducign the amount of archive data but also disabling internal call reports.

4.8 PCA Target Time

Percentage Call Answered (PCA) targets are used by the IP Office CCC application. For full detail refer to the IP Office CCC Administration manual.



Comms Status : Comms Restored

PCA Target Time

System Group	<input type="text" value="45"/>
Test	<input type="text" value="45"/>
MainA	<input type="text" value="45"/>
<hr/>	
Extn201	<input type="text" value="45"/>
Extn203	<input type="text" value="45"/>
Remoter	<input type="text" value="45"/>

4.9 Extension

This screen shows details of the current user extensions on the IP Office system. Those underlined are call center agent that can be clicked to show the [agent's current status](#)^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
DialIn		Extension	8996				CMCSIdle	IDLE
Extn201		Agent	201	20.1[201]			CMCSConnected	INTERNAL_MADE
Extn202		Extension	202	[202]			CMCSIdle	IDLE
Extn203		Agent	203	20.3[203]			CMCSConnected	INTERNAL_RECEIVED
Extn204		Extension	204	[204]			CMCSIdle	IDLE
Extn205		Extension	205	[205]			CMCSIdle	IDLE
Extn206		Extension	206	[206]			CMCSIdle	IDLE
Extn207		Extension	207	[207]			CMCSIdle	IDLE
Extn208		Extension	208	[208]			CMCSIdle	IDLE
Extn209		Extension	209	[209]			CMCSIdle	IDLE
Extn210		Extension	210	[210]			CMCSIdle	IDLE
Extn211		Extension	211	[211]			CMCSIdle	IDLE
Extn212		Extension	212	[212]			CMCSIdle	IDLE
Extn213		Extension	213	[213]			CMCSIdle	IDLE
Extn214		Extension	214	[214]			CMCSIdle	IDLE
Extn215		Extension	215	[215]			CMCSIdle	IDLE
Extn216		Extension	216	[216]			CMCSIdle	IDLE
Extn280		Extension	280	[280]			CMCSLoggedOff	LOGGED_OFF
NoUser		Extension	8999	[213]			CMCSIdle	IDLE
RemoteManager		Extension	8998				CMCSIdle	IDLE
Remoter		Agent	301	[280]			CMCSLoggedOff	LOGGED_OFF

4.10 Extension (Active)

This screen shows those users who are current active on calls. Those underlined are call center agent that can be clicked to show the [agent's current status](#)^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Extn201		Agent	201	20.1[201]			CMCSConnected	INTERNAL_MADE
Extn203		Agent	203	20.3[203]			CMCSConnected	INTERNAL_RECEIVED

4.11 Agents

This screen shows call center agents on the IP Office system. They can be clicked to show the individual [agent's current status](#)^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Extn201		Agent	201	20.1[201]			CMCSConnected	INTERNAL_MADE
Extn203		Agent	203	20.3[203]			CMCSConnected	INTERNAL_RECEIVED
Remoter		Agent	301	[280]			CMCSLoggedOff	LOGGED_OFF

4.12 Agent (Logged On)

This screen shows the call center agents who are currently logged on. They can be clicked to show the individual [agent's current status](#)^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Extn201		Agent	201	20.1[201]			CMCSConnected	INTERNAL_MADE
Extn203		Agent	203	20.3[203]			CMCSConnected	INTERNAL_RECEIVED

4.13 Agent (Logged Off)

This screen shows the call center agents who are not currently logged on. They can be clicked to show the individual agent's current status^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Remoter		Agent	301	[280]			CMCSLoggedOff	LOGGED_OFF

4.14 Agent (Active)

This screen shows the call center agents who are currently active on calls. They can be clicked to show the individual agent's current status^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Extn201		Agent	201	20.1[201]			CMCSConnected	INTERNAL_MADE
Extn203		Agent	203	20.3[203]			CMCSConnected	INTERNAL_RECEIVED

4.15 Agent (Available)

This screen shows the currently logged on agents who are not active on a call. They can be clicked to show the individual agent's current status^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Extn201		Agent	201	[201]			CMCSIdle	IDLE
Extn203		Agent	203	20.3[203]			CMCSIdle	IDLE
Remoter		Agent	301	[280]			CMCSIdle	IDLE

4.16 Agent (Located)

This screen indicates the extensions at which call center agents have logged onto the IP Office system. The location is the Base Extension number of the extension at which they are logged on. They can be clicked to show the individual [agent's current status](#) ^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Extn201		Agent	201	[201]			CMCSIdle	IDLE
Extn203		Agent	203	20.3[203]			CMCSIdle	IDLE
Remoter		Agent	301	[280]			CMCSIdle	IDLE

4.17 Recent SMDR Entries

This screen shows a summary of the most recent SMDR records.

Delta Server

Comms Status : Comms Restored

[refresh](#)

SMDR Diagnostics

Time Of Call Arrival	Call Duration	Ring Time	CLI	Dir	DDI	DDI	Account Code	Internal	Call ID	More	P1 ID	P1 Name	P2 ID	P2 Name	Hold Time	Park Time
2004/10/19 07:47:07	00:00:00		211	O	215	215		1	6	0	E215	Extn215	E215	Extn215	0	0
2004/10/19 07:47:07	00:00:00			O				1	1000		E-1	No Name			0	0
2004/10/19 07:46:56	00:00:10		215	I	215	215		0	6	0	V9551	Channel 1	E215	Extn215	0	0
2004/10/19 07:46:54	00:00:09	1	211	I	369	369		0	7	0	V9551	Channel 1	E211	Extn211	0	0
2004/10/19 07:46:56	00:00:07	0	211	I	9551	9551		0	7	0	V9551	Channel 1	E369	Extn369	0	0

[Event Viewer](#)
[Event Viewer Selector](#)
[Email Notification](#)
[Log to File](#)
[SMDR](#)
[Comms](#)
[Message Control](#)
[PCA Target Time](#)
[Users](#)
[Users \[Active\]](#)
[Agents](#)
[Agent \[Logged On\]](#)
[Agent \[Logged Off\]](#)
[Agent \[Active\]](#)
[Agent \[Available\]](#)

4.18 License Info

This screen list the current status of IP Office licenses used for the IP Office CCC application.

Delta Server

Comms Status : Comms Restored

[refresh](#)

License Info

License Info	Total Available	Number Remaining
Agents	255	252
Call Center View	80	80
Wallboard Server	5	5
Archiver	5	5
PC Wallboard	255	255
CCC Report Viewer	80	80
CCC Report Designer	80	80
CBC	80	80
DeltaView	5	5
Workforce Management - Blue Pumpkin	5	5
Spectrums	255	255
Chat	1	1
Email	1	1
MSCRM	1	1
Proactive Reporting	1	1
CCC Report Viewer	1	1

- The number of CCC Report Viewer licenses available and remaining are always reported as 1 if CCC Report Viewer licenses are present.

4.19 Session Info

This screen shows details of the IP Office CCC applications with which the Delta Server is communicating and providing information.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Session Info

Session	Start Time	Session Type	Machine Name	User Name	JE's Required	Nbr of Re Trans	Nbr Consumed Lics	Licenses Consumed	PC Wallboard Licenses	Spectrum Wallboard Licences
local		ARCHIVER	local	local	Yes	0	0		0	0

Page Created : jeudi 30 novembre 2006 11:48:50

4.20 Group

This screen shows details of the groups on the IP Office system. Call center agents are underlined and can be clicked to show the individual [agent's current status](#)^[47].

The System Group is a special group that does exist within the IP Office configuration, however the directory number 8997 should not be used on the IP Office system.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Groups Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
System Group	*RemoteManager, NoUser, DialIn	Group	8997					BUSY
Test	* Extn201 , Extn202, Extn209	Group	300					IDLE
MainA	* Extn201 , Extn202	Group	200					IDLE

4.21 Group (Active)

This screen shows details of the groups on the IP Office system which currently have active calls. Call center agents are underlined and can be clicked to show the individual [agent's current status](#)^[47].

Delta Server

Comms Status : Comms Restored

[refresh](#)

Groups Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
Test	* Extn201 , Extn202, Extn209	Group	300					BUSY
MainA	* Extn201 , Extn202	Group	200					BUSY

4.22 Pilot Number

Delta Server

Comms Status : Comms Restored

[refresh](#)

Pilot Number Diagnostics

4.23 Lines

This screen shows details of the IP Office system's lines. This includes virtual line used for voice compression channels, voicemail and IP lines. Note that the directory numbers shown are reserved numbers that should not be used in the IP Office configuration (extension numbers from 8997 to 9999 are reserved). They can be clicked on to view further details.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Lines Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
BRI Line 5		LineQUADBRI	9160	3.0			CMCSIdle	IDLE
Line 5.1		LineQUADBRI	9161	3.1			CMCSIdle	IDLE
Line 5.2		LineQUADBRI	9162	3.2			CMCSIdle	IDLE
BRI Line 6		LineQUADBRI	9200	3.4			CMCSIdle	IDLE
Line 6.1		LineQUADBRI	9201	3.5			CMCSIdle	IDLE
Line 6.2		LineQUADBRI	9202	3.6			CMCSIdle	IDLE
BRI Line 7		LineQUADBRI	9240	3.8			CMCSIdle	IDLE
Line 7.1		LineQUADBRI	9241	3.9			CMCSIdle	IDLE
Line 7.2		LineQUADBRI	9242	3.10			CMCSIdle	IDLE
BRI Line 8		LineQUADBRI	9280	3.12			CMCSIdle	IDLE
Line 8.1		LineQUADBRI	9281	3.13			CMCSIdle	IDLE
Line 8.2		LineQUADBRI	9282	3.14			CMCSIdle	IDLE
ANALOG Line 9		LineAlog	9400	5.1			CMCSIdle	IDLE
ANALOG Channel 9		LineAlog	9409	5.1			CMCSIdle	IDLE
ANALOG Channel 10		LineAlog	9410	5.2			CMCSIdle	IDLE
ANALOG Channel 11		LineAlog	9411	5.3			CMCSIdle	IDLE
ANALOG Channel 12		LineAlog	9412	5.4			CMCSIdle	IDLE
Voice Mail		LineIVM	9500	0.0			CMCSIdle	IDLE
VM Channel 1		LineIVM	9501				CMCSIdle	IDLE
VM Channel 2		LineIVM	9502				CMCSIdle	IDLE
VM Channel 3		LineIVM	9503				CMCSIdle	IDLE
VM Channel 4		LineIVM	9504				CMCSIdle	IDLE
VPN Line 13		LineVPN	9600				CMCSIdle	IDLE
Line 13.1		LineVPN	9601				CMCSIdle	IDLE
Line 13.2		LineVPN	9602				CMCSIdle	IDLE
Line 13.3		LineVPN	9603				CMCSIdle	IDLE
Line 13.4		LineVPN	9604				CMCSIdle	IDLE
Line 13.5		LineVPN	9605				CMCSIdle	IDLE
Line 13.6		LineVPN	9606				CMCSIdle	IDLE
Line 13.7		LineVPN	9607				CMCSIdle	IDLE
Line 13.8		LineVPN	9608				CMCSIdle	IDLE
Line 13.9		LineVPN	9609				CMCSIdle	IDLE

Delta Server Version 5.2.6

4.24 Lines (Active)

This screen shows the lines that are currently in use. They can be clicked on to view further details.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Lines Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State	State
BRI Line 5		LineQUADBRIV1	9160	3.0			CMCSIdle	IDLE
Line 5.1		LineQUADBRIV1	9161	3.1			CMCSRinging	RINGING
VPN Line 13		LineVPN	9600				CMCSIdle	IDLE
Line 13.1		LineVPN	9601				CMCSRinging	BUSY

4.25 Calls

This screen shows current calls in progress.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Calls Diagnostics

	Start Time	Call Identifier	IP Address	Calling Party	Receiving Party	Original Destination	Pilot Number	DDI Details	DDI Tag	Last Known CLI	CLI Tag
	30/11/2006 11:29:15	15 [0.1065.0]	192.168.42.1	Extn201	Extn203	Extn203		203	Extn203	201	Extn201

4.26 Archiver

This screen is used to configure the location of the IP Office CCC Archiver application. For full details refer to the IP Office CCC Installation manual.


4.27 Delta Diagnostics

Delta Server

Comms Status : Comms Restored

[refresh](#)

Delta Diagnostics		
0	Name	Extn203
1	External Dn	203
2	Status	10
3	Device Type	46
4	Group Act	T
7	All Calls Ans	4
11	All Calls Progress	1
16	Date Logon	30/11/2006
17	Time Logon	11:39:23
18	Date Logoff	30/11/2006
19	Time Logoff	11:39:22
20	Agent Act	T
21	T Logged On	00:10:57
22	Last Con Device	201
23	Last Rcvd CLI	201
38	Sp All Ans	4
39	Sp All Alerts	6
65	TOA LW Calls	00:00:00
94	GOS All	7500
112	Sp Ic CR	0
113	Gp Ic CR	0
114	Ic Tnk Call Rate	0
115	Og Call Rate	0
120	Aband Call Rate	0
123	Ic Other CR	0
130	Date Last State Change	30/11/2006
131	Time Last State Change	11:52:14
134	MSTT Ready	00:23:13
139	MSTT Logged Off	00:00:01
140	MSTT Ringing	00:01:04
202	MSTT Internal Rcvd	00:09:12
204	All Calls LWC Ans	00:00:04
205	Avn All Calls Ans	00:00:01

 Delta Server Version 5.2.6



Index

A

Accessing
 Delta Server 14, 16, 17, 20
 Account Code 23
 Additional Requirements 9
 Applies 16
 SMDR Port Enabled 17
 Assigning
 PC 14
 Avaya 9
 Avaya IP Office application 7

B

Browseable 14
 Bypass 14

C

Call
 incoming 23
 Outgoing 23
 voicemail 23
 Call Answered 23
 Call Duration 21, 23
 Call ID 21
 matching 23
 Call Start 21
 Call Transferred
 Voicemail 23
 Called Number 21
 Called_number 21
 Cancel 12
 CBC 7, 9
 Open 12
 CCC 9, 14, 16, 17, 20
 CCC Delta Server
 stop 13
 CD
 containing 12
 CD Drive 12
 Change
 Started 13
 Channel
 Ring Duration 23
 Chose Setup Language dialog
 display 12
 CLI 21
 Close
 Service 13
 COM 7, 8, 17, 21
 Comma-separated 21
 Comms 16
 Comms Restored 16
 Comms Status 16
 Compact Business Center 7
 Compact Contact Center 7
 Conference 23
 Conference button 23
 Connecting
 IP Office SMDR 14
 Connection 16
 Connections Tab
 Select 14
 Containing
 CD 12
 Continuation 23

Control Panel 13
 CSV 8, 17, 21
 CSV file 21

D

DDI 21
 December 22 9
 Delta Server 8, 9
 Access 16, 17, 20
 Accessing 14
 enables 17
 Installing 12
 IP Office 7, 13, 16
 Open 12
 Problems Accessing 14
 use 7
 Delta Server Comms 16
 Delta Server Installshield Wizard 12
 Delta Server PC 8, 9, 17
 Delta Server Service
 Running 13
 Delta Server System Requirements
 SMDR Use 9
 Delta Service
 manage 14
 Delta Sever 16
 Device 23
 Dialed Number 21
 shows 23
 DID 21
 Direction 23
 Display
 Chose Setup Language dialog 12
 Double-click Administrative Tools 13
 Double-click Services 13
 Duration 21

E

E1234 21
 E215,Extn215,E210,Extn210 23
 E4324,Joe Bloggs,T9161,LINE 5.1,0,0 23
 E4750,John Smith 23
 Enables
 Delta Server 17
 Enter
 IP Address 17
 Event Viewer 20
 Event Viewer Selector 20
 Example SMDR Records 23
 Explore 12

F

Finish 12
 Firewalls 14
 Following
 PC 13

H

HH 21
 Hold Time 21
 Host
 SMDR Client 17

I

ID 8, 21
 Ie 9, 21
 Inbound 21
 Incoming
 Call 23

Insert
 IP Office Administrator Applications CD 12

Installing
 Delta Server 12

Internal 21

Internet Explorer 14

Internet Explorer Select Tools 14

Internet Options 14

IP 7, 8, 9, 16, 17

IP Address
 Enter 17
 SMDR 17

IP Office 14, 21
 Delta Server 7, 13, 16
 LAN1 9

IP Office Administrator Applications CD 9
 Insert 12

IP Office CBC 7

IP Office CCC 7
 relate 16

IP Office Delta Server 7, 9, 12, 13

IP Office Delta Server V5 9

IP Office Phone Manager 23

IP Office SMDR 16, 23
 connecting 14

IP Polling 8

Is Internal 23

Is_Internal 21

L

LAN
 PC's 14

LAN Settings 14

LAN1
 IP Office 9

LAN2 9

Line XX.XX 21

Localhost 14

M

Manage
 Delta Service 14

Matching
 Call ID 23
 User Station 21

Message key 23

Microsoft Internet Explorer 5.5 9

Minimum 256MB RAM 9

Minimum Recommended PC Specification 9

MM 21

Multimedia 16

N

Name 23

Network Administrator 14

Network Requirements 9

Next 12

O

O 21

O,211 23

Obscure
 SMDR 20

OK 12

Open
 CBC 12
 Delta Server 12

Operating
 System 9

Outgoing
 Call 23

P

Park Time 21, 23

Parked Call 23

Party 21, 23

Party1Device 21

Party1Name 21

Party2 Name 23

Party2Device 21, 23

Party2Name 21, 23

PC 9
 assigning 14
 following 13
 Specifies 17
 Windows Service 12

PC's
 LAN 14

Pentium III 500MHz 9

Problems Accessing
 Delta Server 14

Professional 9

Programs 16, 17, 20

Proxy 14

R

Recent SMDR 20

Relate
 IP Office CCC 16

Remote Access 14

Ring Duration 21
 channel 23

Running
 Delta Server Service 13

S

Search 16

Second 17

Secure Logix
 Translate 17

Secure Logix SMDR Format Fields 21

Select My 12

Select Programs 14

Select Settings 13

Selected
 Connections Tab 14
 SMDR 21

Send
 SMDR 8, 17

Send Data 17

Service 14
 Close 13

Sets
 SMDR 8

Setup.exe 12

Shows
 Dialed Number 23

SMDR 7, 9, 13, 16
 IP Address 17
 obscure 20
 selected 21
 send 8, 17
 sets 8

SMDR Client
 host 17

SMDR COM Port 17

SMDR COM Port Bits 17

- SMDR Com Port Enabled 17
- SMDR Configuration 17
- SMDR Delta Server 21
- SMDR File Name 17
- SMDR Installation 9
- SMDR Log File 8
- SMDR Log File Enabled 17
- SMDR Output Fields 21
- SMDR Overview 8
- SMDR Port 17
- SMDR Port Enabled
 - applies 17
- SMDR Records
 - Viewing 20
- SMDR Use
 - Delta Server System Requirements 9
- SP2 9
- Specifies
 - PC 17
- SS 21
- SSSS 21
- Standard SMDR Fields 21
- Start 14, 16, 17, 20
 - change 13
- Started/stopped 14
- Station Messaging Detail Reporting 7
- Stop
 - CCC Delta Server 13
- Subnet 9
- System
 - Operating 9
- Systemrequirements.htm 9
- T**
- T1234 21
- T9002,LINE 1.2,0,0 23
- T9002,LINE 1.2,11,0 23
- Third-Party Call Log/Account Applications 7
- Thrid-party 8
- Translate
 - Secure Logix 17
- Type 20
- U**
- Unparked 23
- Use
 - Delta Server 7
- User Station
 - match 21
- V**
- V1234
 - voicemail 21
- Viewing
 - SMDR Records 20
- Voice Mail 21
- Voicemail
 - Call Transferred 23
 - calls 23
 - V1234 21
- W**
- Welcome 12
- Whilst Delta Server 8
- Windows 13, 14
- Windows 2000 Server 9
- Windows Control Panel 13, 14
- Windows Explorer 12
- Windows PC application 7

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2008 Avaya Inc. All rights reserved.

Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England.

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: <http://www.avaya.com/ipoffice/knowledgebase>