

AT&T Office@Hand Integration Guide

Encore Workforce Optimization Solution
Version 7.2 or later

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**For Dealer
and Customer
Use Only**

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TABLE OF CONTENTS

Introduction	3
Supported Call Data Capture	3
Software Requirements.....	3
Overview	3
Configure AT&T System	4
Step 1 – Create AT&T Login Account.....	4
Step 2 – Configure Recorded Extensions.....	4
Appendix 1: Glossary	5

Introduction

The Encore system integrates with the AT&T Office@Hand system (AT&T) via AT&T APIs. Integrating with AT&T allows the Encore system to successfully perform the following functions:

- Audio Collection – Download call recordings for the selected AT&T agents.
- Data Capture – Receive data associated with the downloaded call recordings.

Supported Call Data Capture

The Encore system provides the following standard data with each call recording.

- Date
- Date UTC
- Duration
- Agent Name
- Team Name

The following is a list of call data elements provided by AT&T that can be collected with each recording.

- ANI
- Call Direction
- Call Type
- DNIS
- Extension
- Other Party Number
- RC Call ID
- RC Recording ID

For a description of each data element, refer to “[Appendix 1: Glossary](#)” on page 5.

Software Requirements

SYSTEM	SOFTWARE REQUIREMENTS
Encore system	<ul style="list-style-type: none">• Encore Version 7.1 or later
AT&T Office@Hand	<ul style="list-style-type: none">• Premium or above

Overview

Encore communicates with the AT&T system to download recordings and call information and import the information into Encore. Encore allows users to easily find recordings, perform quality management on the recordings, Speech Analytics and associate an Encore desktop recording with the AT&T audio recording for synchronized playback.

Configure AT&T System

This document assumes the reader has a working knowledge of AT&T Administration and only needs specific configuration guidance.

Step 1 – Create AT&T Login Account

Create a AT&T user that is dedicated to Encore to authorize the access to user accounts, call logs, and call recordings. The user does not need an extension or number assigned. This login must have the following permissions enabled:

- Apps Access | Third Party Apps
- Company Call Log | Access Recordings
- User Call Log | Access Recordings

Provide the user credentials to your DVSAalytics Installation Technician. The user should be in the form: +14242835447#502. Make sure to log this user out of AT&T before sending the credentials.

Step 2 – Configure Recorded Extensions

For each AT&T extension to be recorded, configure the user to have **Automatic Call Recording** enabled. You can elect to record inbound, outbound or both. Provide a list of recorded extensions, user's first name, and user's last name to your DVSAalytics Installation Technician. If the recorded users are going to log into the Encore system, provide the user's email address and Windows login ID.

Appendix 1: Glossary

agent

A person who handles phone calls. Other variations include operator, attendant, representative, customer service representative (CSR), telemarketer, phone sales representative (TSR), and so on.

agent name

The agent name associated with the recorded extension.

ANI

Automatic Number Identification. For inbound calls, this is the phone number from which the customer is calling (may not be supported by the trunk). For outbound calls, this is the dialed number.

call direction

The direction is either inbound or outbound.

call record

An entry in a database that holds the data associated with a call.

call type

The call type is either internal or external.

date

The date and time the call recording started.

date UTC

The UTC date and time the call recording started.

DNIS

Dialed Number Identification Service. For inbound calls, this is the number the person making the call dialed.

duration

The duration of the call in seconds.

extension

The number associated with a person's phone or softphone.

external calls

In these calls, the calling or called parties are outside the PBX.

inbound

Calls which are received/answered by a recorded party.

internal calls

Calls made between extensions on the same PBX.

other party number

Number of the other party on the line with the person being recorded; if external and an incoming call, this is the ANI.

outbound

Calls which are initialed/placed by a recorded party.

PBX

Private Branch Exchange. The phone system to which the office phones are connected.

recording

The audio recording and database record associated with a single phone call or conversation.

RC call ID

The ID of the call assigned by AT&T.

RC recording ID

The ID of the audio recording assigned by AT&T.

team name

The name of the agent's team. Teams are used for grouping agents together either by a department or function.