

# Avaya Cloud Office™ by RingCentral Integration Guide

Encore Workforce Optimization Solution  
Version 7.2 or later



**For Dealer  
and Customer  
Use Only**

DVSAnalytics, Inc.  
17255 N. 82nd Street, Suite 120, Scottsdale, AZ 85255  
Phone: (480) 538-2020 • Fax: (480) 538-2021  
Email: [info@DVSAnalytics.com](mailto:info@DVSAnalytics.com)  
Web: [www.DVSAnalytics.com](http://www.DVSAnalytics.com)

**PROPRIETARY NOTICE**

This document is prepared for DVSAnalytics dealer and customer use only. Information contained herein is proprietary and confidential, and may not be disclosed, distributed, or reproduced without the express written permission of DVSAnalytics. 2018 DVSAnalytics Inc. All rights reserved.

# TABLE OF CONTENTS

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

# Introduction

---

The Encore system integrates with the Avaya Cloud Office™ by RingCentral system (ACO) via ACO APIs. Integrating with ACO allows the Encore system to successfully perform the following functions:

- Audio Collection – Download call recordings for the selected ACO 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 ACO 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"><li>• Encore Version 7.1 or later</li></ul>
Avaya Cloud Office	<ul style="list-style-type: none"><li>• Premium or above</li></ul>

## Overview

---

Encore communicates with the ACO 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 ACO audio recording for synchronized playback.

# Configure ACO System

---

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

## Step 1 – Create ACO Login Account

Create a ACO 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 ACO before sending the credentials.

## Step 2 – Configure Recorded Extensions

For each ACO 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 ACO.

**RC recording ID**

The ID of the audio recording assigned by ACO.

**team name**

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