

# Avaya Call Reporting and Xima Chronicall Integration Guide

Includes Avaya Call Reporting/Chronicall for Encore WFM

Encore Workforce Optimization Solution  
Version 9.0 or later

February 16, 2024



**For Dealer  
and Customer  
Use Only**

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# Introduction

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The ACR/Chronicall Recording Import audio collection method works in conjunction with the ACR/Chronicall Recording Library, where the Recording Library interfaces directly with the Avaya IP Office DevLink3 Active Recording interface, which collects a call's audio and metadata. Encore then imports the audio and metadata and makes it available in Encore's UI and optionally Encore Speech Analytics.

This integration allows the Encore system to successfully perform the following functions:

- Audio Collection – Import the audio recording that needs to be captured.
- Data Capture – Receive data associated with the call.
- Screen Recording (optional) – Associate the imported audio recording with an Encore Desktop recording.
- Speech Analytics (optional) – Process the imported audio using Encore's Speech Analytics platform.

If subscribed to Encore WFM, Encore can optionally send data to Encore WFM by receiving real-time adherence information and retrieving historical data from the ACR/Chronicall server. Encore WFM can only monitor agents that ACR/Chronicall can monitor, which include IP Office users assigned to Hunt Groups and ACR/Chronicall Multimedia agents. **Note: This WFM integration with ACR/Chronicall does not monitor real-time or historical data from chat or email sources.**

## NOTE

The ACR/Chronicall integration for Recording Import or Encore WFM may be installed in **Encore Cloud**, only if certain requirements can be met. See the [Software Requirements](#) section below for more details. If these requirements cannot be met, this integration MUST be installed as a standard on-premise Encore system.

## Supported Data Capture

The following is a list of the supported data elements that can be collected with each recording. Not every element is applicable for each call. For a description of each data element, refer to "[Appendix 1: Glossary](#)" on page 16.

- Account Codes
- Agent Login ID
- ANI
- Call Direction
- Call Start/End Time
- Call ID
- Calling Party
- Call Type
- ACR/Chronicall Caller ID
- ACR/Chronicall Call ID
- Caller Location
- Conference Call
- DNIS
- Extension
- Initial/Final Group
- Initial/Final Skill
- Initial/Final Tag
- Other Party Name
- Other Party Number
- Receiving Party
- Recorded Party Name
- Recorded Party Number
- Recording ID

# Supported Recording Features

## Screen Recording

Encore's integration with ACR/Chronicall is only able to support Encore's Desktop Recording method for making screen recordings of agent desktop PC's. Desktop Recording is a method where the agent's PC is continuously recorded while the agent is logged into the PC. For this to work successfully, the Encore server and the PBX must have their clocks in sync. If these systems are being synced to a domain controller or other time server, this should not be a problem.

## File format

Encore stores the imported audio file in a G.711 Mono Wav file.

# Software Requirements

SYSTEM	SOFTWARE REQUIREMENTS
ACR/Chronicall system	<ul style="list-style-type: none"> <li>• This integration was developed against an Avaya IP Office system running version 11.1 SP1 and against ACR/Chronicall version 4.4.0. Other versions are expected to work but have not been validated.               <ul style="list-style-type: none"> <li>○ ACR/Chronicall Licenses required:                   <ul style="list-style-type: none"> <li>▪ Recording Library license, with the required number of ports for simultaneous recording</li> <li>▪ Custom Reports (If using Encore WFM, Encore will use the same license for both Call Recording and Encore WFM.)</li> </ul> </li> </ul> </li> <li>• If using Encore WFM               <ul style="list-style-type: none"> <li>○ Avaya IP Office 10.0 or higher</li> <li>○ ACR/Chronicall version 4.2 and higher</li> <li>○ ACR/Chronicall Licenses required:                   <ul style="list-style-type: none"> <li>▪ Standard Reports</li> <li>▪ Custom Reports (If using Call Recording, Encore will use the same license for both Call Recording and Encore WFM.)</li> <li>▪ Realtime module                       <ul style="list-style-type: none"> <li>◆ Realtime Agents - 1 Realtime Agent license for each agent to be monitored by Encore WFM.</li> </ul> </li> <li>▪ Contact Center module                       <ul style="list-style-type: none"> <li>◆ Contact Center Voice Agent - 1 Contact Center Voice Agent license for each agent to be monitored by Encore WFM.</li> </ul> </li> </ul> </li> </ul> </li> </ul>
Encore system	<ul style="list-style-type: none"> <li>• Encore must be installed on a separate server from the ACR/Chronicall server.</li> <li>• EncoreImportRecordingService 2.3.9.25560</li> <li>• Encore WFM Integration               <ul style="list-style-type: none"> <li>○ Encore 8.3 or later</li> </ul> </li> </ul>
Encore Cloud	<ul style="list-style-type: none"> <li>• To use this integration in Encore Cloud, the following requirements MUST be met:               <ul style="list-style-type: none"> <li>○ The customer's ACR/Chronicall URL must be exposed to the Internet.                   <ul style="list-style-type: none"> <li>▪ It's recommended that IP filtering be used to limit access to this exposed URL. All requests from Encore Cloud to this URL will originate from 52.24.63.130.</li> </ul> </li> <li>○ The customer's ACR/Chronicall URL must use a certificate so that connections are made over HTTPS.</li> <li>○ The FQDN of the customer's ACR/Chronicall URL must resolve to a static internet IP address or the customer must guarantee they will keep a dynamic IP updated in their DNS records.</li> </ul> </li> <li>• If the above requirements for Encore Cloud cannot be met, this integration must be installed as a standard Encore on-premise server.</li> <li>• When the integration is used in Encore Cloud, no appliance is needed.</li> </ul>

# Overview

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## ACR/Chronicall Recording Import

The ACR/Chronicall Recording Import audio collection method works in conjunction with the ACR/Chronicall Recording Library, where the Recording Library interfaces directly with the Avaya IP Office DevLink3 Active Recording interface, which collects a call's audio and metadata. Encore then imports the audio and metadata and makes it available in Encore's UI and optionally Encore Speech Analytics.

The Encore ACR/Chronicall Recording Import integration was validated against the ACR/Chronicall Recording Library which used IP Office DevLink3 Active Recording. Integrating with the ACR/Chronicall Recording Library when other recording methods are used may be possible, but these scenarios have not been validated. Please contact DVSAalytics if you would like to use Encore to integrate with ACR/Chronicall when other recording methods are in use.

# Prerequisites

---

## Verify License

Before proceeding, verify that in addition to the **Recording Library license** that ACR/Chronicall needs to make the recordings, the ACR/Chronicall system also has a **Custom Report license**. Refer to your ACR/Chronicall documentation for any additional requirements.

## Configure ACR/Chronicall for Active Recording

Before proceeding with further steps for this integration, the ACR/Chronicall system must already be configured for DevLink3 Active Recording, and you must confirm that you are able to successfully playback a recorded call using the ACR/Chronicall interface. Reference the ACR/Chronicall Installation documentation on the steps needed to achieve this. All recorded users must first be configured in the ACR/Chronicall system. If ACR/Chronicall cannot record a user, Encore will not see the call.

## Acquire the report template archive file

Encore needs a report template to be in place on the ACR/Chronicall system to query for call recordings and their associated call data. This template file, **Recorded Call Details for Encore WFO.xra**, is supplied by DVSAanalytics with the Encore installation and is located on the Encore server under **\Encdata\Config\Xima Report**. If you don't currently have access to the Encore server, ask your DVSAanalytics Project Manager or Installation Technician to provide the file to you. In a later step, we will provide guidance on how to import this file.

## Gather the list of recorded user extensions to be imported

Please gather a list of all user extensions whose recordings you would like to be imported into Encore.

### NOTE

When a new recorded user is added to ACR/Chronicall, which is intended for Encore import, this user must also be added to Encore, so it knows to collect the recording and metadata.

## Gather the ACR/Chronicall URL

The Encore ACR/Chronicall Recording Import integration needs to communicate with ACR/Chronicall using the same URL that the ACR/Chronicall Desktop app uses. This is also the base portion of the URL when using a browser to connect to the ACR/Chronicall web interface. Typically, this base URL will be: **http://<ACR-Chronicall IP address or FQDN>:9080**

If your ACR/Chronicall system has HTTPS enabled, then this will be an https URL and the port number (following the colon) may be different.

If the integration is used with Encore Cloud, this must be the external facing URL. See [Software Requirements](#) on page 5 for all requirements.

Please provide your DVSAanalytics Project Manager or Installation Tech this URL.

# Configure ACR/Chronicall for Recording Import

## Configure Users for Recording

As previously mentioned, this guide assumes that ACR/Chronicall is already configured to record users. No guidance is provided here on how to accomplish this, rather we refer you to the ACR/Chronicall documentation to complete these steps for each recorded user.

## Configure Service User

The Encore ACR/Chronicall Recording Import integration needs an ACR/Chronicall Service User to authenticate and access the server's data. Follow these steps to create the Service User.

### NOTE

If you will also be using Encore WFM, this Service User can be used for both Encore ACR/Chronicall Recording Import and for Encore WFM.

### CAUTION

This Service User must be for the exclusive use of Encore WFO/WFM. No other apps should use this user.

1. Login to the ACR/Chronicall Desktop application with a user that has Administrator privileges.
2. Navigate to **User Management->User Accounts**.
3. In the *User* field, select **New User**.
4. In the *Name* field, use the recommended name of **Encore**, or a username of your choice.
5. Select the **Service User** radio button at the bottom and click **Save**.

The screenshot shows a 'New User' form with the following fields and options:

- User: <New User> (dropdown)
- Name: Encore (text)
- Email: (text)
- Login Name: (text)
- Password: (text)
- Confirm Password: (text)
- Role selection:  Administrator,  Manager,  User,  Service User
- Buttons: Delete, Save, Clear, Edit User Access

## Acquire the Service User's Authentication Key

1. Navigate to **API Enablement > Service Users**.
2. Select the Service User you created in [Configure Service User](#) above and click **Edit**.
3. Copy the entire string that's displayed in the **Authentication Key** field. This is a long string that will end with =.
4. Provide this string to your DVSAalytics Project Manager or Installation Tech.



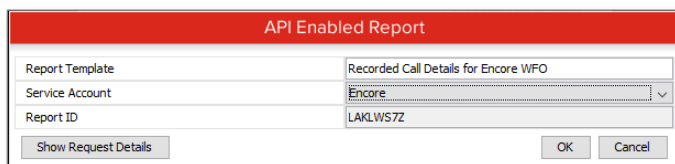
## Import the report template archive file

Before starting this step, you must have the “Recorded Call Details for Encore WFO.xra” report archive file available to you. This file is supplied by DVSAanalytics with the Encore installation and is located on the Encore server under **\Encdata\Config\Xima Report**. If you don’t currently have access to the Encore server, ask your DVSAanalytics Project Manager or Installation Technician to provide the file to you.

1. In the ACR/Chronicall Desktop application, on the **Home** page, navigate to **Reports > Import/Export Reports**.
2. Click the **Import** button and browse to the location where you placed the **Recorded Call Details for Encore WFO.xra** file.
3. Select the file and click **Open**.
4. You should receive an acknowledgement of successful import.

## Configuring Historical Data API for Recorded Call Details

1. Navigate to **API Enablement > Historical Data Access**.
2. In the *Report Template* field, select **Recorded Call Details for Encore WFO**.
3. In the *Service User* field, select the Service User you create above.
4. Make note of the **Report ID** field’s value, as this will need to be provided to your DVSAanalytics Project Manager or Installation Tech.
5. Click the **Show Request Details** button and verify that *Report Output* is set to **JSON**. Click **OK** to exit. **Note:** The *Report Timeframe* setting doesn’t matter since this is only used as a template and Encore will use its own parameters when making the query.
6. Click **OK** to save.



API Enabled Report	
Report Template	Recorded Call Details for Encore WFO
Service Account	Encore
Report ID	LAKLWS7Z
<input type="button" value="Show Request Details"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>	

## Provide DVSAanalytics the required information for recording import

Please provide your DVSAanalytics Project Manager or installation Technician the following information:

- List of user extensions whose recordings Encore should import.
- The **ACR/Chronicall URL** – See [Gather the ACR/Chronicall URL](#) on page 7.
- The **Authentication Key** for the Service User created for Encore. – See [Acquire the Service User’s Authentication Key](#) on page 8.
- The **Report ID** for the API Enabled Historical Data Report for Recorded Call Details. – See [Configuring Historical Data API for Recorded Call Details](#) above.

# Configure ACR/Chronicall for Encore WFM (optional)

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Follow these steps if you have subscribed to Encore WFM. These steps will help you prepare the ACR/Chronicall system for integration with Encore WFM and will guide you in gathering the information needed for a successful installation.

## Verify Licenses

Before proceeding, please verify that your ACR/Chronicall system is licensed for the following features/modules.

- Standard Reports
- Custom Reports – When using the ACR/Chronicall Recording Import integration, this license will already be in place. There is no need for an additional license.
- Realtime module
  - 1 Realtime Agent license for each agent to be monitored by Encore WFM.
- Contact Center module
  - 1 Contact Center Voice Agent license for each agent to be monitored by Encore WFM.

## Gather the ACR/Chronicall URL

The Encore WFM Adapter needs to communicate with ACR/Chronicall using the same URL that the ACR/Chronicall Desktop and the Encore ACR/Chronicall Recording Import integration apps use. When using the ACR/Chronicall Recording Import integration, we have already gathered this URL in the [Gather the ACR/Chronicall URL](#) on page 7.

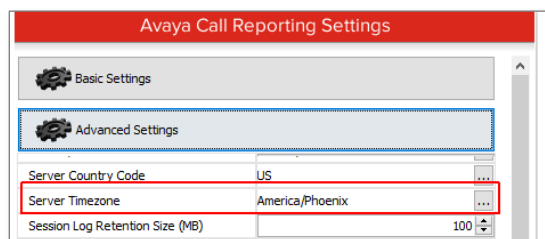
If the integration is used with Encore Cloud, this must be the external facing URL. See [Software Requirements](#) on page 5 for all requirements.

Please provide your DVSAalytics Project Manager or Installation Tech this URL.

## Obtain ACR/Chronicall Timezone id

1. Login to the ACR/Chronicall Desktop application with a user that has **Administrator** privileges.
2. Navigate to the **Admin (System)** area and select **System** settings.
3. Expand the **Advanced Settings** section and look for the **Server Timezone** field.
4. Make note of the string used for this field and provide it to your DVSAalytics Project Manager or Installation Tech. For the Encore WFM adapter to properly match timestamps provided by the ACR/Chronicall system, it is important that the exact string, as displayed, is provided. The format is based on the IANA time zone database:

[https://en.wikipedia.org/wiki/List\\_of\\_tz\\_database\\_time\\_zones](https://en.wikipedia.org/wiki/List_of_tz_database_time_zones)



## Gather the list of Reason Codes from ACR/Chronicall

For a successful Encore WFM installation, please provide your DVSAalytics Project Manager or Installation Tech a list of all Reason Codes that Encore WFM needs to monitor. These reason codes are selected by the agent when they go into Do Not Disturb(DND) mode. These codes will be needed later when activity mapping is performed in the Encore WFM system.

1. In the ACR/Chronicall Desktop application, navigate to **Agent Dashboard Configuration -> Multimedia Busy Codes**.
2. For each Reason Code in this list that the Encore WFM system will need to monitor, capture the exact Reason Code string and provide these codes to your DVSAalytics Project Manager or Installation Tech.



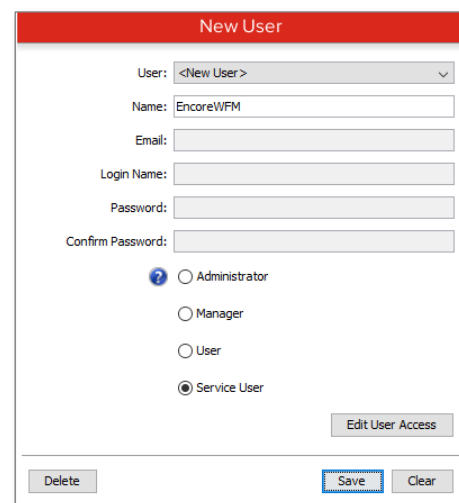
## Configure Service User

The Encore WFM Adapter needs an ACR/Chronicall Service User to authenticate and access the server's data. Follow these steps to create the Service User. If you have already configured the Service User for use with Encore ACR/Chronicall Recording Import, you may skip to [Configuring Realtime Data API](#) on page 12.

### CAUTION

This Service User must be for the exclusive use of Encore WFO/WFM. No other apps should use this user.

1. Navigate to **User Management->User Accounts**.
2. In the *User* field, select **New User**.
3. In the *Name* field, use the recommended name of **EncoreWFM**, or a username of your choice.
4. Select the **Service User** radio button at the bottom and click **Save**.



## Acquire the Service User's Authentication Key

If you have already configured the Service User for use with Encore ACR/Chronicall Recording Import, you may skip to [Configuring Realtime Data API](#) below.

1. Navigate to **API Enablement > Service Users**.
2. Select the Service User you created in [Configure Service User](#) above and click **Edit**.
3. Copy the entire string that's displayed in the **Authentication Key** field. This is a long string that will end with =.
4. Provide this string to your DVSAalytics Project Manager or Installation Tech.

## Configuring Realtime Data API

1. Navigate to **API Enablement > Realtime Metric Access**.
2. Provide a *Metric Name* of **EncoreWFM-AgentState**.
3. For the *Metric Category* select **Agent**.
4. For the *Realtime Metric* select **Agent State**.
5. For *Category Selection* click the ellipsis button and select the users for which you need to monitor Realtime data. You can use the *Select All* option to select all current agents, or you can click the down arrow to just select members of particular groups. Once all the agents have been selected click **OK**.
6. For the *Service Account*, select the service account user you created in [Configure Service User](#) above.
7. Click OK to save the Realtime Metric.

The screenshot shows a dialog box titled "API Enabled Realtime Metric" with a red header. It contains a table with the following fields and values:

Metric Name	EncoreWFM-AgentState
Metric Category	Agent
Realtime Metric	Agent State
Category Selection	7 Selected
Service Account	EncoreWFM
Metric ID	KYMYATKE

At the bottom of the dialog, there are four buttons: "Show List View", "Show Request Details", "OK", and "Cancel".

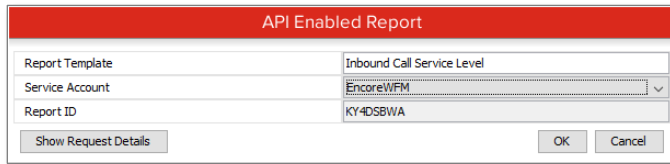
### CAUTION

When the list of agents that you need to monitor changes, you must edit the **Category Selection**, add/remove agents as appropriate and then save the changes.

The Encore WFM adapter will pick up any changes the following day.

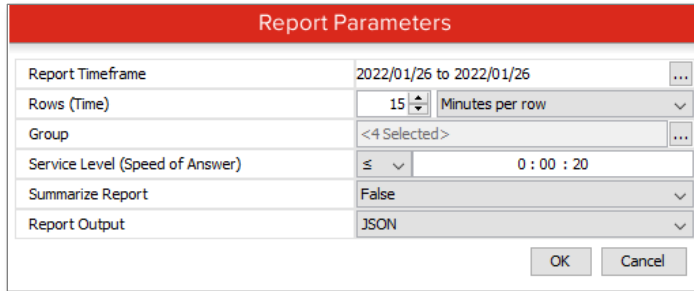
## Configuring Historical Data API for Encore WFM

1. Navigate to **API Enablement > Historical Data Access** and click **Add**.
2. Unless you have been directed otherwise, in the *Report Template* field, select **Inbound Call Service Level**.
3. Make note of the *Report ID* field's value, as this will need to be provided to your DVSAalytics Project Manager or Installation Tech.



API Enabled Report	
Report Template	Inbound Call Service Level
Service Account	EncoreWFM
Report ID	KY4DSBWA
<input type="button" value="Show Request Details"/> <input type="button" value="OK"/> <input type="button" value="Cancel"/>	

4. Click the **Show Report Details** button and verify that *Summarize Report* is set to **False** and *Report Output* is set to **JSON**. Click **OK** to exit the Report Parameters. **Note:** The settings in the other fields don't matter since this is only used as a template and the Encore WFM adapter will use its own parameters when making the query.



Report Parameters	
Report Timeframe	2022/01/26 to 2022/01/26
Rows (Time)	15 Minutes per row
Group	<4 Selected>
Service Level (Speed of Answer)	≤ 0 : 00 : 20
Summarize Report	False
Report Output	JSON
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

5. Click **OK** to save.

## Custom reports (optional)

For most implementations, the system provided **Inbound Call Service Level** historical report template provides Encore WFM with the required information. If your WFM needs require that you track other call types for your agents, such as outbound calls or internal calls, a custom report template may need to be used.

Your DVSAalytics Project Manager or Installation Tech will need to know the report's column names so they can ensure the WFM adapter is able to query the data correctly.

If possible, please use the following column names:

- Minutes
- Calls Presented
- Calls Answered
- Calls Abandoned
- Avg Call Duration

If the column names on the previous page are not used, please provide your DVSAalytics Project Manager or Installation Tech the column names that contain the equivalent data.

- The custom historical report's column name, which shows the interval data. Typically, the **Minutes** column.
- The custom historical report's column name, which shows the data for calls offered/presented during the interval period. Typically, the **Calls Presented** column.
- The custom historical report's column name, which shows the data for calls answered/handled during the interval period. Typically, the **Calls Answered** column.
- The custom historical report's column name, which shows the data for calls abandoned during the interval period. Typically, the **Calls Abandoned** column.
- The custom historical report's column name, which shows the data for the average duration of calls during the interval period. Typically, the **Avg Call Duration** column.

## Provide DVSAalytics the required information for Encore WFM

As indicated in the steps above, your DVSAalytics Project Manager or Installation Tech will need the following information:

- The ACR/Chronicall URL
- ACR/Chronicall Timezone id
- The list of Reason Codes for DND
- The Service User's Authentication Key
- The Historical Data API's Report ID
- If a custom report template is in use, the column names as indicated in the Custom reports section above.

# Call Handling Scenarios

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This section explains how different calls are displayed and related in Encore. It is assumed that all stations involved in the calls are configured to be recorded.

Certain situations affect how recordings are created and how they can be located using the Related Call Lookup feature:

- **Hold** – When a call is put on hold, the recording is stopped. When the call is retrieved, a new recording starts. These separate call records can be located using Related Call Lookup.
- **Consultation Call** – If an agent is on a call and then places a consultation call, the first call is put on hold and the recording is stopped. Assuming the called party is also using a recorded phone, the consultation call is recorded as two separate recordings – one for each extension. When the agent hangs up the consultation call and retrieves the original caller, the two recordings for the consultation are stopped and a new recording begins for the retrieved call. Related Call Lookup is available for the original call segment and the segment of the retrieved call after the consult call ended. The two recordings during the consult call are related to each other, but the consult call and the call segments with the original party are not related to each other.
- **Blind Transfer** – When a call is blind transferred, the first recording ends after the agent presses the transfer button and hangs up the handset. The second recording begins when the second agent answers the transferred call. The second recording ends when the second agent hangs up the call. These separate call records can be located using Related Call Lookup.
- **Conference Call** – When an agent decides to bring a third party into a current call, the agent usually puts the caller on hold to first consult with the third party. At the beginning of the consultation call, the first recording of the agent and the original caller is stopped. Assuming the third party is using a recorded phone, the consultation call creates two recordings – one for the agent and another for the third party. After the consultation call ends and the three parties are joined into the conference, the two consultation call recordings end, and two new recordings are created for each recorded agent in the conference. The recordings end when the conference ends. Related Call Lookup is possible between the original agents recording and the conference recording. It is possible between the third party's consult call and the conference, but Related Call Lookup is not possible between the original call's recording and the consult call with the third party.
- **Internal Call** – If both extensions are monitored by Encore, two recordings are created – one for each extension. These separate call records can be located using Related Call Lookup.

# Appendix 1: Glossary

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## **abandoned call**

An incoming call which is answered by the ACD but terminated by the caller before it is answered by an agent.

## **ACD**

Automatic Call Distributor. An application that answers calls and directs them to a predetermined queue, or line, of waiting calls. In most cases, the ACD ensures that the first call in is the first call answered. It also determines which agent receives a call based on predetermined criteria such as idle time or availability and generates reports on call volume and distribution.

## **ACD number**

This is the equivalent of the Directory Number (DN) where the call originated.

## **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 login ID**

The recorded user's ID, in the format <name>(extension).

## **ANI**

Automatic Number Identification. For inbound calls, this is the customer's number (may not be supported by the trunk).

## **automated attendant**

A voice processing system that answers calls with a recording and then enables callers to press touch-tone buttons to navigate through a menu system to a person, department, or voice mail.

## **call ID**

A unique ID for the call, allocated by the PBX.

## **call record**

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

## **DNIS**

Dialed Number Identification Service. For inbound calls, this is the number the customer dialed (may not be supported by the trunk).

## **extension**

This is an agent's user extension. See "[user extension](#)" on page 17 for more information.

## **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**

In these calls, the calling and called parties are extensions on the PBX.

**other party name**

Name of the other party on the line with the person being recorded, may be blank if this is an external call. If a call is transferred from Phone A on PBX Node 1 to Phone B on PBX Node 2, the Other Party Name for Phone B could be Phone A instead of the caller.

**other party number**

Number of the other party on the line with the person being recorded; if external and incoming call, this is an ANI. If a call is transferred from Phone A on PBX Node 1 to Phone B on PBX Node 2, the Other Party Number for Phone B could be Phone A instead of the caller.

**outbound**

Calls which are placed by a recorded party.

**PBX (PABX)**

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

**recorded party name**

Agent's name.

**recorded party number**

The agent's extension that is logged into the monitored phone.

**recording**

The audio recording or screen recording associated with a single phone call or segments of a conversation that may have holds, transfers or conferences.

**related call lookup**

A customer's experience in a call center may include multiple recordings even though the customer was on one, continuous call. This feature shows recordings that are related to the selected recording.

**station**

A phone connected to the PBX.

**skill**

A skill is a group of abilities necessary to answer a specific type of contact. Encore captures the ACR/Chronical skill.

**trunk**

The connection between the phone company and the PBX that carries incoming calls.

**user extension**

For agents to receive calls, they log into their phones with their user extensions. A user extension may or may not be the same number as a phone's base extension.