



Encore Server  
Workforce Optimization Solution

## NEC UNIVERGE with OAI Integration Guide

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# I. Introduction

The Encore system integrates with various NEC UNIVERGE PBXs using the Open Application Interface (OAI). The integration may also use the NEC Infolink or UC for Business (UCB) software.

- NEAX 2000 IPS
- NEAX 2400 IPX
- SV7000
- SV8300
- SV8500

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

- Audio Collection - Capture the audio that needs to be recorded.
- Recording Control - Receive the necessary events that signal when the Encore must start and stop recording.
- Data Capture - Receive data associated with the call.

The Encore system can record calls on an NEC system without the OAI integration but the recording controls and data capture are limited; configuration for this integration is not covered in this document.

**Note:** If the customer is using UCB, the UCB Logger (Generic) Plug-in is required to be installed on the UCB.

## 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.

- ACD Name\*^
- ACD Number\*^
- Agent Login ID\*^
- ANI
- Call Direction
- Call Type
- Consultation Call
- Dialed Number
- DNIS
- Extension
- Other Party Name^
- Other Party Number
- Other Sub Line
- Recorded Party Name^
- Recorded Party Number
- Split Name^
- Split Number^
- Sub Line
- Trunk

\*These fields are only available on ACD calls using UCB.

^These fields are only available when using Infolink.

## Supported recording features

The following matrix should be used to determine which audio collection is best for your business needs. For example, if you need to record encrypted calls, you must use the Trunk-side TDM methods. If you find that more than one collection method will work for you, talk to your Encore representative about which method is more cost-effective. For a description of each feature, refer to Appendix 1: Glossary.

Recording Feature	Audio Collection Method		
	Station-side TDM	Trunk-side TDM	Station-side RTP Packet Capture (Passive Interface)
Max. Recording Ports per Server^	192	288	400
Record External Calls	YES	YES	YES
Record Internal Calls	YES		YES

Recording Feature	Audio Collection Method		
	Station-side TDM	Trunk-side TDM	Station-side RTP Packet Capture (Passive Interface)
Record Encrypted Calls		YES	
Related Call Lookup	YES	YES	YES
Full-Time Recording	YES	YES	YES
Scheduled Recording	YES	YES	YES
Dynamic IP Capture*			YES

^Small Business Servers are limited to 72 ports

\*Only supported on SV8500

## Software and hardware requirements

System	Software Requirements
NEC UNIVERGE NEAX 2000 IPS NEAX 2400 IPX SV7000 SV8300 SV8500	<ul style="list-style-type: none"> <li>• Station-side TDM, Trunk-side TDM, and Station-side RTP Packet Capture <ul style="list-style-type: none"> <li>○ OAI <ul style="list-style-type: none"> <li>– 0221044 OAI/INFOLINK 2400/SV7000/SV8500 SITE LIC LMS</li> <li>– 0221045 OAI/INFOLINK 2000/SV8300 SITE LIC LMS</li> </ul> </li> <li>○ NEC-provided hardware OAI key: <ul style="list-style-type: none"> <li>– 0221029 OAI/INFOLINK 2400 C + + SITE LIC</li> <li>– 0221030 OAI/INFOLINK 2000/SV8300 C + + SITE LIC</li> <li>– 0221031 OAI/INFOLINK SV7000/SV8500 C + + SITE LIC</li> </ul> </li> <li>○ NEAX 2000 IPS uses R8–H1 to R14–P1 PBX software</li> <li>○ NEAX 2400 IPX uses R23 to R27–FID90 PBX software</li> <li>○ SV7000 uses R23 to R27–FID90 PBX software</li> <li>○ SV8300 uses R1–A1 to R5–F2 PBX software</li> <li>○ SV8500 uses S1–FID70 to S4–FID100 PBX software</li> </ul> </li> </ul>
NEC UCB	<ul style="list-style-type: none"> <li>• Version 4.0 or later is needed if the customer is using UCB.</li> <li>• VoiceLoggerPluginEx (available in UCB 5.1 or later) or UCB Voice Logger (Generic) Plug-in is required if a customer is using the UCB and needs to capture the agent ID, queue ID or the ACD number.</li> </ul>
Encore system	<ul style="list-style-type: none"> <li>• Station-side TDM, Trunk-side TDM, and Station-side RTP Packet Capture <ul style="list-style-type: none"> <li>○ Encore 2.3.4 or later</li> <li>○ CTGate.exe 8.6.1000 or later</li> <li>○ CTNECOAI.dll 4.3.1000 or later</li> <li>○ .NET 2.0 or later</li> <li>○ OAI site license with security device (USB dongle), serial number, and activation key, or a softkey license and an OAI license for the PBX the customer is using must be installed on the NEC License Manager Client (LMC); all are provided by NEC. The NEC software versions noted above for each PBX support the softkey license.</li> <li>○ <b>If using the NEC-provided USB license dongle, only the Windows 2003 operating system can be used on the Encore server; the license dongle is not supported on Encore servers using Windows 2008 R2 or Windows 7.</b></li> </ul> </li> </ul>

System	Hardware Requirements
NEC UNIVERGE NEAX 2000 IPS NEAX 2400 IPX SV7000 SV8300 SV8500	<ul style="list-style-type: none"> <li>• Station-side TDM               <ul style="list-style-type: none"> <li>– Must allow Encore to tap at the punchdown block</li> </ul> </li> <li>• Trunk-side TDM               <ul style="list-style-type: none"> <li>– Must allow Encore to tap at the trunk</li> </ul> </li> <li>• Station-side RTP Packet Capture               <ul style="list-style-type: none"> <li>– Span port on network to route all RTP traffic to Encore server. If the Dynamic IP Capture feature will be used with the SV8500, the span port must also collect the station's SIP packets.</li> <li>– DHCP IP address reservation or static IP assignment for each station to be recorded. If the Dynamic IP Capture feature will be used with the SV8500, the DHCP reservation or static IP assignment requirement is optional.</li> </ul> </li> </ul>
Encore system	<ul style="list-style-type: none"> <li>• If using the Dynamic IP Capture feature, no wireless handsets are supported</li> </ul>

## Documentation overview

This document provides integration information for a specific phone system. It helps a user to understand the features and benefits of a particular integration as well as what needs to be configured on the phone system. Configuration steps necessary to enable this integration on the Encore system are covered in the *Encore Installation Guide* and the *NEC UNIVERGE with OAI Installation Addendum*.

Conventions used in this guide include:

1. Computer commands needed to complete a task appear like this: **Sample** (in black)
2. Keyboard strokes that need to be entered appear like this: [Sample]
3. Any references to other documentation imply the latest version of the document unless a specific version is designated.

## II. Overview of NEC UNIVERGE with OAI Integration

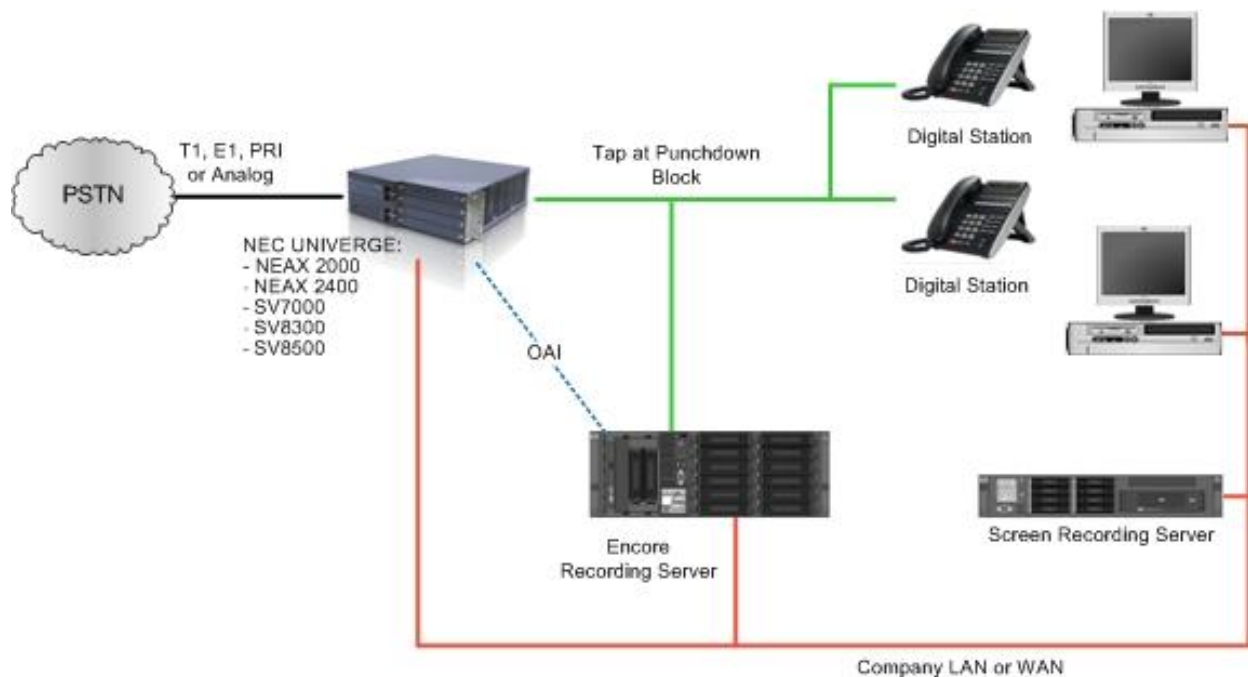
This section provides an overview of each audio collection method. For simplicity sake, the diagrams only display a single Encore server but there can be multiple Encore servers depending on the number of stations to be recorded.

Throughout all of the audio collection methods, CT Gateway requests an **OAI status monitor** for devices listed in the CT Gateway INI file to receive call progress events. If a device listed in the CT Gateway INI file is on a call with a device that is not listed in the file (non-listed), CT Gateway also sets an **OAI status monitor** for the non-listed device. These on-demand monitors for non-listed devices remain active after the call ends and could cause CT Gateway to monitor a large number of devices on the switch, even though the devices are not listed in the CT Gateway's INI file. This does not affect the performance of the Encore system or the PBX.

### Station-side TDM

The Station-side TDM method uses a passive tap on the phones connected to the NEC UNIVERGE PBX to collect audio. These may be analog or digital phone sets. This passive tap is connected to the recording boards in the Encore server. Based on events received from the OAI, the Encore server collects the audio on the recording boards and the data associated with the call from the OAI messages.

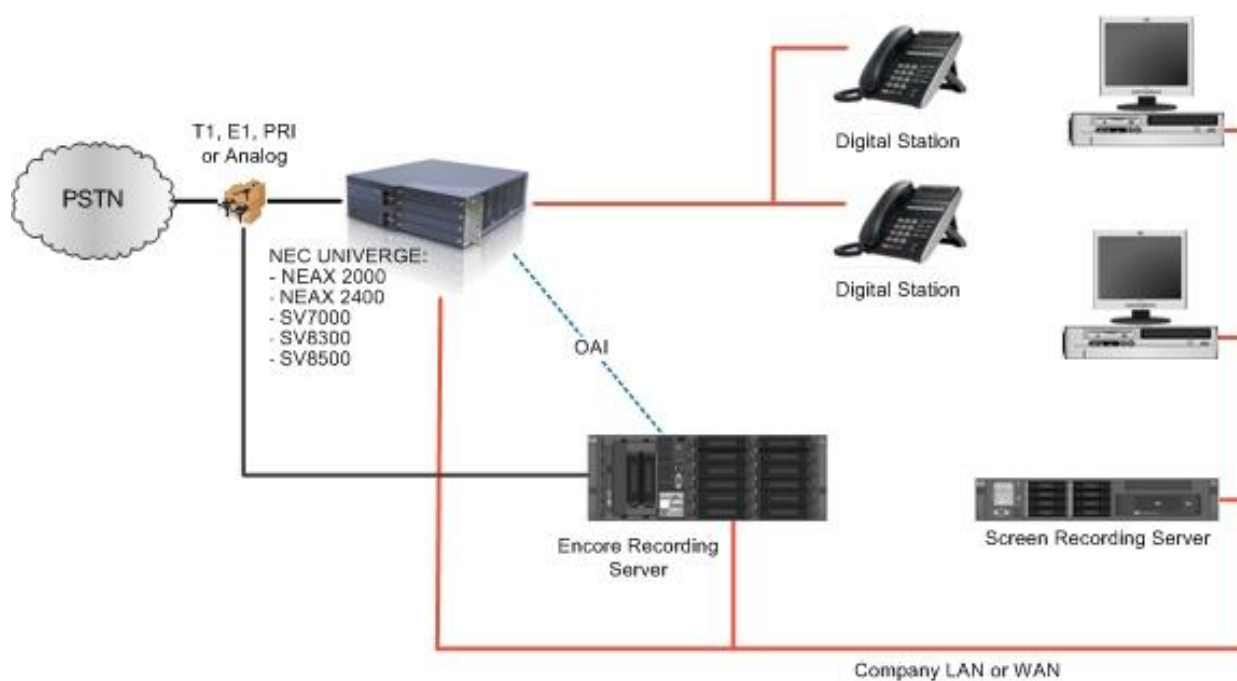
If the NEC ACD feature is used, events received from Infolink or UCB control recording and provide data associated with the call.



## Trunk-side TDM

The Trunk-side TDM method uses a passive tap on the telephony trunks that connect the NEC UNIVERGE PBX to the PSTN. The trunks can be T1, E1, or Analog. This passive tap is connected to the recording boards in the Encore server. The audio is collected via the passive tap. Based on events received from the recording boards or from events received from OAI, call recordings can be started or stopped, and the data associated with the call record.

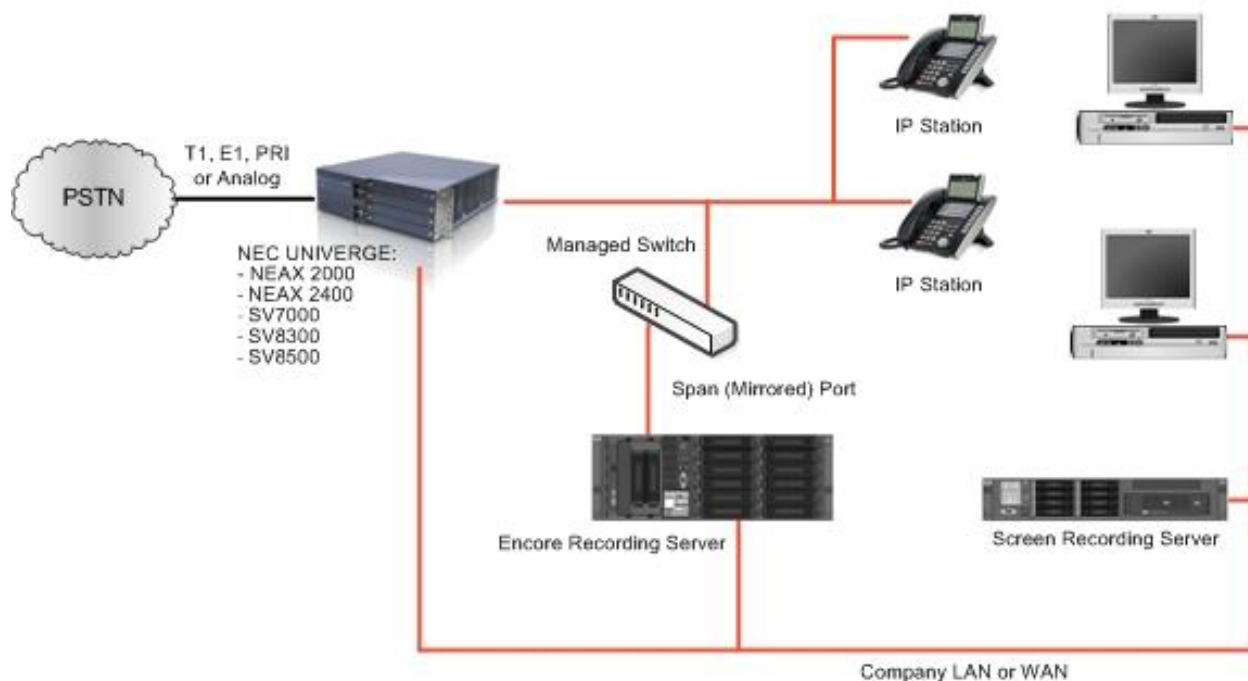
If the NEC ACD feature is used, events received from Infolink or UCB control recording and provide data associated with the call.



## Station-side RTP Packet Capture

The Station-side RTP Packet Capture method uses a span port to collect the RTP audio packets directly from the network segment that includes the VoIP traffic. Based on events received from OAI, the Encore server collects the RTP packets for a specific IP address and converts the RTP data to an audio recording file. Encore collects data associated with the call from the OAI messages. If the Dynamic IP Capture feature will be used with the SV8500, the span port must also collect the station's SIP packets.

If the NEC ACD feature is used, events received from Infolink or UCB control recording and provide data associated with the call.





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## III. Configure NEC UNIVERGE PBX

The steps to configure the NEC UNIVERGE PBX are included in this section. It is assumed that the reader has a working knowledge of the NEC software and only needs specific configuration assistance.

Required switch settings for NEAX 2000 (IPS/SV8300):

- CM08 461 Send OAI OStatusNotify when answering held call, 0-Sent, 1-Not Sent (Set to 0)
- CM08 465 Error Detail Information sent to Application, 0-Sent, 1-Not Sent (Set to 0)
- CM08 804 Terminal Type for PSII phones, 0-ST\_SINGLE\_LINE, 1-ST\_PS (Set to 1)
- CM08 805 Call Forward No Answer notification, 0-Sent, 1-Not Sent (Set to 0)

Required switch settings for NEAX 2400 (IPX/SV7000/SV8500):

- ASYD SYS1, Index 241, Bit 3, Error Detail for OSwitchNotify 0=No, 1=Yes (Set to 1)
- ASYD SYS1, Index 370, Bit 0, Expanded SMFN Service 0=No, 1=Yes (Set to 1)
- ASYDL SYS1, Index 864, Bit 4, 0=2 port SMFNs, 1=8 port SMFNs (Set to 1)
- ASYD SYS1, Index 32, Bit 7, SMDR InService=1 and Receive Answer notifications on outbound trunks. (Set to 1). Note that just turning this bit on won't cause SMDR service to be activated because there are other configuration settings that must be activated before SMDR is enabled. But to get Answer notifications on outbound trunks, this must be activated.
- ASYD SYS1, Index 63, Bit 6, Call Forward Detail in OStatusNotify, 0=No, 1=Yes (Set to 1)
- ASYDL SYS1, Index 867, Bit 0, OStatusNotify RELEASE\_FORWARD\_NO\_ANSWER, 0-Not Sent, 1-Sent (Set to 1)

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## IV. Call Handling Scenarios

This section explains how different calls are displayed in Encore. The descriptions in this section are from a station-side recording system and 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 Calls feature. In the following examples, a SID refers to a Segment ID and a RID refers to a Related ID.

### External Inbound Call

---

*Recordings: 1 | SID: 1 | RID: 1*

Extension 9051 receives an external inbound call with SID A and hangs up when the call is complete. This call creates one recording and one RID even though no other calls are associated with it.

### External Inbound Call with Supervised Transfer

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*Recordings: 3 | SID: 3 | RID: 1*

1. Extension 9051 receives an external inbound call. Recording 1 begins with SID 1.
2. The agent presses the transfer button which puts the caller on hold and suspends Recording 1. The agent then makes a consultation call to extension 9052. Recording 2 for extension 9051 begins with SID 2 and Recording 3 begins for extension 9052 with SID 3. When extension 9051 hangs up, Recordings 1 and 2 end.
3. Now the caller is transferred to the agent at extension 9052. Recording 3 continues.
4. When the agent at extension 9052 hangs up, Recording 3 ends.

The same RID is associated with all recordings to show they are related.

### External Inbound Call to ACD

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*Recordings: 1 | SID: 1 | RID: 1*

1. ACD Pilot 9070 routes calls to agents in ACD split 1.
2. Agent with login ID 8052 is logged into the ACD at extension 9052 with ACD sub line 1952 and is available to take ACD calls.
3. An external call is routed to the ACD with pilot 9070 and answered by the agent using the ACD line 1952 at extension 9052.
4. A recording with SID 1 begins and, when the call ends, the recording stops. The ACD Pilot Number, ACD Pilot Name, Split Number, Split Name, and Agent Login ID are associated with the recording.

### External Outbound Call

---

*Recordings: 1 | SID: 1 | RID: 1*

Extension 9051 makes an external outbound call with SID 1 and hangs up when the call is complete. This call creates one recording and one RID even though no other calls are associated with it. The Call Direction for the recording shows as Outgoing. The dialed number (with the dialed prefix) is stored in the ANI and Other Party Number fields.

## Internal Call

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*Recordings: 2 | SID: 2 | RID: 1*

Extension 9051 makes an internal call to extension 9053 (both extensions are monitored by Encore). A recording is created for each monitored extension and each recording is assigned a different SID. Both recordings are assigned the same RID to show they are related to each other.

## Hold and Retrieve

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*Recordings: 1 | SID: 1 | RID: 1*

Extension 9051 makes or receives a call. 9051 places the call on hold and then retrieves the call. When the call is retrieved, the audio is appended to the recording to create one audio recording.

## External Inbound Call with Blind or Unannounced Transfer

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*Recordings: 2 | SID: 2 | RID: 1*

1. Extension 9051 receives an external inbound call which starts Recording 1 with SID 1.
2. The agent transfers the caller to extension 9053 without consulting the agent at extension 9053. Recording 1 ends when 9051 hangs up his phone.
3. Recording 2 with SID 2 begins when 9053 answers the call. It ends when the agent hangs up her phone.

The same RID is associated with each recording to show they are related.

## Consultation Call

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*Recordings: 3 | SID: 3 | RID: 1*

1. Extension 9051 receives an external inbound call which starts Recording 1 with SID 1.
2. The agent puts the caller on hold, suspending Recording 1, and makes a consultation call to extension 9054 which starts Recording 2 with SID 2 to record extension 9051. This also starts Recording 3 with SID 3 to record extension 9054 in the consultation call.
3. When either agent hangs up the consultation call, Recordings 2 and 3 end. Recording 2 for 9051 has the Consultation Call flag set to True.
4. The agent at extension 9051 then retrieves the original call and Recording 1 with SID 1 resumes.
5. When extension 9051 hangs up with the caller, Recording 1 ends.

The same RID is associated with all recordings to show they are related.

## Conference Call

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*Recordings: 3 | SID: 3 | RID: 1*

1. Extension 9051 receives an external inbound call which starts Recording 1 with SID 1.
2. The agent at extension 9051 puts the caller on hold and makes a consultation call to bring a supervisor at extension 9053 into the call. This suspends Recording 1. Recording 2 with SID 2 begins to record extension 9051 on the consultation call and starts Recording 3 with SID 3 to record the supervisor at extension 9053.
3. The agent at 9051 completes the conference and brings the supervisor at extension 9053 into a three-party conference call with the external party. Recording 2 ends. Recording 1 with SID 1

resumes and appends the conference call audio to the first portion of the recording. Recording 3 with SID 3 continues.

4. When the supervisor at extension 9053 hangs up the call, Recording 3 ends. Recording 1 with SID 1 continues.
5. When the external party or the agent at extension 9051 hangs up the call, Recording 1 ends.

The same RID is associated with all recordings to show they are related.

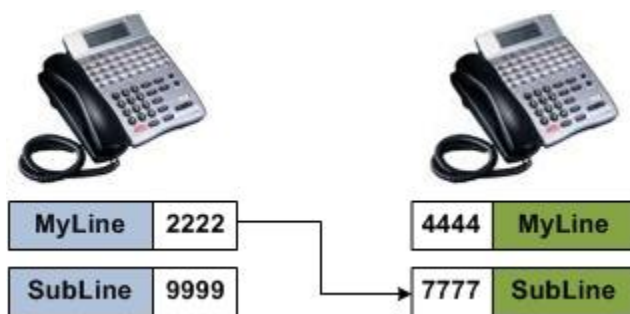
## Sub Line Data Capture

Sub Lines are basically secondary line appearances for the phone, which is called a DTerm in the NEC infrastructure. The primary line appearance for the phone is called the My Line. Businesses may choose to use these primary and secondary line appearances in various ways. For instance, all personal calls may be placed on a phone's Sub Line and all business calls placed on the My Line. Encore records all calls originated or received by a phone, regardless of which line appearance is used, but the business would typically not wish to record personal calls. Since Encore cannot filter these calls prior to recording them, it instead captures the line appearance in which the call was originated or received and provides a method for the business to process the calls after the recording has occurred. In this case, personal calls recorded on the Sub Lines should be purged from the database and calls recorded on the My Line should be retained.

Capturing Sub Line data may be helpful in other scenarios too, such as if the business needs to know which line appearance actually answered a call. The reason for capturing the Sub Line data fully depends on how the customer is using its NEC system; Encore helps businesses to better understand the recordings that have been created by capturing the Sub Line data for a phone. Two fields store Sub Line data in the Encore database: fldSubLine and fldOtherSubLine. fldSubLine captures Sub Line data for the calling phone if a Sub Line was used to originate the call, and fldOtherSubLine captures the Sub Line data for the answering phone, if that phone answered on one of its Sub Lines. Let's look at the most common examples and how the Sub Line data is captured for each.

### My Line to Sub Line

In this example, the originating phone initiates a call from its My Line of 2222 and the receiving phone answers the call on its Sub Line of 7777.



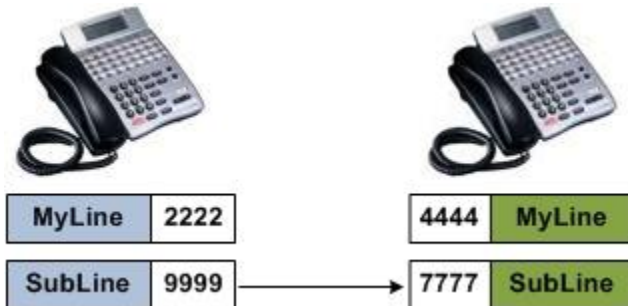
For this phone call, the recording for the originating phone (My Line 2222) shows nothing in the fldSubLine column because it placed the call on its My Line 2222. The fldOtherSubLine column shows 7777 because this is the line appearance on the receiving phone that answered the call.

The recording for the receiving phone (My Line 4444) shows the Sub Line of 7777 in the fldSubLine column because this is the line appearance on the receiving phone that answered the call. The fldOtherSubLine column is blank because the originating phone placed the call on its My Line 2222 and did not use its Sub Line.

fIdExtension	fIdSubLine	fIdOtherSubLine
2222		7777
4444	7777	

### Sub Line to Sub Line

In this example, the originating phone initiates a call from its Sub Line of 9999 and the receiving phone answers the call on its Sub Line of 7777.



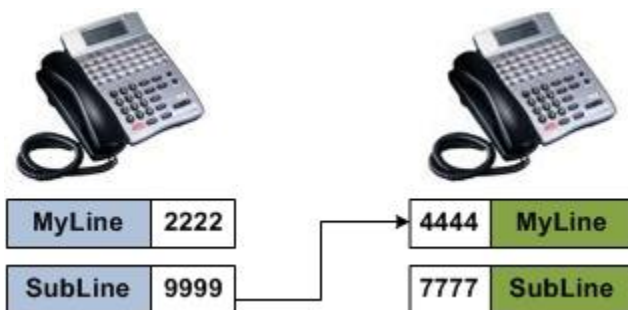
For this phone call, the recording for the originating phone (My Line 2222) shows 9999 in the fIdSubLine column because this is the line appearance that placed the call. The fIdOtherSubLine column shows 7777 because the Sub Line on the receiving phone answered the call.

The recording for the receiving phone (My Line 4444), shows its Sub Line of 7777 in the fIdSubLine column because this is the line appearance that received the call. The fIdOtherSubLine column shows 9999 because this is the line appearance on the originating phone that placed the call.

fIdExtension	fIdSubLine	fIdOtherSubLine
2222	9999	7777
4444	7777	9999

### Sub Line to My Line

In this example, the originating phone initiates a call from its Sub Line of 9999 and the receiving phone answers the call on its My Line of 4444.



For this phone call, the recording for the originating phone (My Line 2222) shows 9999 in the fldSubLine column because this is the line appearance that placed the call. The fldOtherSubLine column is blank because the receiving phone answered the call on its My Line of 4444.

The recording for the receiving phone (My Line 4444), shows nothing in the fldSubLine column because it answered the call on its My Line of 4444. The fldOtherSubLine column shows 9999 because this is the line appearance on the originating phone that placed the call.

fldExtension	fldSubLine	fldOtherSubLine
2222	9999	
4444		9999

## Outside Calls and Transfers

Calls that originate from outside the business are handled the same as the examples above. If the receiving phone answers the call on one of its Sub Lines, the Sub Line number is stored in fldSubLine.

If the line that picks up a transferred call is also monitored for recording, Sub Line data is captured as noted above in the examples. For instance, if a transferred call is picked up on one of the receiving phone's Sub Lines (such as 5555), then 5555 is stored in fldSubLine.

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## Appendix 1: Glossary

### **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 line**

This is a **Sub Line** on an ACD phone that is configured as the **Prime Line** to receive ACD calls only.

### **ACD name**

Only captured when the ACD option is enabled. If using Infolink, this field stores the ACD pilot number. If using UCB, this field stores the queue name. This field updates once per day.

### **ACD number**

Only captured when the ACD option is enabled. If using Infolink, this field stores the ACD pilot number. If using UCB, this field stores the queue ID.

### **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 number assigned to an agent that is used to log into a system or to identify the agent in the system.

### **ANI**

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

### **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 direction**

The direction is either incoming (inbound) or outgoing (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.

**consultation call**

This field shows **Yes** when the recording is a consultation call.

**dialed number**

Captured for outbound calls and is stored in the ANI field.

**digital recording**

A method of recording that converts analog sound into a series of pulses that are translated into binary code, which is read by computers.

**DNIS**

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

**DTerm**

An NEC phone that derives its intelligence from its own microprocessor, which detects events and accepts direction from the PBX. A **DTerm** can have two or more lines.

**dynamic IP capture**

Encore can capture a phone's IP address from the SIP packets making the initial setup and ongoing maintenance easier and also allowing an agent to hot desk to any phone while still retaining the ability to record the agent using the Station-side RTP Packet Capture method. This feature is only available with the SV8500 PBX.

**encrypted calls**

Calls that have the audio RTP packets encrypted. This prevents 3<sup>rd</sup> party applications, such as the Encore system, from using the RTP packets for recording.

**extension**

The number associated with a person's station. Extension and station are sometimes used interchangeably.

**external calls**

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

**full-time recording**

This method uses the Recording Engine to record all conversations for the defined endpoints.

**inbound**

Calls which are received/answered by a recorded party.

**Infolink**

Infolink data messages provide a two-way communications link between the ACD system and external computer equipment, such as mini and mainframe host computers, desktop workstations, personal computers, and IVR. Three message sets have been designed for Infolink, providing a variety of applications using those messages. See the *CallCenterWorX ACD Features and Specifications Manual* for more detailed information.



**internal calls**

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

**my line**

Refers to the actual line that is directly associated with the extension number of a specific station (**DTerm**). This line is connected to the station's physically-accommodated port of ELC (at the system side), and the station can make/answer a call only via this line, even though such events are available by using other **Sub Lines**.

**other party name**

This field is only captured when the other party agent logs into the Infolink ACD. For internal calls, it is only available if the other party is also a recorded extension. This field is not available for external calls.

**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.

**other sub line**

In the Encore database, the fldOtherSubLine captures the number of the answering phone, if that phone answered on one of its **Sub Lines**.

**outbound**

Calls which are initialed/placed by a recorded party.

**PBX (PABX)**

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

**prime line**

Refers to the line that is seized automatically only by lifting the handset or pressing the speaker key. Normally, the same number as **My Line** is assigned for **Prime Line**. For an ACD phone, the ACD line is assigned as the **Prime Line** (with no dial tone provided; can only receive calls).

**queue ID**

This is the identifier of the queue in which the call was received.

**recorded party name**

Name associated with the monitored extension. This field is only captured when the agent logs into the Infolink ACD.

**recorded party number**

Number of person being recorded.

**recording**

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

**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.

**scheduled recording**

This method uses the ESO Engine 2 to only record the defined endpoints according to the recording schedule. For instance, Encore may only record 50% of the calls on the defined endpoints instead of 100% as is automatically done for full-time recording.

**software line**

Refers to the line that is logically registered on the memory, by using the physically non-existent group numbers 24 - 31. While the group numbers 00 - 23 are assigned physically to the universal slots of a PIR, the group numbers 24 - 31 for the **Software Line** are programmed/managed on the memory. Thus, the theoretically assigned number for a **Software Line** can be used as a virtual **Station Number** (having no actual phone set to its end), and a call to that number can be answered by any **DTerm** that is registering the line.

**split name**

If using Infolink, this field stores the Infolink ACD split name. This field updates once per day. NEC defines a split as a collection of agents who perform a common function. A tenant usually consists of several splits performing different functions within the call center.

**split number**

If using Infolink, this field stores the Infolink ACD split number. NEC defines a split as a collection of agents who perform a common function. A tenant usually consists of several splits performing different functions within the call center. A split number is from one to two numeric characters. The range is dependent on the PBX configuration.

**station**

A phone connected to the PBX.

**sub line**

Refers generically to the lines, other than **My Line**, that are accommodated on programmable line/feature keys. The **Sub Line** can consist of other **DTerm's My Line**, the station number of a single line phone, and also software (virtual) line that may be assigned on a physically non-existent port of group number 24 - 31. Usually, every **Sub Line** uses a software line, and the line can be assigned on a group of **DTerms** as a common **Sub Line**.

In the Encore database, the fldSubLine captures the number for the calling phone if a **Sub Line** was used to originate the call.

**trunk**

The trunk number on which a call was received. If the call is an internal call, then this field is blank. Captured for all inbound/outbound calls.