

PBX REQUIREMENTS

Avaya CXM Recording VIA Avaya DMCC

CXM Recording via Avaya DMCC:

- AES Server
- (1) TSAPI Basic license for each CXM Recording License
- (1) TSAPI Basic license for each telephone station to be recorded
- (1) TSAPI Basic license for each SKILL that EAS agents log into that you want to search by (can have agents programmed in PBX to log into a single skill that is monitored and would only require 1 TSAPI)
- (1) DMCC FULL license for each CXM Recording License
- IP Media Resource available or each CXM Recording session

Miscellaneous Requirements:

- RECORD ON DEMAND - CXM Phone activated record on demand requires a DMCC Basic license for each phone with this feature.
- AUTO ADMIN - CXM Auto Admin capability requires AES 4.1 or higher and activation of 'Application Enablement System Management Services Connections.'

Minimum Server Specifications for CXM SBS Server

- Dual E5504 Xeon Processors 2.0 GHz, 4M Cache, 800MHz Max Memory
- 4GB RAM
- Keyboard, mouse and monitor
- (3) 500 GB HDs
- RAID Controller
- Windows Server 2008, Standard Edition
- Archive to Removable hard drive or network location
- DVD RW
- 1100 Watt Redundant power supplies
- Microsoft SQL Server 2008 Workgroup



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