



Customer Requirements Document

for

Avaya Conversational Intelligence

Avaya Conversational Intelligence Version: 1.0

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1. SERVICE INFRASTRUCTURE REQUIREMENTS

- Session Border Controller (SBC) with the following specifications:
 - ASBCE or compatible
 - ASBCE v7.0 or later
 - Oracle/ACME SBC v7.0 or later
 - Ribbon/Sonus SBC v7.0 or later
 - SBCs configured to forward SIPREC to the Relay Server via Port 5060 (for TCP) or 5061 (for TLS)
 - Dual Channel Multimedia
 - RTP and SRTP on UDP supported
 - Optionally multiple SBCs, possibly configured for High Availability
 - SBC must fill the UUI (User-to-User Information) header field with unique value per call
 - UCID is a valid value

- Application Enablement Services (AES) version 7.0 or higher
 - AES access credentials must be shared with Avaya; EASG supported
 - 4 DMCC Licenses per ACI Relay Server
 - AES capacity
 - AES configured so that Avaya can observe DIDs, VDNs, Skills, and Agent Extensions

- Relay Server
 - O/S: CentOS 7.x (latest updates preferred)
 - 1 Relay Server per 1000 Simultaneous Agents
 - 8-core CPU
 - 16GB RAM
 - 50GB Disk
 - Total number of servers is dependent on max concurrent call volume and High-Availability/Disaster Recover architecture
 - Virtual Machine
 - Access credentials with Admin/Escalation/SUDO permissions must be shared with Avaya; EASG supported
 - SEIDs will be created if Avaya Support/SAL is available
 - If SAL is not available, the Customer must provide SSH access to all VMs for initial provisioning and maintenance

- Avaya Aura Media Server (AAMS)
 - 1 AAMS per 500 Simultaneous Agents
 - 8-core CPU
 - 16GB RAM
 - 80GB Disk
 - Total number of servers is dependent on max concurrent call volume and codec and High-Availability/Disaster Recover architecture
 - G.711 Preferred
 - Use of other codecs will reduce the number of concurrent sessions supported
 - For G.729, the capacity is reduced by 50%
 - Virtual Machine or bare metal allowed

- No VM snapshots
- No VM Overprovisioning
- Access credentials with Admin/Escalation/SUDO permissions must be shared with Avaya; EASG supported
- SEIDs will be created if Avaya Support/SAL is available, along with web access to the AAMS Element Manager
 - If SAL is not available, the Customer must provide SSH access to all VMs for initial provisioning and maintenance and web access to the AAMS Element Manager
- Network Time Protocol
 - Access to either a public or private NTP server. This can be the VM Host.
- Bandwidth Requirements
 - Bandwidth: Connection to AWS with minimum port speed of 300Mbit/sec (min); 1Gbps or better (preferred)
 - G.711 codec media bandwidth requirements:
 - Each G.711 channel is 64 kbps
 - 2 channels between the SBC and the Media Server
 - 2 gRPC channels between the Media Server and the ACI Core
 - Total of 256 kbps per call
 - API media bandwidth requirements
 - Data is stored in the ACI Core as 16-bit data for dual-channel data
 - 1 API access contains both channels
 - Total of 256 kbps per call
- Network Security
 - Proxy exceptions allowing relay-server to stream and post data to remote servers on ports 443 & 5001 without TLS re-write. Ideally, exception will be based on relay server, as destination addresses are dynamically allocated in order to optimize for load fluctuations.
 - Firewall rules allowing relay-server to stream and post data to several remote servers on port 443. These are dynamically allocated addresses based on Fully Qualified Domain Names in order to optimize for load fluctuations.
 - Connection to the following FQDNs without WAF/Proxy interruption on Port 443:
 - app.aci.avaya.com
 - *.app.aci.avaya.com including disabling certificate substitution
 - client certificate validation is performed on the cloud side
 - *.app.aci.avaya.com allow all the headers to go through including Trailer headers
 - <https://developer.mozilla.org/en-US/docs/Web/HTTP/Headers/Trailer>
 - Connection to the IPs in the following link for DataDog reporting services:
 - <https://ip-ranges.datadoghq.com/>
 - Support Internet access via Port 443 (Both HTTPS and gRPC traffic)
- Initial Available Extensions:
 - Ensure DIDs and VDNs are configured correctly
 - List of DIDs to be transcribed

- List of VDNs to be transcribed
 - List of Skills to be transcribed
 - List of Agent Extensions and Agent Names
 - Test DID and Agent (can be an auto-answered endpoint) for maintenance
- Maintenance Window
 - Scheduled as needed with Customers
 - Server may or may not need to be restarted

2. DOCUMENTATION REQUIREMENTS

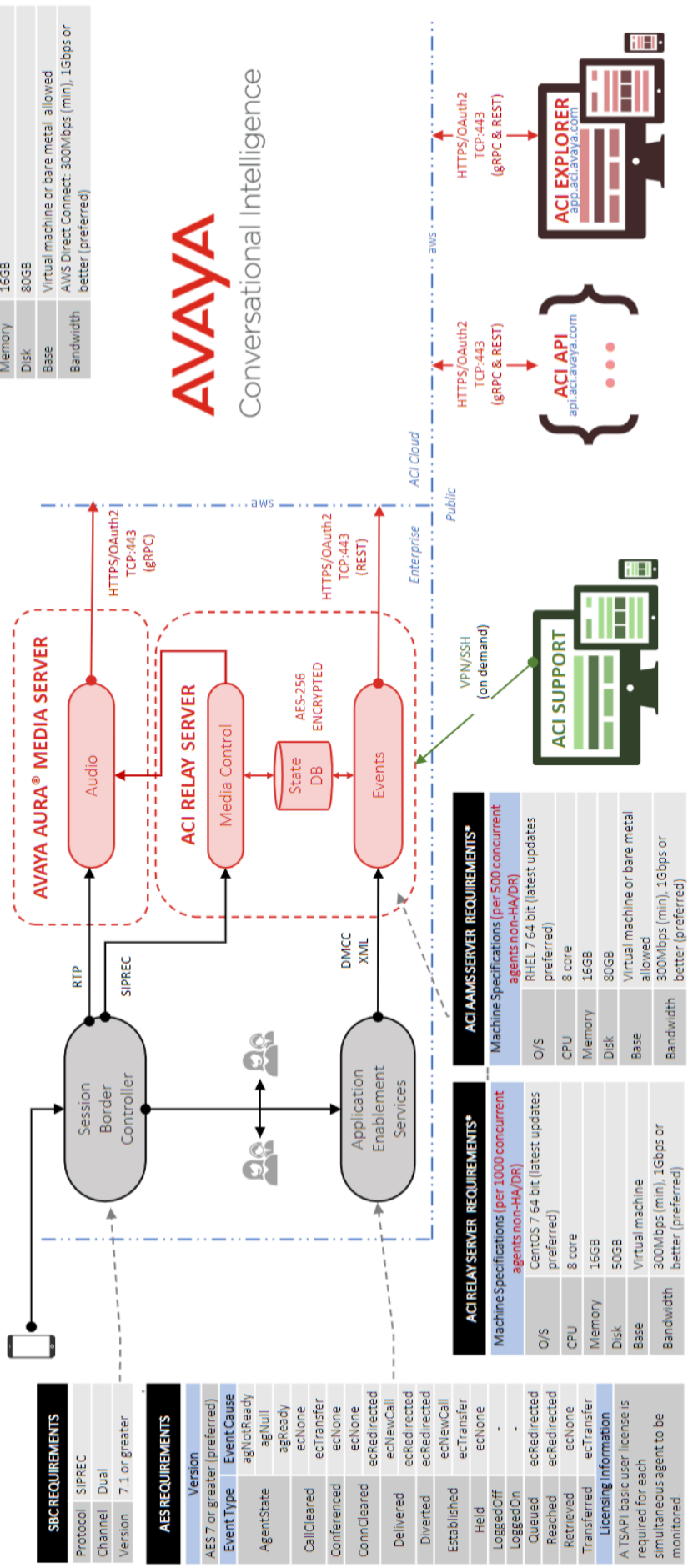
- Network Change Request Forms, if needed
- Secure Access Request Forms, if needed
- Lexicon or Data Dictionary
 - Product, Serial, or Model Numbers
 - Industry or Company-specific key words and phrases
- Contact Center Hours of Expected Operation
- Call Center Call Flow Diagram(s)
- Use Cases

3. CUSTOMER CONTACT REQUIREMENTS

- Direct customer contacts are necessary in order to the smooth installation and configuration of the ACI Service. In particular:
 - SBC Contact Person:
 - Name:
 - Phone:
 - Email:
 - AES Contact Person:
 - Name:
 - Phone:
 - Email:
 - VPN / Network Password:
 - Name:
 - Test phone number:
 - Team consuming API:
 - Team Name:
 - Team Lead Name:
 - Phone:
 - Email:

Avaya Conversational Intelligence

Hybrid Deployment Model (Avaya) – August 2020



SBC REQUIREMENTS	
Protocol	SIPREC
Channel	Dual
Version	7.1 or greater

AES REQUIREMENTS	
Version	AES 7 or greater (preferred)
Event Type	agNotReady agNull agReady ecNone ecTransfer ecNone ecNone ecNewCall ecRedirected ecRedirected ecNewCall ecTransfer ecNone
AgentState	
CallCleared	
Conferenced	
ConnCleared	
Delivered	
Diversed	
Established	
Held	
LoggedOff	
LoggedOn	
Queued	
Reached	
Retrieved	
Transferred	

ACI RELAY SERVER REQUIREMENTS*	
Machine Specifications	(per 1000 concurrent agents non-HA/DR)
O/S	CentOS 7 64 bit (latest updates preferred)
CPU	8 core
Memory	15GB
Disk	50GB
Base	Virtual machine
Bandwidth	300Mbps (min), 1Gbps or better (preferred)

ACI AAMS SERVER REQUIREMENTS*	
Machine Specifications	(per 500 concurrent agents non-HA/DR)
O/S	RHEL 7 64 bit (latest updates preferred)
CPU	8 core
Memory	16GB
Disk	80GB
Base	Virtual machine or bare metal allowed
Bandwidth	300Mbps (min), 1Gbps or better (preferred)

Licensing Information	
A TSAPI basic user license is required for each simultaneous agent to be monitored.	

ACI RELAY SERVER AND AAMS REQUIREMENTS*	
Machine Specifications	(2 per 750 concurrent agents)
O/S	CentOS 7 64 bit (latest updates preferred)
CPU	8 core
Memory	16GB
Disk	80GB
Base	Virtual machine or bare metal allowed
Bandwidth	AWS Direct Connect: 300Mbps (min), 1Gbps or better (preferred)

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