



Supported Media Interfaces Reference Manual

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About ethosIQ™

Headquartered in Houston, Texas, ethosIQ's cloud and premised-based software has delivered business intelligence to multinational corporations and government agencies since 2009. ethosIQ's award-winning software collects, correlates and presents data from multiple disparate systems, empowering organizations to make informed, real-time decisions. ethosIQ software solutions provide analysis and actionable insights that enable enterprise and government organizations to deliver better customer experience while ensuring operational efficiencies and maximizing technology investments. We provide the data that enables decisions in minutes, not days or weeks.

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Notice

Although reasonable effort is made by ethosIQ to ensure that the information in this document is complete and accurate at the time of release, ethosIQ cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Limitless Source Library

The following document is a compilation of sources that ethosIQ integrates with today. However, we are not limited to the sources listed below. ethosIQ's data collector, the Customer Engagement Platform, is source-agnostic, meaning we can connect to any source. This guide should serve as a reference.



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Introduction

Each table in this manual provides specifications of the levels of support for particular components. The following definitions relate to table contents.

Support	<p>Support means the software can run “on top of” or “in conjunction with” the specified media component (such as the switch, IVR, and others), and ethosIQ Customer Care provides answers to questions and problems, assuming a Maintenance Agreement is in effect.</p> <p>This support does NOT indicate a commitment to support any particular features of that media component (such as the switch).</p> <p>The tables in this manual are based on the vendors’ compatibility statements. ethosIQ may require customers to upgrade to a particular version level, operating system, or database. Unless specified, all versions between the minimum version and the latest version are supported.</p> <p>ethosIQ provides support for those applications specifically mentioned in this document. For other applications or solutions that are not mentioned, please consult the ethosIQ Product Manager for that application or solution.</p>
Sources Data	<p>A single source for which data is being provided. A device or part of the computer in which data have originated.</p>

Restrictions of this Document

The information contained in this document is provided for summary-at-a-glance purposes. Restrictions and prerequisites may apply as per product release notes.

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Table 1: Switch Support

Notes: If a switch release is not shown in this table, contact your Account Executive for a quote.

	Vendor Name	Description
1	3511ProtocolInterface	'3500 Protocol Interface'
2	Aastra MX-ONE (formerly Ericsson MX-ONE)	
3	Alcatel Office/A4200	
4	Alcatel OmniPCX Enterprise (OXE)/A4400	
5	Alcatel OmniPCX Office (OXO)/A4200	
6	Alcatel5020OPSI	'Alcatel 5020 OPSI'
7	AlcatelA4200	'Alcatel A4200'
8	AlcatelA4400DHS3	'Alcatel A4400'
9	AlcatelBTSCPGateway	'Alcatel BT SCP Gateway'
10	AlcatelDTAGSCPGateway	'Alcatel DTAG SCP Gateway'
11	AlcatelSCPGateway	'Alcatel SCP Gateway'
12	AlcatelTISCPGateway	'Alcatel Telecom Italia SCP Gateway'
13	Aspect ACD	
14	AspectCallCenter	'Aspect CallCenter'
15	ATT800ICPGateway	'AT&T 800 ICP Gateway'
16	Avaya INDeX (formerly Lucent SDX)	
17	AVAYA Media Server (S8XXX series), G3 R, G3 Si, G3 CSi (Prologi x)	
18	AvayaDefinityECS(MV)	'Avaya Communication Manager'
19	AvayaIPOffice	'Avaya IP Office'
20	BellAtlanticISCPGateway	'Bell Atlantic ISCP Gateway'
21	BellCanadaATFGateway	'Bell Canada (Stentor) ATF Gateway'
22	Broadsoft BroadWorks	
23	Cisco CallManager (CM) IP PBX	
24	Cisco Unified Communications Manager	
25	Cisco Unified Contact Center Enterprise (UCCE) with Cisco Unified Communications Manager (UCM)	
26	CiscoCallManager	'Cisco Call Manager'
27	Concert800Gateway	'Concert 800 Gateway'
28	DatavoiceDharma	'DataVoice Dharma'
29	DelcoACD	'Delco ACD'
30	DigitroAXS20	'Digitro AXS/20'
31	EADS Telecom Intecom E Series	
32	EADS Telecom Intecom M6880 PointSpan	
33	EADS Telecom M6500/ Aastra Matra M6500 / NeXspan 50	
34	eOneQueue	'eOn eQueue'
35	Ericsson MD110	
36	EricssonACP1000	'Ericsson ACP1000'
37	EricssonMD110	'Ericsson MD110'
38	Fujitsu	'Fujitsu F9600'
39	Gateway01	'WorldCom 800 Gateway'
40	GenericSwitch	'Generic Switch'
41	GenSpec	'GenSpec'

42	GenSpecXML	'GenSpec XML'
43	GVPDIDGroup	'GVP DID Group'
44	HarrisVoiceFrame	'Teltronics 20-20'
45	HitachiCX8000	'Hitachi CX8000'
46	Huawei NGN UAP8100	
47	HuaweiCC08	'Huawei C_C08'
48	IntecomIBX80	'Intecom IBX80'
49	InternetGateway	'Internet Gateway'
50	KPNNetworkGateway	'KPN Network Gateway'
51	K-WorkerGateway	'K-Worker Gateway'
52	LGStarex	'LG Starex-ACS'
53	Lucent5ESS	'Lucent 5ESS'
54	LucentIndexSDX	'Avaya INDeX'
55	Madge	'Madge'
56	MatraMC6500	'EADS Telecom M6500 Succession'
57	Mitel Networks MN-3300	
58	Mitel Networks SX-2000	
59	MitelMN3300	'Mitel MN-3300'
60	MitelSX2000	'Mitel SX-2000'
61	MultimediaSwitch	'Multimedia Switch'
62	NEC (OAI SDK)	'NEC NEAX'
63	NEC Large Hybrid	
64	NEC Large TDM	
65	NEC Small Hybrid	
66	NEC Small TDM	
67	NEC SV7000	'NEC NEAX SV7000'
68	NEC SV7000	
69	NGSN	'NGSN'
70	Nortel Communication Server 1000	
71	Nortel Communication Server 2000/2100	
72	Nortel TOPS DMS 100	
73	NortelCommunicationServer2000/2100	'Nortel Communication Server 2000/2100'
74	NortelMeridian	'Nortel Meridian 1'
75	NortelMeridianCallCenter	'Nortel Communication Server 1000 with SCCS/MLS'
76	OPSI	'OPSI'
77	PhilipsSophoS3000	'Philips Sopho iS3000'
78	RockwellGalaxy	'Rockwell Galaxy'
79	RockwellSpectrum	'Rockwell Spectrum'
80	SamsungIPPCXIAP	'Samsung IP PCX IAP'
81	Siemens Hicom 300E (including family: 330E and 350E)	
82	Siemens Hicom 300H (including family: 300, 330 and 380)	
83	Siemens HiPath 4000 (including family: 4000, 4300, 4500, 4900)	
84	Siemens HiPath DX (formerly RealitisDX, formerly iSDX)	
85	SiemensGECiSDX	'Siemens GEC iSSDX'
86	SiemensHicom150	'Siemens Hicom 150'

87	SiemensHicom150E	'Siemens Hicom 150E'
88	SiemensHicom150H	'Siemens Hicom 150H'
89	SiemensHicom300	'Siemens Hicom 300 ACL-H3'
90	SiemensHicom300E	'Siemens Hicom 300E'
91	SiemensHicom300H	'Siemens Hicom 300H'
92	SiemensHicom300Real	'Siemens Hicom 300'
93	SiemensHiPath3000	'Siemens HiPath 3000'
94	SiemensHiPath4000	'Siemens HiPath 4000'
95	SiemensRealtisDX	'Siemens RealtisDX iCCL'
96	SIPNetworkSwitch	'SIP Network Switch'
97	SIPSwitch	'SIP Switch'
98	Spectrum	
99	SprintSiteRPGateway	'Sprint SiteRP Gateway'
100	Tadiran Telecom Coral Flexicom (formerly ECI Tel)	
101	TadiranCoral	'Tadiran Coral'
102	Telera	'Telera'
103	TenovisI55	'Tenovis I55'
104	TenovisIntegral33	'Tenovis Integral 33'
105	VerizonISCPGateway	'Verizon ISCP Gateway'
106	VirtualSwitchIIF	'Virtual Switch for IVR In-Front'
107	Vocalcom	
108	VoicePortal	'Voice Portal'
109	VoIPSMCPSwitch	'Voice over IP SMCP Switch'

Table 2: Interactive Voice Response Support

Notes: If an interactive voice response system is not shown in this table, contact your Account Executive for a quote.

	Vendor
1	Aspect CSS 7.1
2	Avaya Conversant 9
3	Avaya MPS 500 3.5
4	Avaya MPS 1000 3.5
5	Edify 10
6	Envox 6.2
7	IBM WebSphere Voice Response Windows 3.1
8	Intervoice-Brite Intersoft 2.3
9	Microsoft Speech Server 2.0 with Intel NetMerge Call Manager
10	Nortel MPS 500 3.5
11	Nortel MPS 1000 3.5
12	Nortel Periphonics 5.4.2

Table 3: Media Gateway Support

Notes: If a media gateway system is not shown in this table, contact your Account Executive for a quote.

	VOIP Gateway Vendor	Model	Version
1	Alcatel	5020	CSC 2.4.1 +
2	Alcatel	7515	CSC 2.4.1 +
3	AudioCodes	Mediant 1000, 2000, 8000 and TP260	
4	Cisco	54xx	
5	Cisco	53xx	
6	Cisco	3725, 3745	
7	Cisco	2821, 2851, 3845	
8	Genesys	SIP Server	
9	Siemens HiPath	4000	
10	Sonus	GSX/PSX	

Table 4: SIP Server Support

Notes: Table 4 indicates SIP Server support for Soft Switches, Media Gateways, and other types of devices which communicate using SIP. Please contact your ethosIQ representative for more information.

ethosIQ has conducted interoperability tests. Each device has passed our testing before being included in the supported list. Due to large variations of configuration, testing of every configuration is not practical.

	Vendor/Product	Product Version
1	Asterisk	1.4.4
2	Alcatel ALA	2.4.2
3	BroadSoft BroadWorks	Release 13
4	Cisco UCM	7.1 (2), 8.x
5	Genesys Telecommunication	7.x, 8.x
6	Microsoft Lync 2013	5.0+
7	Siemens HiPath 8000/Siemens OpenScape Voice	3.1, 4, 5

Table 5: Supported Gateways

Notes: If a media gateway system is not shown in this table, contact your Account Executive for a quote.

	Supported Gateways	
1	Alcatel ALA 7515	
2	Alcatel OmniPCX Enterprise (OXE)	7.x, 8.x
3	Aastra MX-ONE	3.2, 4.1
4	AudioCodes Mediant Gateway Family (1000/2000/etc.)	5.x, 6.x
5	AudioCodes IPM 260	
6	Avaya Communication Server 1000 (CS1000)	6
7	Avaya SES	5.0, 5.2x
8	Avaya Session Manager	6.x
9	BroadSoft BroadWorks	R13
10	Cisco (all models)	IOS v12 releases (.)2,3,4,5
11	Cisco Call Manager (CCM)	5.1
12	Mitel MN-3300 ICP	9
13	Siemens HiPath 4000 HG35xx	3
14	Sonus EMS/GSX/PSX	EMS v06/GSX v06/PSX Manager v06

Table 6: Supported Session Border Controllers

	Supported Session Boarder Controllers	
1	Acme Net-Net 4000 Series	4
2	Acme Net-Net 2600 Series (formerly Covergence Eclipse)	3
3	Acme Net-Net Hardware-based SBCs (38xx/4xxx/9xxx series)	6
4	Acme Net-Net Hardware-based SBCs (38xx/4xxx/9xxx series)	6
5	AudioCodes Mediant E SBC	6.x
6	Sonus NBSGSX 4000 version 7.03.05R000	PSX Version 7

Table 7: SIP Trunk Support

	SIP Trunk Provider	Provider Service
1	AT&T	IP LD and IP Local
2	AT&T	IP Toll-Free
3	AT&T	IPXC
4	AT&T	IP Transfer Connect (IPXC)
5	Skype	Skype Connect
6	Verizon	IP Toll-Free (part of IP Contact Center)

Table 8: Additional Sources Supported

Notes: If a source is not shown in this table, contact your Account Executive for a quote.

	Source
1	SFDC
2	eGain
3	Web Services
4	Kronos
5	Microsoft Dynamics CRM Software
6	Oracle
7	Sugar CRM
8	SAP CRM
9	ZOHO
10	Avaya Call Management System (CMS)
11	Avaya Oceana