



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Trio Enterprise from Enghouse Interactive AB with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform - Issue 1.0

Abstract

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java Application Program Interface (API) that connects to the Local Presence Server. Trio Enterprise display presence status of each monitored phone.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze™ Platform using a Java API that connects to the Local Presence Server (LPS). Trio Enterprise displays the presence status of each monitored phone. The assumption is made that the installation and configuration of the Avaya Breeze™ server with Avaya Aura® Session Manager is already in place. For additional documentation, refer to **Section 11**.

2. General Test Approach and Test Results

The general test approach was to configure Trio Enterprise server to connect to Presence Services and display enterprise phones status on Trio Enterprise Attendant window.

During compliance testing, the presence of phones is set to be in a different status like available, busy, etc. From the Attendant window, monitor the presence status of the phone user. Change the presence status of the phones. The attendant window displays the new status. Also verify that the Attendant window shows when the user of a phone is on-hook or off-hook.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with this Application Note, the interface between Avaya systems and the Trio Enterprise did not include use of any specific encryption features as requested by Enghouse Interactive AB.

2.1 Interoperability Compliance Testing

The compatibility tests included the following.

- Ensure the phone displays the correct status when set to Automatic, Available, Busy, Away, Do not disturb, offline and out of office.
- Set the phone to on hook and off hook.

2.2 Test Results

Tests were performed to confirm interoperability between the Trio Enterprise and Presence Service. All the test cases passed successfully with the following observations.

- When phone's presence is set to "Do not Disturb", the actual presence shown in the database is "Unavailable" and Trio displays the same.
- When phone's presence is set to "Out of Office", the actual presence shown in the database is "Vacation" and Trio displays the same.

2.3 Support

For technical support for Enghouse Interactive AB products, please use the following web link.

<http://www.trio.com/web/Support.aspx>

Enghouse Interactive AB can also be contacted as follows.

Phone: +46 (0)8 457 30 00

Fax: +46 (0)8 31 87 00

E-mail: triosupport@enghouse.com

3. Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze™ Platform.

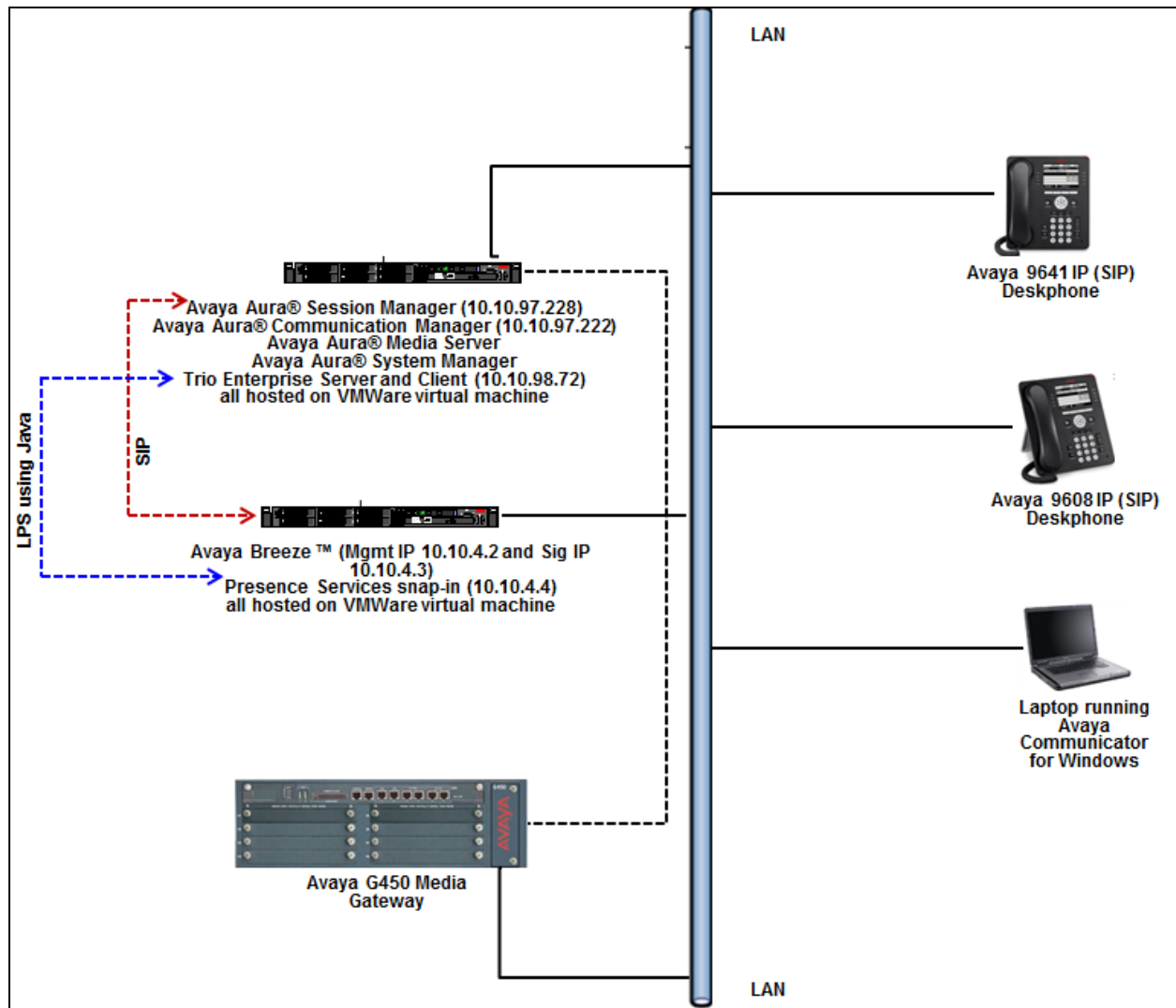


Figure 1: Configuration for Avaya Aura® Presence Services and Trio Enterprise

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager running on virtualized environment	7.1.1.0 FP1
Avaya Aura® Session Manager running on virtualized environment	7.1.1.0.711008
Avaya Aura® Presence Services Snap-in	7.1.0.0.604
Avaya Breeze™ Platform	3.3.1.1.331107
Avaya PresenceServices-LPS-SDK	7.1.0.0.579
Avaya Communicator for Windows	2.1.4.84
Avaya 96x1 Series IP Telephone <ul style="list-style-type: none">• 9641GS (SIP)• 9608 (SIP)	7.0.1.2.9 7.0.1.2.9
Trio Enterprise Server and Client running on Microsoft Windows 2012 R2 Server	7.0

5. Configure Avaya Aura® Session Manager for Presence Services

This section provides the procedures for configuring Session Manager for Presence Services. The procedures include the following areas:

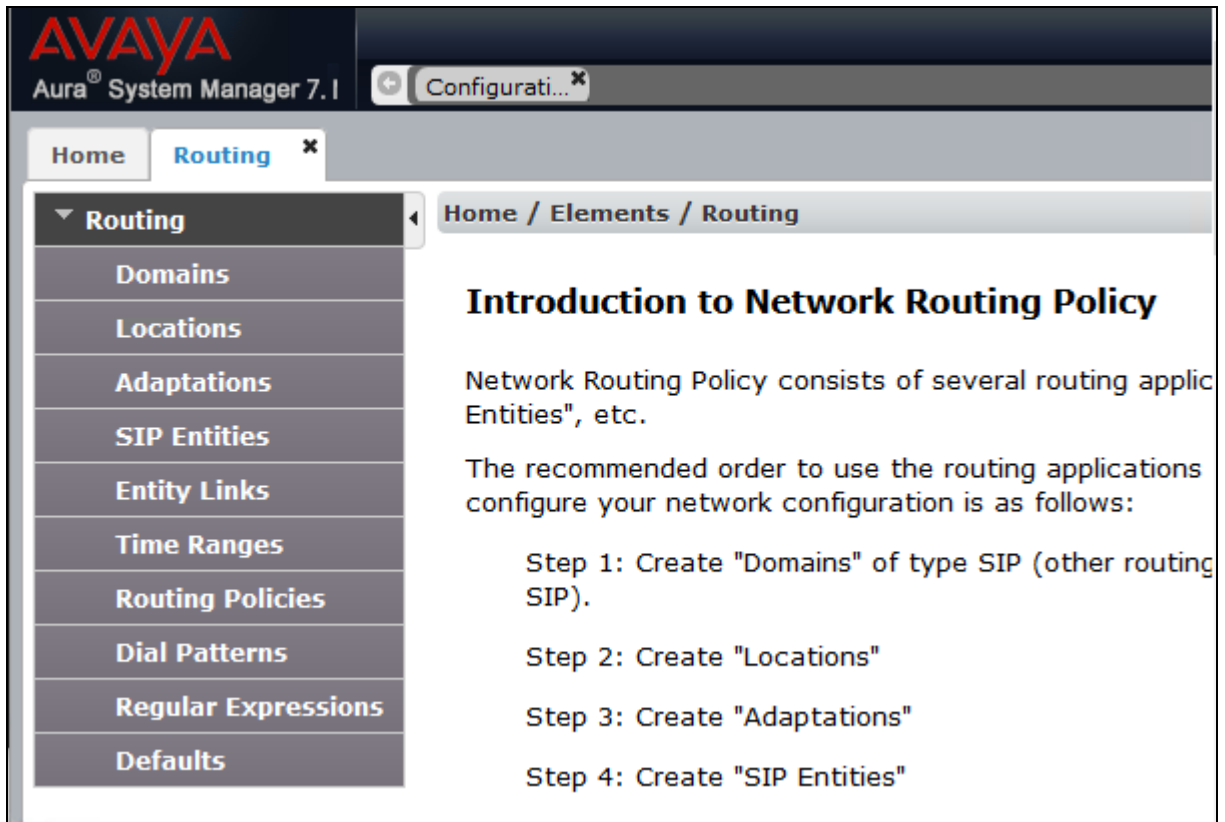
- Launch Avaya Aura® System Manager
- Administer Domain
- Administer locations
- Administer SIP entities

5.1 Launch Avaya Aura® System Manager

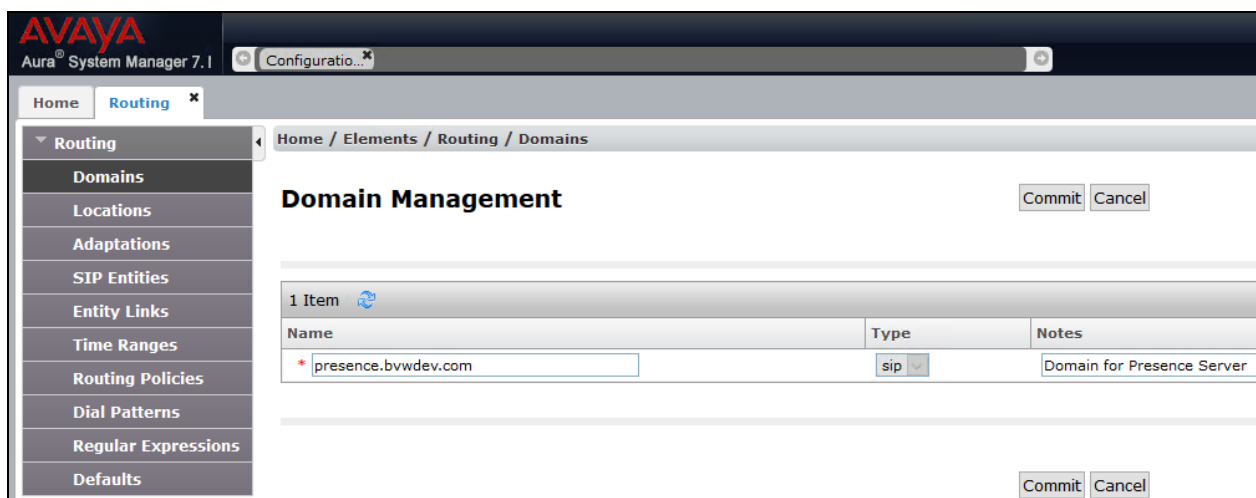
Access the System Manager web interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of System Manager. Log in using the appropriate credentials.

5.2 Administer Domain

In the subsequent screen (not shown), select **Elements** → **Routing** to display the **Introduction to Network Routing Policy** screen below. Select **Routing** → **Domains** from the left pane, and click **New** in the subsequent screen (not shown) to add a new domain



The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select *sip* from the **Type** drop down menu and provide any optional **Notes**.



5.3 Administer Locations

Select **Routing** → **Locations** from the left pane, and click **New** in the subsequent screen (not shown) to add a new location for Trio Enterprise.

The **Location Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name** and optional **Notes**. Retain the default values in the remaining fields.

AVAYA
Aura® System Manager 7.1

Home / Elements / Routing / Locations

Location Details

General

* Name: Belleville

Notes: Belleville DevConnect Lab

Dial Plan Transparency in Survivable Mode

Enabled: ☐

Commit Cancel

Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.

Location Pattern

Add Remove

4 Items Filter: Enable

<input type="checkbox"/>	IP Address Pattern	Notes
<input type="checkbox"/>	* 10.10.5.*	
<input type="checkbox"/>	* 10.10.97.*	
<input type="checkbox"/>	* 10.10.98.*	
<input type="checkbox"/>	*	

Select : All, None

Commit Cancel

5.4 Administer SIP Entity

This section explains the adding of a SIP entity for the Presence Server.

Select **Routing** → **SIP Entities** from the left pane, and click **New** in the subsequent screen (not shown) to add a new SIP entity for Trio Enterprise.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The FQDN of Presence Server.
- **Type:** Select *Presence Services* from the drop down menu.
- **Notes:** Any desired notes.
- **Location:** Select the Trio Enterprise location name from **Section 5.3**.
- **Time Zone:** Select the applicable time zone.

The screenshot shows the AVAYA Aura System Manager 7.1 interface. The left navigation pane is expanded to 'Routing', and 'SIP Entities' is selected. The main content area displays the 'SIP Entity Details' configuration screen. The breadcrumb trail is 'Home / Elements / Routing / SIP Entities'. The form is titled 'SIP Entity Details' and has 'General' as the active tab. The form fields are as follows:

- Name:** PresenceServer
- FQDN or IP Address:** presencevm.bvwdev.com
- Type:** Presence Services
- Notes:** SIP Entity for Presence Server
- Adaptation:** (empty dropdown)
- Location:** Belleville
- Time Zone:** America/Fortaleza
- SIP Timer B/F (in seconds):** 4
- Minimum TLS Version:** Use Global Setting
- Credential name:** (empty text field)
- Securable:** ☐
- Call Detail Recording:** none
- Loop Detection Mode:** On
- Loop Count Threshold:** 5
- Loop Detection Interval (in msec):** 200
- SIP Link Monitoring:** Link Monitoring Enabled

Scroll down to the **Entity Links** sub-section, and click **Add** to add an entity link. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case *DevvmSM*.
- **Protocol:** *TLS*
- **Port:** *5062*
- **SIP Entity 2:** The Presence Server entity name from this section.
- **Port:** *5061*
- **Connection Policy:** *trusted*

Entity Links

Override Port & Transport with DNS SRV: ☐

Add Remove

1 Item
Filter: Enable

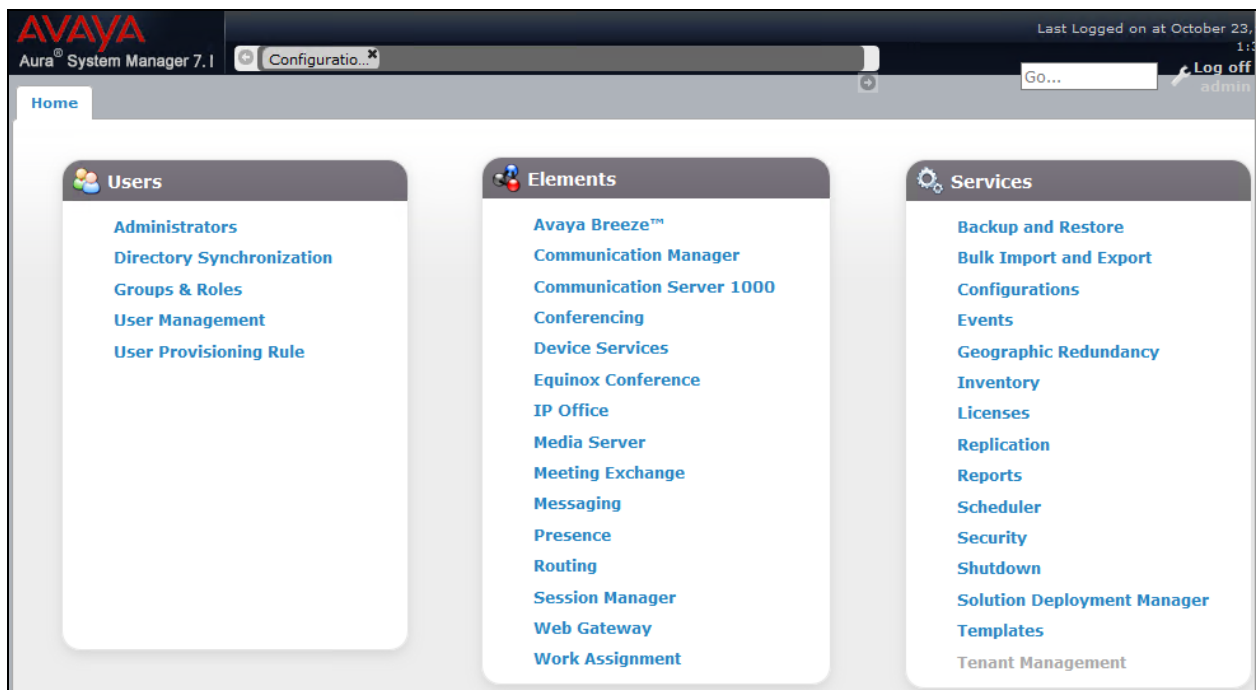
<input type="checkbox"/>	Name ▲	SIP Entity 1	Protocol	Port	SIP Entity 2	Port
<input type="checkbox"/>	* DevvmSM_PresenceSer	DevvmSM ▼	TLS ▼	* 5062	PresenceServer ▼	* 5061

<
>

Select : All, None

6. Configure Avaya Aura® Presence Services Snap-in and Presence for SIP Users

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL “https://<ip-address>/SMGR”, where <ip-address> is the IP address of System Manager. Log in with the appropriate credentials. The initial screen is displayed as shown below. The configuration in this section will be performed under **Avaya Breeze™** and **User Management** listed within the **Elements** and **Users** section.



6.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that the Avaya Breeze™ Platform has already been installed and configured. For additional information see the documentation in the **References** section.

Navigate to **Home → Elements → Avaya Breeze™**.

Avaya Aura System Manager 7.1

Home / Elements / Avaya Breeze™

Cluster Administration

This page allows you to view, edit and delete Avaya Breeze clusters.

Avaya Breeze Clusters

1 Item

Details	Cluster Name	Cluster IP	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Service Install Status	Tests Pass	Data Grid Status	Overload Status	Service URL
<input type="checkbox"/> Show	PresenceServices	10.10.4.4	Core Platform	Accepting [1/1]	0/0/0	11	[5/117M]	✓	✓	✓	Up [1/1]	✓	Select

To install the Presence Services Snap-in navigate to **Avaya Breeze™ → Service Management**.

Avaya Aura System Manager 7.1

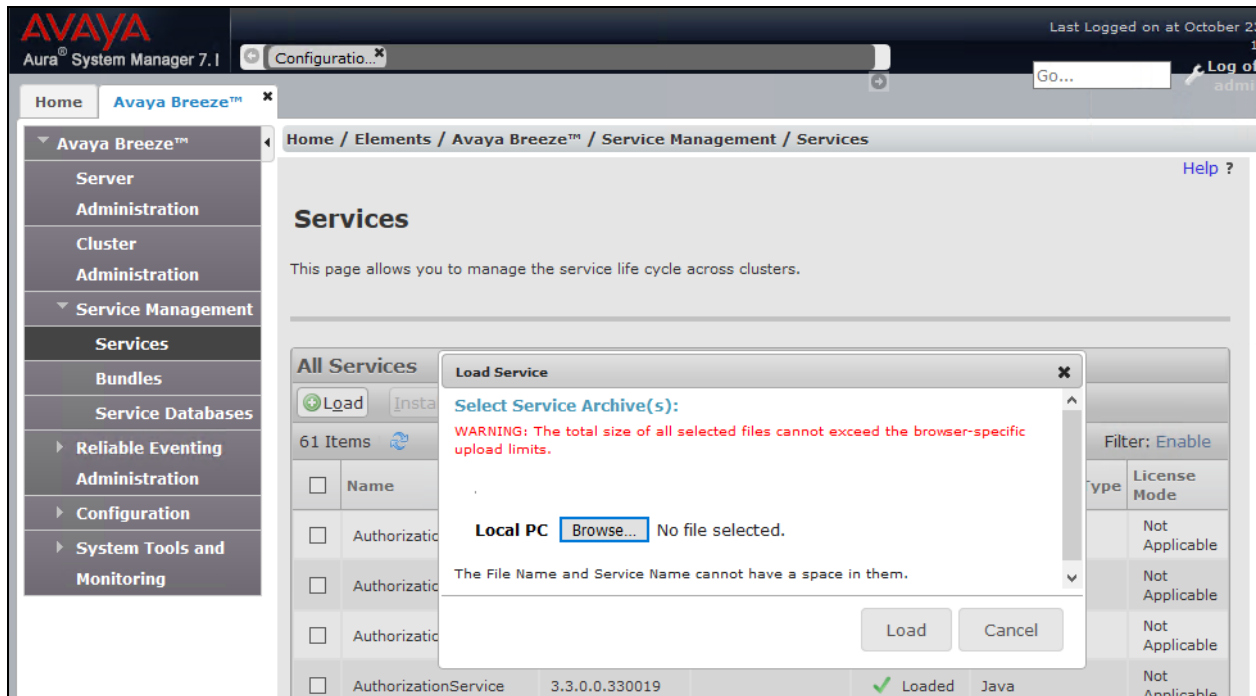
Home / Elements / Avaya Breeze™ / Service Management

Service Management

Sub Pages

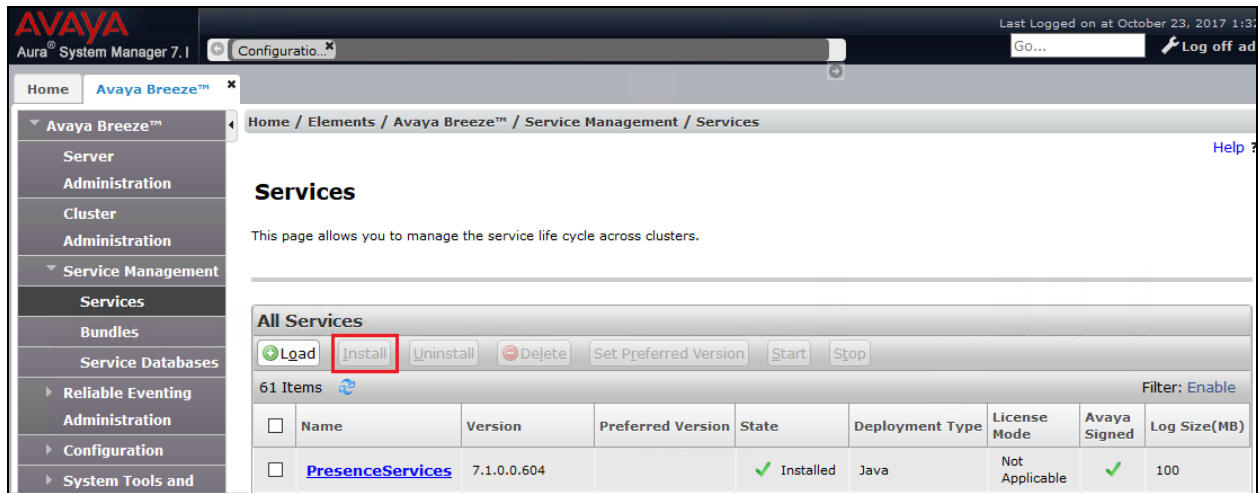
Action	Description	Help
Services	Provides ability to load, install, uninstall, delete, set preferred version, start and stop services.	Services Page field descriptions
Bundles	Provides ability to load, install, uninstall and delete service bundles.	Bundles Page field descriptions
Service Databases	Provides the ability to view all the snap-in databases for the selected cluster and also delete the databases which are not in use.	Service Databases Page field descriptions

Select **Services** and then click on **Load** to upload the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Follow the steps and ensure that the **PresenceServices** snap-in now has a state of **Loaded** (not shown).

To install the snap-in, check the box for **PresenceServices** and select **Install**. Follow the installation steps. Screen below shows the snap-in after the installation is complete.

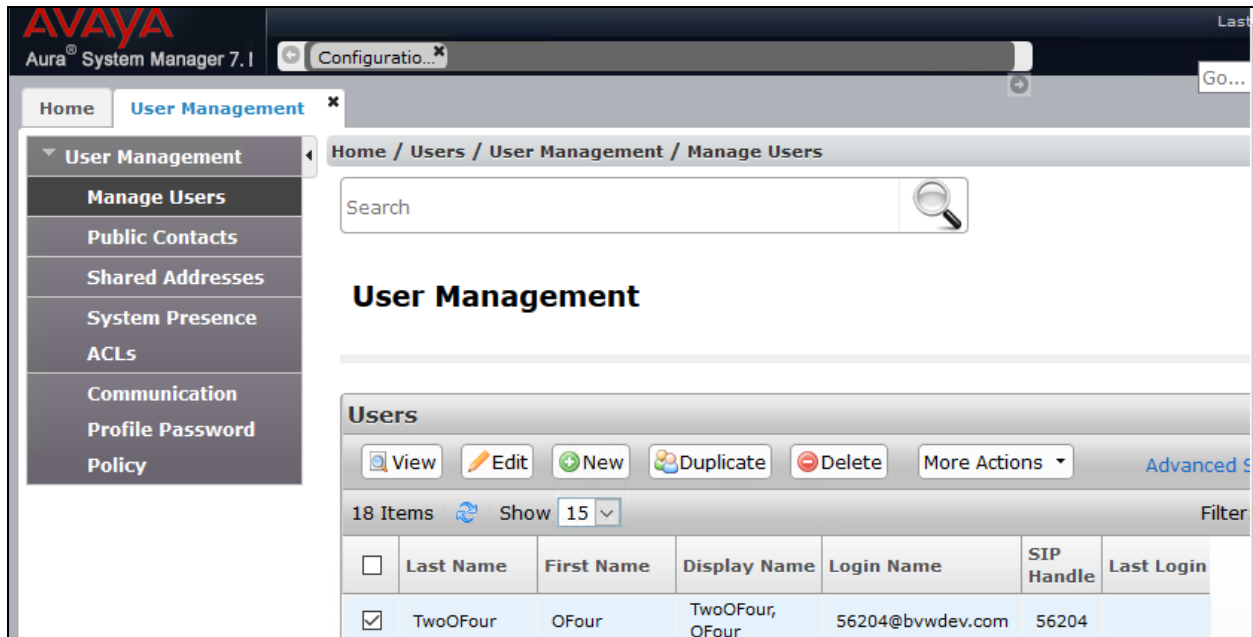


The screenshot displays the Avaya Aura System Manager 7.1 interface. The left sidebar shows the navigation menu with 'Services' selected under 'Service Management'. The main content area is titled 'Services' and includes a description: 'This page allows you to manage the service life cycle across clusters.' Below this, the 'All Services' section features a toolbar with buttons: 'Load', 'Install' (highlighted with a red box), 'Uninstall', 'Delete', 'Set Preferred Version', 'Start', and 'Stop'. A table lists 61 items, with the first item being 'PresenceServices'.

	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	PresenceServices	7.1.0.0.604		✓ Installed	Java	Not Applicable	✓	100

6.2 Add Presence Users

This section only shows the adding of Presence to an already configured SIP User. Navigate to **Users → User Management → Manager Users**. Select an already configured SIP user. The screen below shows user **56204** selected. Click on the **Edit** button.



The screenshot shows the Avaya Aura System Manager 7.1 interface. The left sidebar contains a navigation menu with the following items: Home, User Management (selected), Manage Users, Public Contacts, Shared Addresses, System Presence, ACLs, Communication, Profile Password, and Policy. The main content area is titled 'User Management' and shows a list of users. The 'Manage Users' tab is active. Above the user list, there are buttons for View, Edit, New, Duplicate, Delete, and More Actions. The user list has 18 items, and the first item is selected. The user details are as follows:

	Last Name	First Name	Display Name	Login Name	SIP Handle	Last Login
<input checked="" type="checkbox"/>	TwoOFour	OFour	TwoOFour, OFour	56204@bvwdev.com	56204	

Under the **Communication Profile** tab:

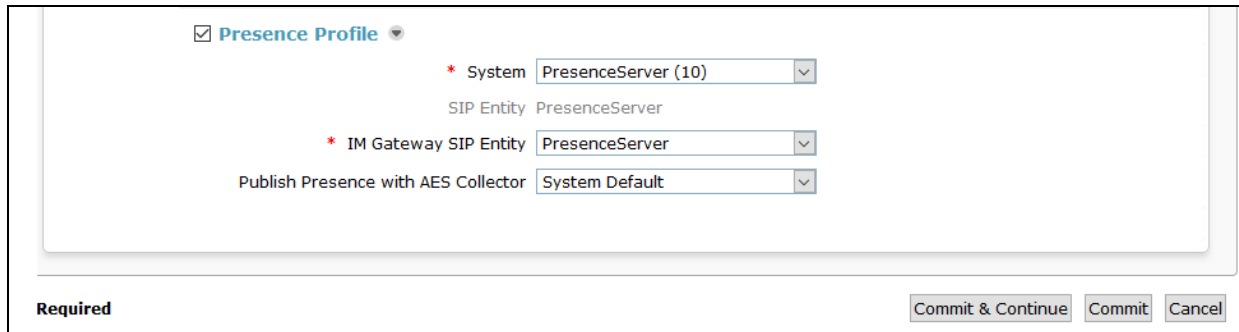
Select **New** in the **Communication Address** section:

- Select **Avaya Presence/IM** from the **Type** drop down menu.
- For the **Fully Qualified Address**, type in the extension number that will be used by the SIP user to log in. For the domain, select the domain created (**Section 5.2**) for the Presence Server from the drop down menu.

Once done, select **Add**.

The screenshot shows the Avaya Aura System Manager 7.1 interface. The top navigation bar includes the Avaya logo, 'Aura System Manager 7.1', and a 'Configuration' tab. The main navigation pane on the left lists 'User Management' with sub-items: 'Manage Users', 'Public Contacts', 'Shared Addresses', 'System Presence', 'ACLs', 'Communication', 'Profile Password', and 'Policy'. The breadcrumb trail is 'Home / Users / User Management / Manage Users'. The page title is 'User Profile Edit: 56204@bvwddev.com'. The 'Communication Profile' tab is selected, showing a 'Communication Profile Password' field and a 'Communication Address' section. The 'Communication Address' section has a 'New' button highlighted with a red box. Below it is a table with columns 'Type', 'Handle', and 'Domain'. The table contains one row with 'Avaya SIP', '56204', and 'bvwddev.com'. Below the table, the 'Type' dropdown is set to 'Avaya SIP', and the 'Fully Qualified Address' field is populated with '56204' and the domain is set to 'presence.bvwddev.com'. The 'Add' button is visible at the bottom right of the 'Communication Address' section.

Continuing from above, scroll down and enable the check box for **Presence Profile**. For the **System** and **IM Gateway SIP Entity (Section 5.4)** drop down menu, select the Presence Services server. Select **Commit** to add the user.



The screenshot shows a configuration window for a Presence Profile. At the top, there is a checked checkbox labeled "Presence Profile" with a small downward arrow. Below this, there are three required fields, each marked with a red asterisk:

- * System**: A dropdown menu with "PresenceServer (10)" selected.
- SIP Entity**: A text field containing "PresenceServer".
- * IM Gateway SIP Entity**: A dropdown menu with "PresenceServer" selected.

Below these fields is a label "Publish Presence with AES Collector" followed by a dropdown menu with "System Default" selected.

At the bottom left of the window, the word "Required" is displayed. At the bottom right, there are three buttons: "Commit & Continue", "Commit", and "Cancel".

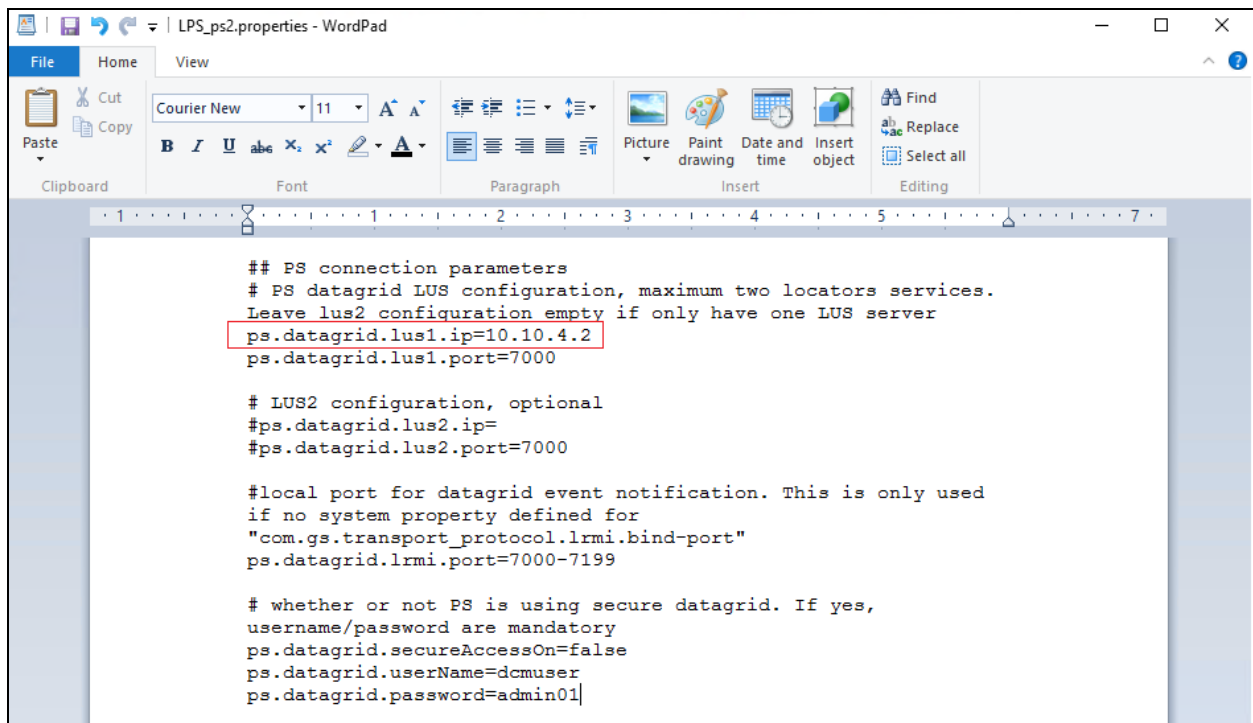
7. Configure Local Presence Service Test Client

The Java-based Local Presence Service (LPS) test client application connects to Presence Services to subscribe and publish presence status information on behalf of one or many users. The LPS test client is an Avaya test tool that acts like a third party client and shows the presence status of various users. Note that Java Runtime Environment (JRE) is required for this client and must be installed on the system where the client is going to be installed.

During compliance testing, this tool is installed on the same server running the Trio Enterprise application. The client tool is part of the Presence Services bundle. During compliance testing the “PresenceServices-LPS-SDK-7.1.0.0.579.zip” file was used. Unzip this file and from “lps-sdk” folder, open the “LPS_ps2.properties” file.

Enter the Management IP address of the Avaya Breeze™ server in the **ps.datagrid.lus1.ip** field as shown in the screen below.

Retain default values for all other remaining fields.



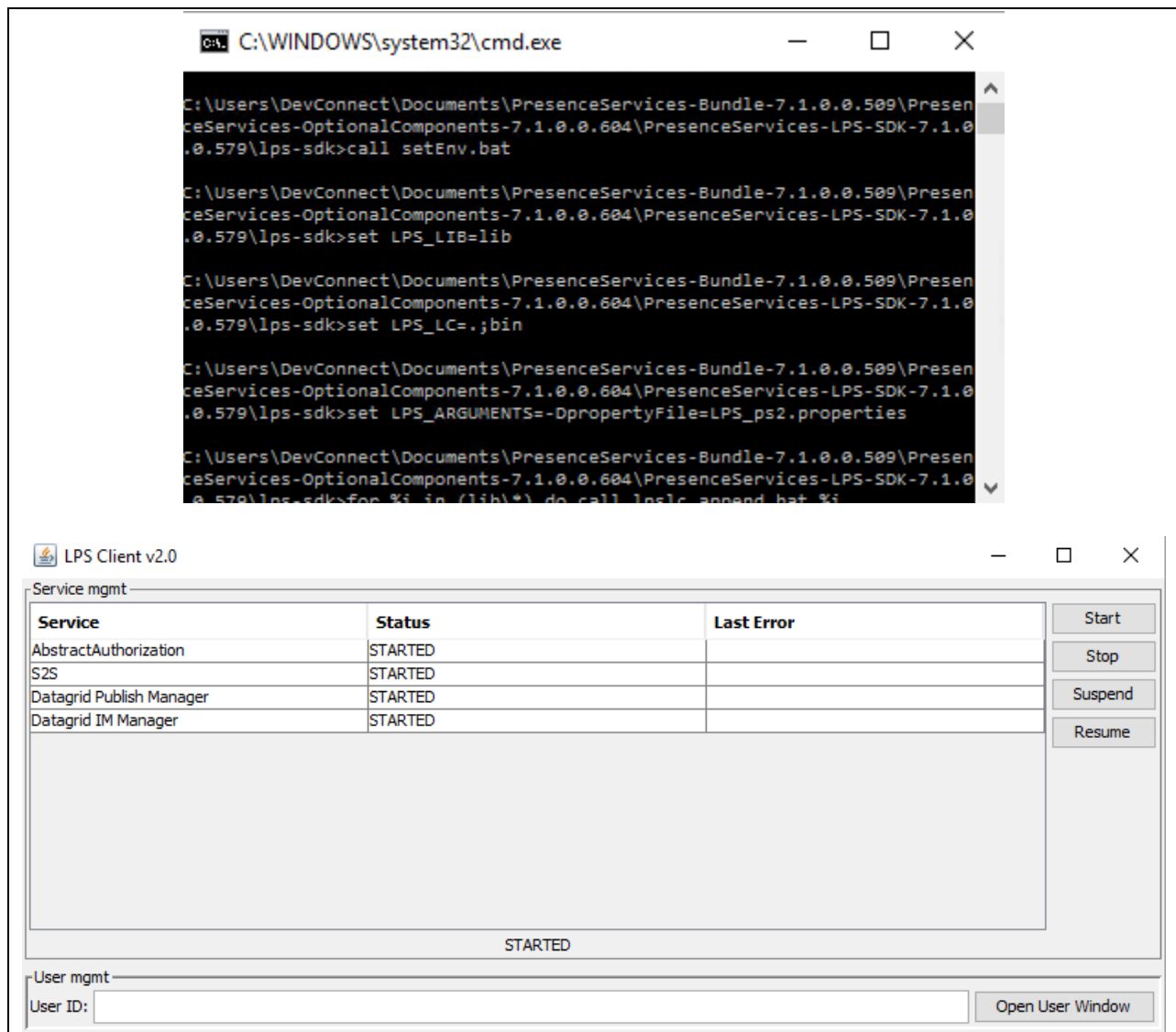
```
## PS connection parameters
# PS datagrid LUS configuration, maximum two locators services.
Leave lus2 configuration empty if only have one LUS server
ps.datagrid.lus1.ip=10.10.4.2
ps.datagrid.lus1.port=7000

# LUS2 configuration, optional
#ps.datagrid.lus2.ip=
#ps.datagrid.lus2.port=7000

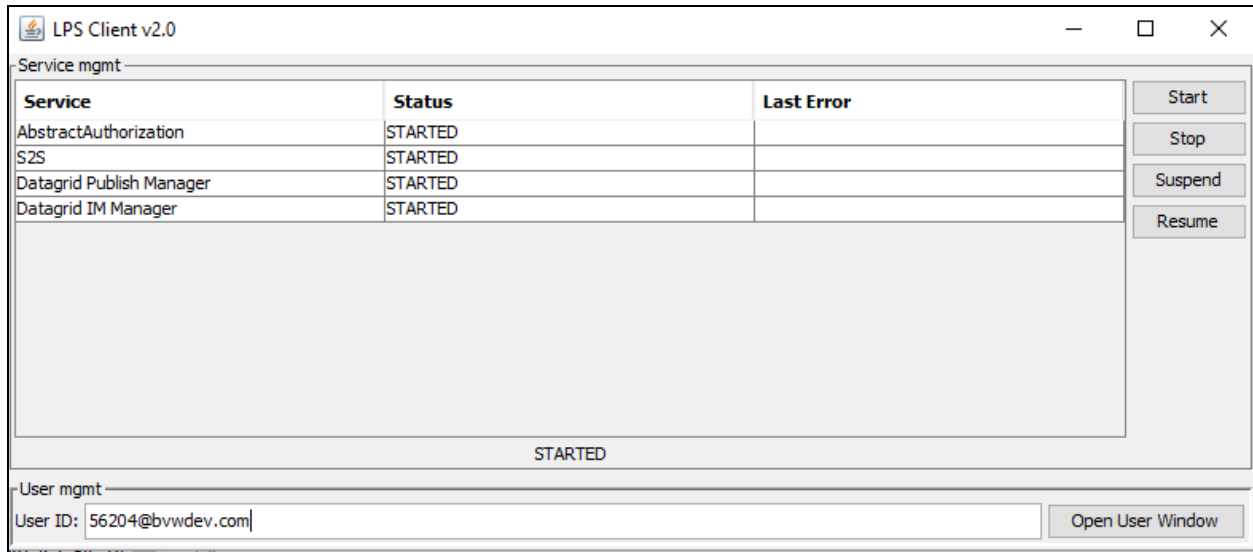
#local port for datagrid event notification. This is only used
if no system property defined for
"com.gs.transport_protocol.lrmr.bind-port"
ps.datagrid.lrmr.port=7000-7199

# whether or not PS is using secure datagrid. If yes,
username/password are mandatory
ps.datagrid.secureAccessOn=false
ps.datagrid.userName=dcmuser
ps.datagrid.password=admin01
```

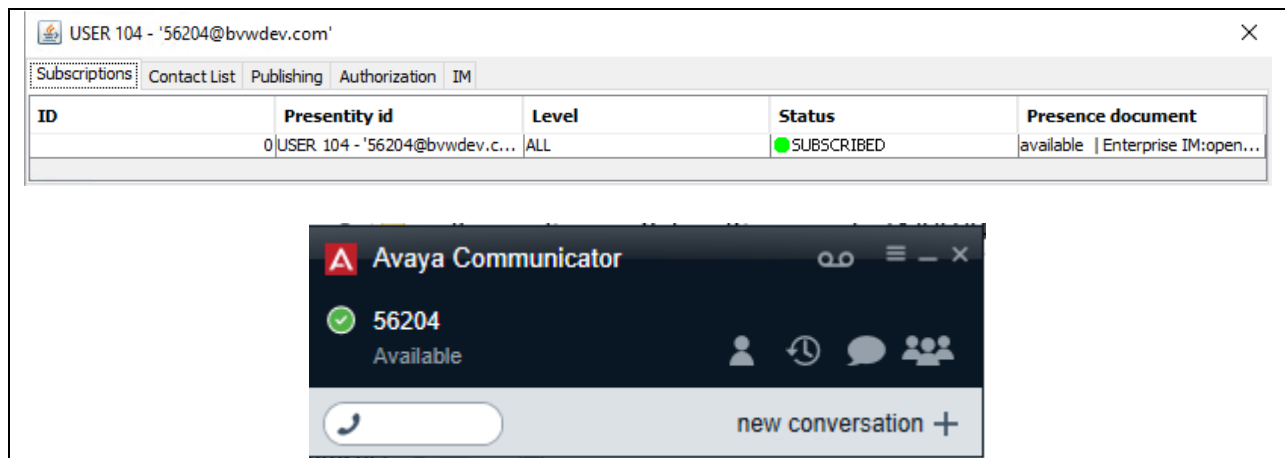
From the “lps-sdk” folder, double click on “runUI.bat” file to start the client. Screen below shows the client running. Ensure that **Status** is “STARTED” for all **Service**.



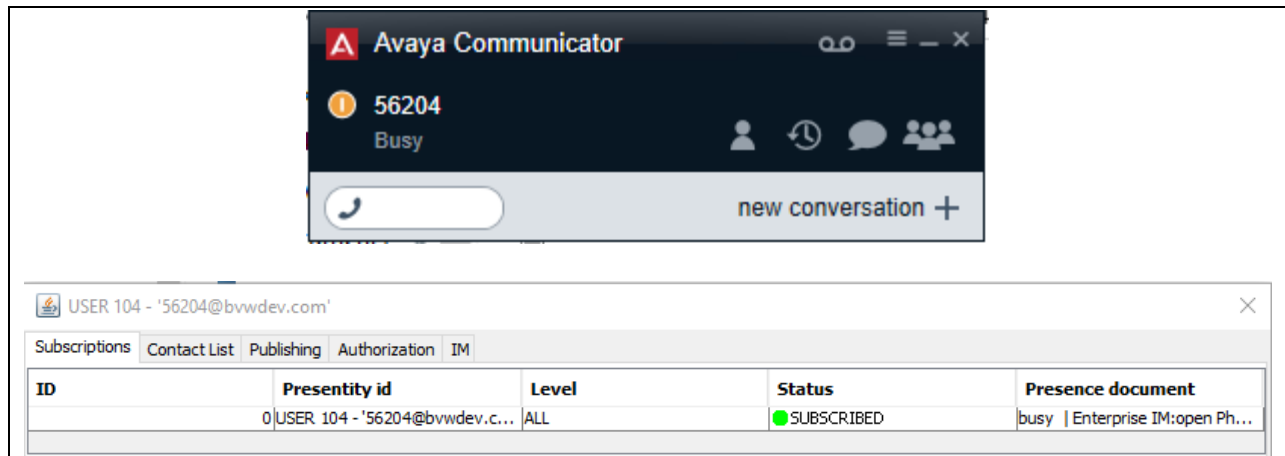
In the **User mgmt** section enter the User ID of a SIP user whose presence needs to be monitored. In the screen below **56204@bvwddev.com** was entered. Next, click on the **Open User Window** button.



The screen below shows the user **Status** as **SUBSCRIBED** and the **Presence document** shows that the user presence is **available** and the phone is **open**. More details of this subscription is obtained by right clicking on the user shown and selecting **Details** (not shown). Also for comparison, a screen showing the Avaya Communicator for user **56204** is shown below with a status of **Available**.



In the screen below change the status for **56204** to **Busy** on the Avaya Communicator, the Presence on the client is also changed to **Busy**.



The screenshot displays the Avaya Communicator interface. At the top, a contact card for '56204' is shown with the status 'Busy'. Below this, a table provides details for 'USER 104 - '56204@bvwdev.com''. The table has five columns: ID, Presence id, Level, Status, and Presence document. The data row shows the user is subscribed at the 'ALL' level, with a status of 'SUBSCRIBED' and a presence document indicating 'busy'.

ID	Presence id	Level	Status	Presence document
0	USER 104 - '56204@bvwdev.c...	ALL	● SUBSCRIBED	busy Enterprise IM:open Ph...

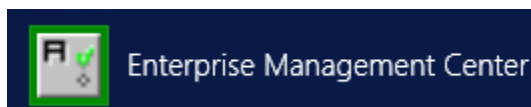
8. Configure Trio Enterprise for Avaya Aura® Presence Services

The presence connectivity between Trio Enterprise and the Presence Server is dependent on Java. Java runtime is required to be installed on the Trio Enterprise server.

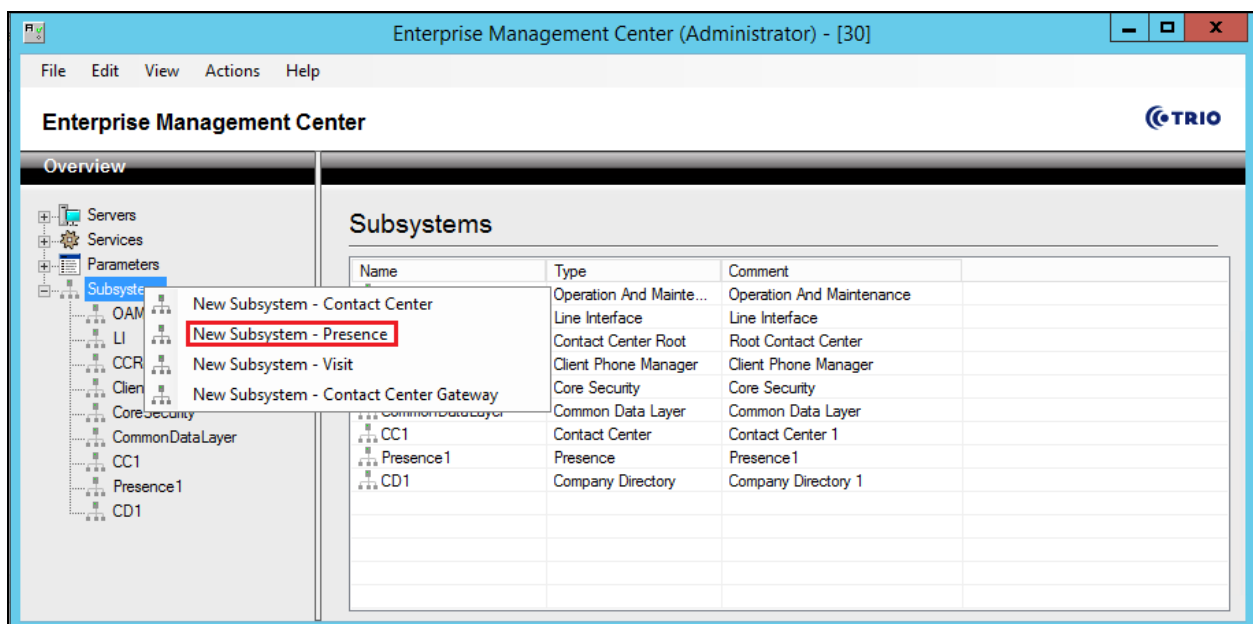
This section shows how to configure Trio Enterprise to successfully connect to the Presence Server. It is assumed that the installation of the Trio Enterprise software is complete and the Trio services are up and running. The steps to configure a Trio Enterprise for presence are as follows.

8.1 Add Presence Subsystem

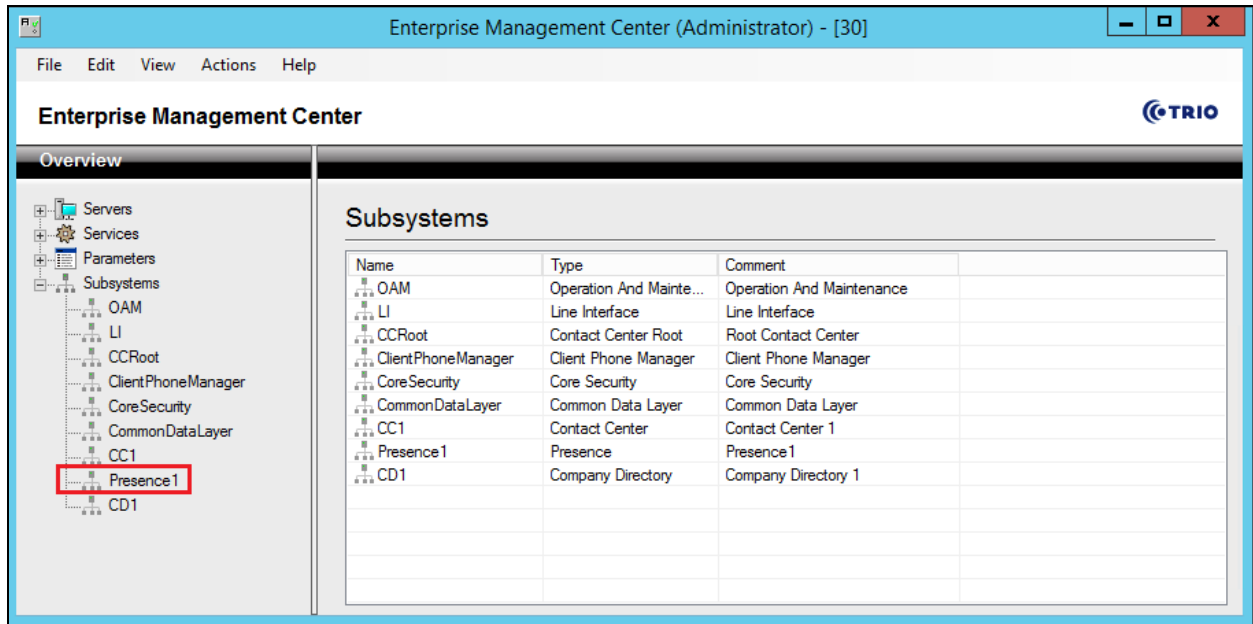
To launch the Enterprise Management Center window as shown in the screen below, launch the 'Enterprise Management Center' icon as shown here.



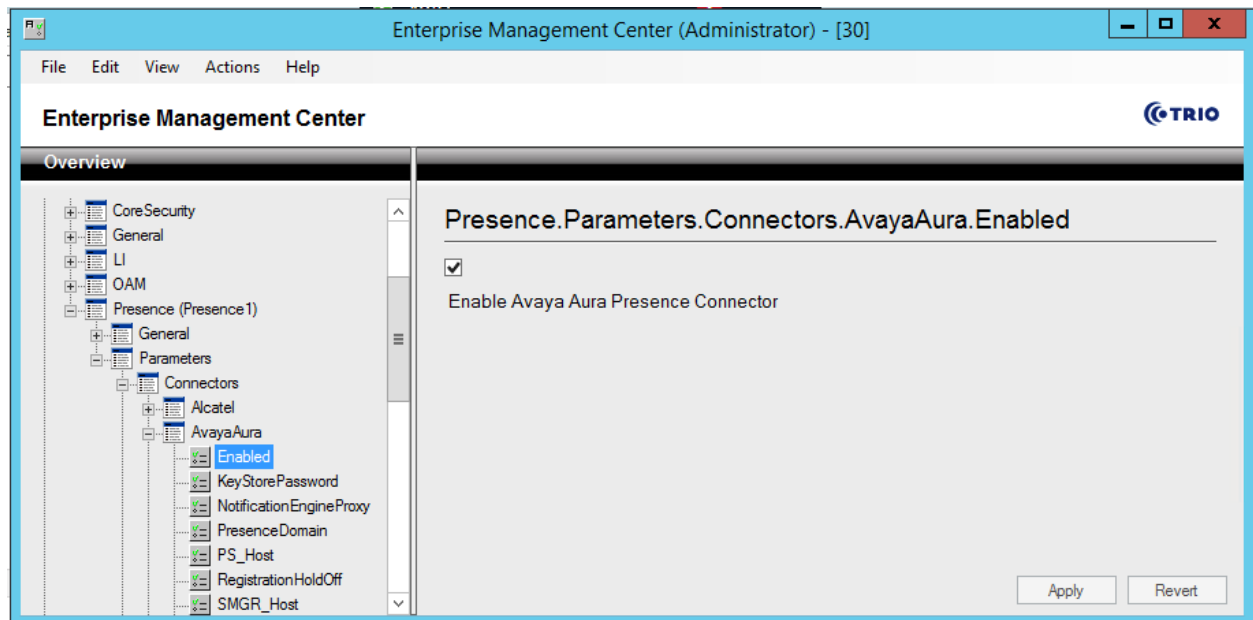
Right click on **Subsystem** and add Presence by selecting **New Subsystem – Presence** as shown below.



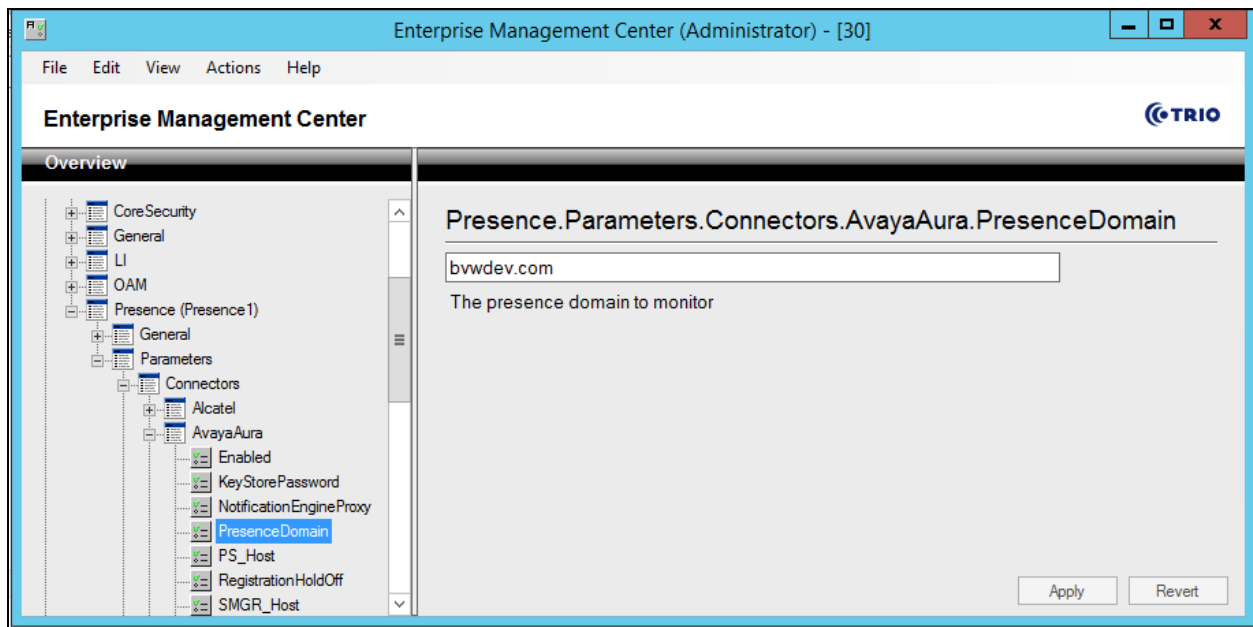
The screen belows shows the window after **Presence1** is added.



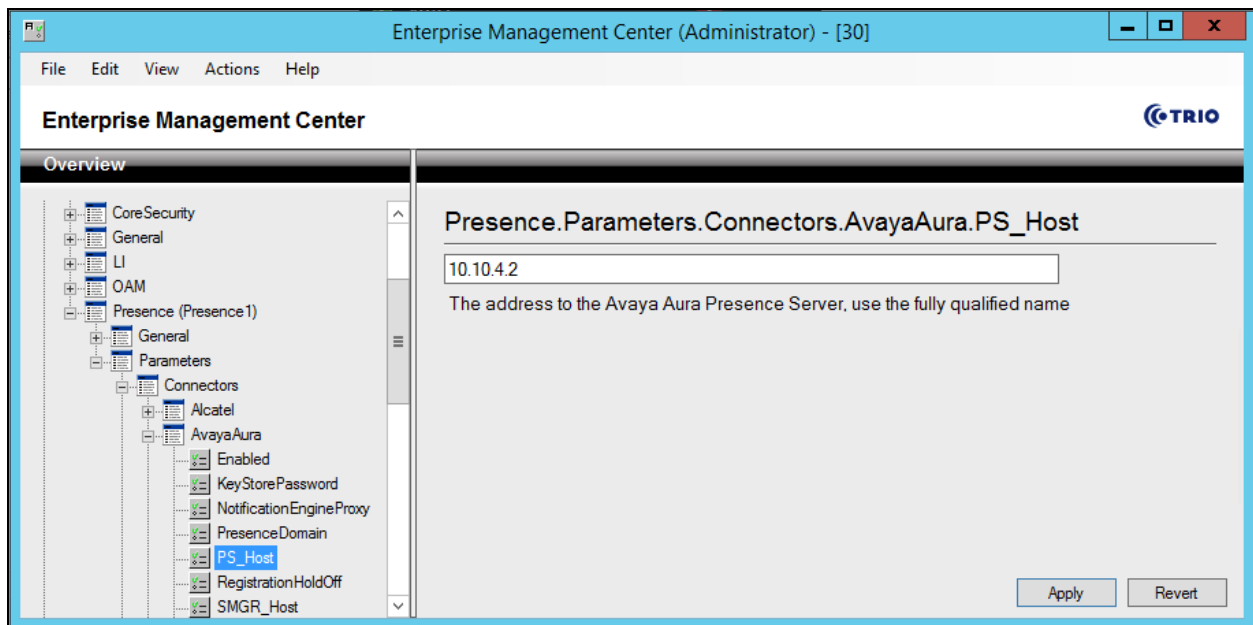
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaAura → Enabled** and check the box for **Enable Avaya Aura Presence Connector** as shown in the screen below. Click on the **Apply** button.



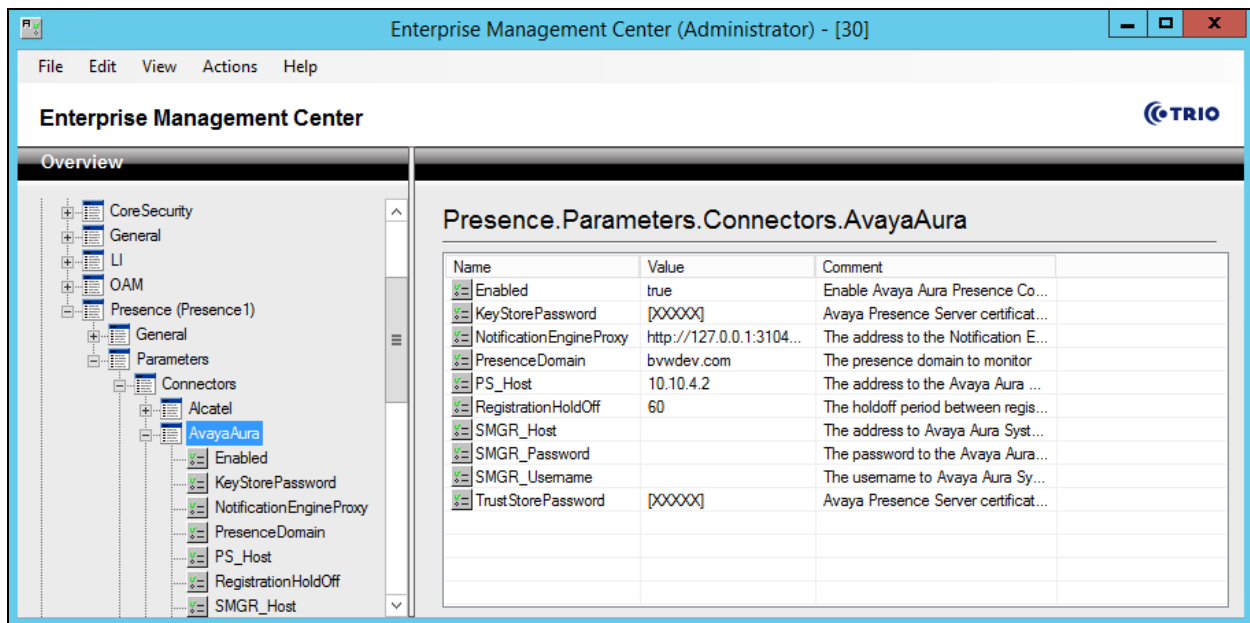
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaAura → PresenceDomain**. During compliance testing *bvwdev.com* was the presence domain to monitor as shown in the screen below. Click on the **Apply** button.



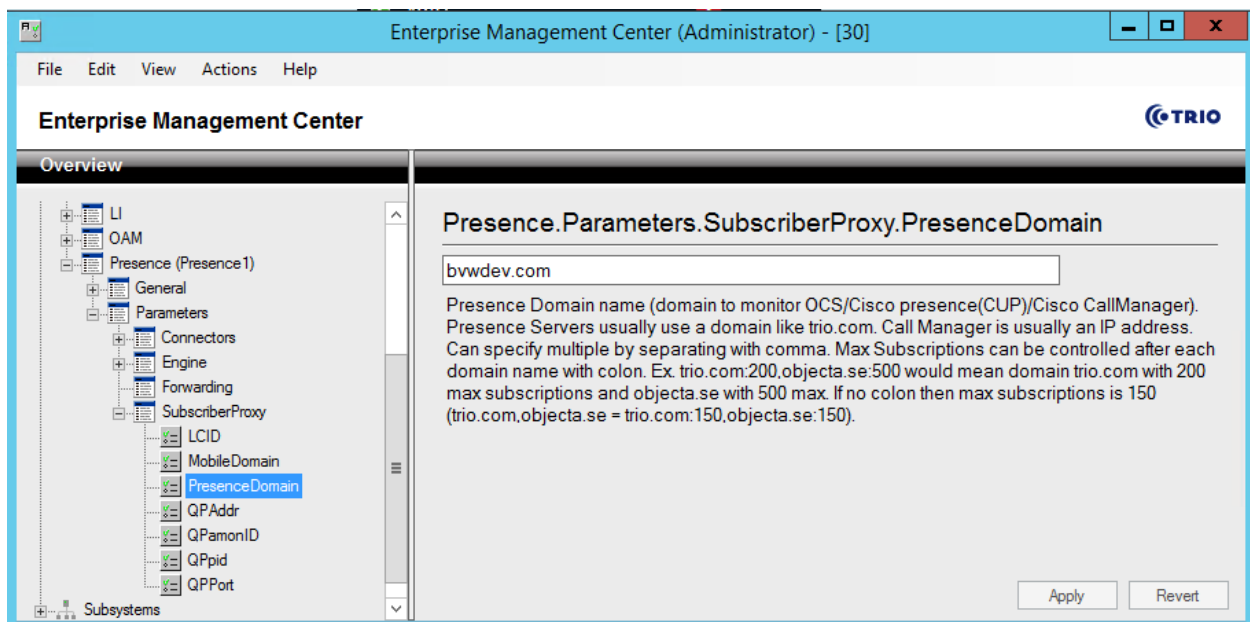
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaAura → PS_Host**. During compliance testing *10.10.4.2* was the IP address of Avaya Breeze™ Management IP as shown in the screen below. Click on the **Apply** button.



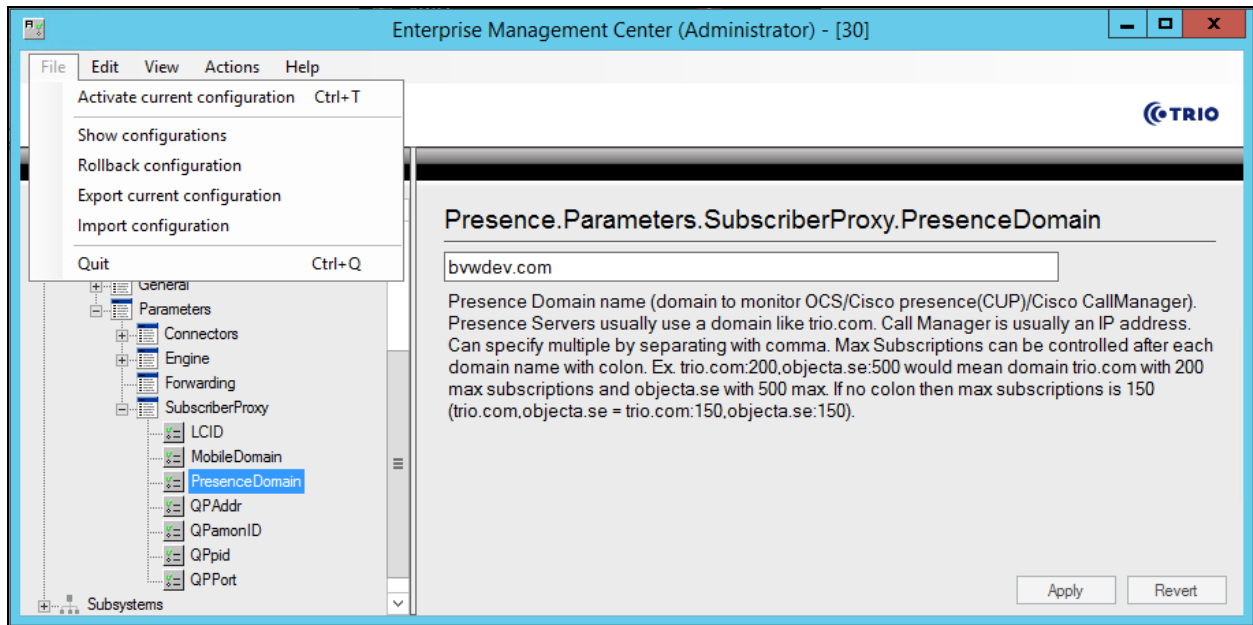
The completed configuration screen for **Presence (Presence1) → Parameters → Connections → AvayaAura** is shown below.



Navigate to **Presence (Presence1) → Parameters → SubscriberProxy → PresenceDomain**. During compliance testing *bwvdev.com* was the presence domain used as shown in the screen below. Click on the **Apply** button.



Navigate to **File → Activate current configuration Ctrl+T** to activate the Enterprise Management Center configuration as shown in the screen below.

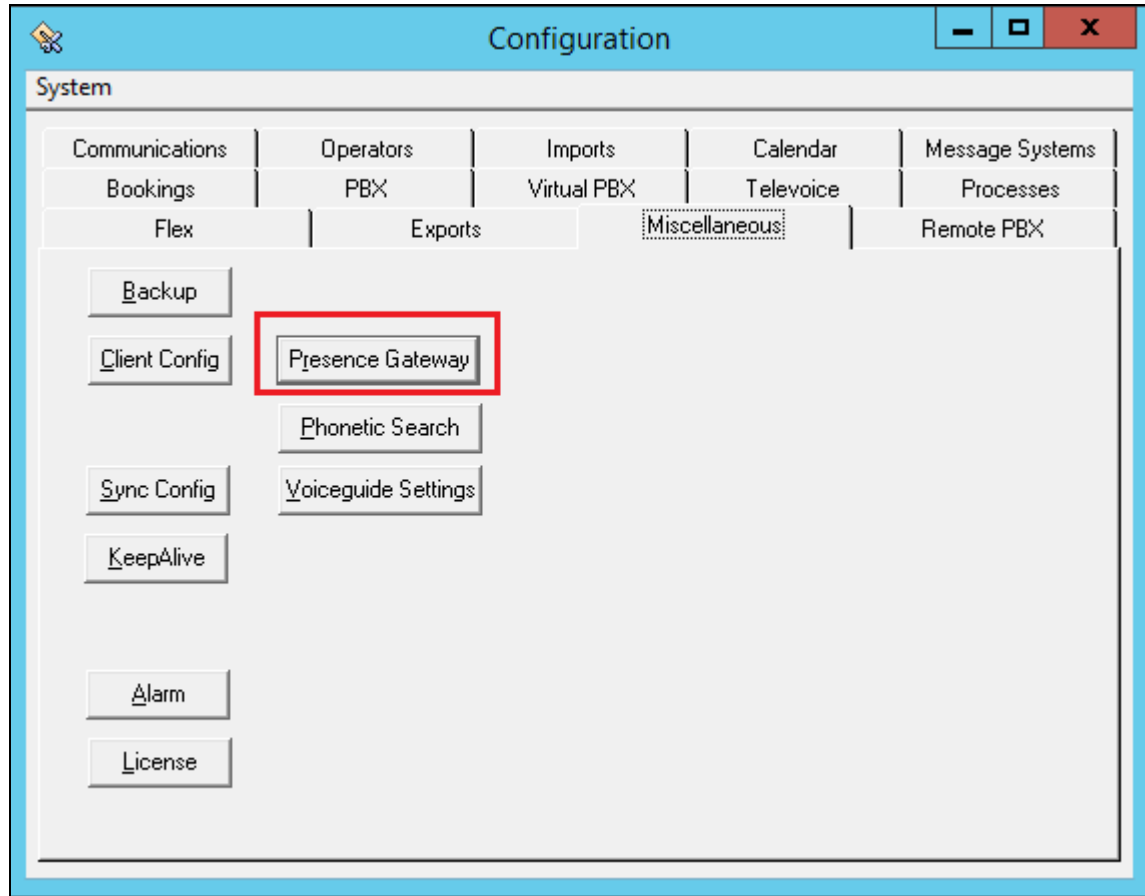


8.2 Configure Trio Presence Gateway

To launch the Trio Configuration window to configure the Presence Gateway as shown in the screen below, launch the 'Trio Present Setup' icon as shown here.



The **Presence Gateway** button can be found under the **Miscellaneous** tab. Click on this button.



In the Presence Gateway window shown below, configure the following.

- **Server URL:** *net.pipe://localhost/Presence1*
- **Present Domain:** *1*
- Check the box for **Enable connection for monitor of presence or line state**

Retain default values for all other fields and click on the **OK** button.

Presence Gateway

Server URL:

Present Domain:

☒ Enable connection for monitor of presence or line state

☐ Enable connection to Microsoft Lync/Skype for Business

☐ Enable setting of presence from referrals

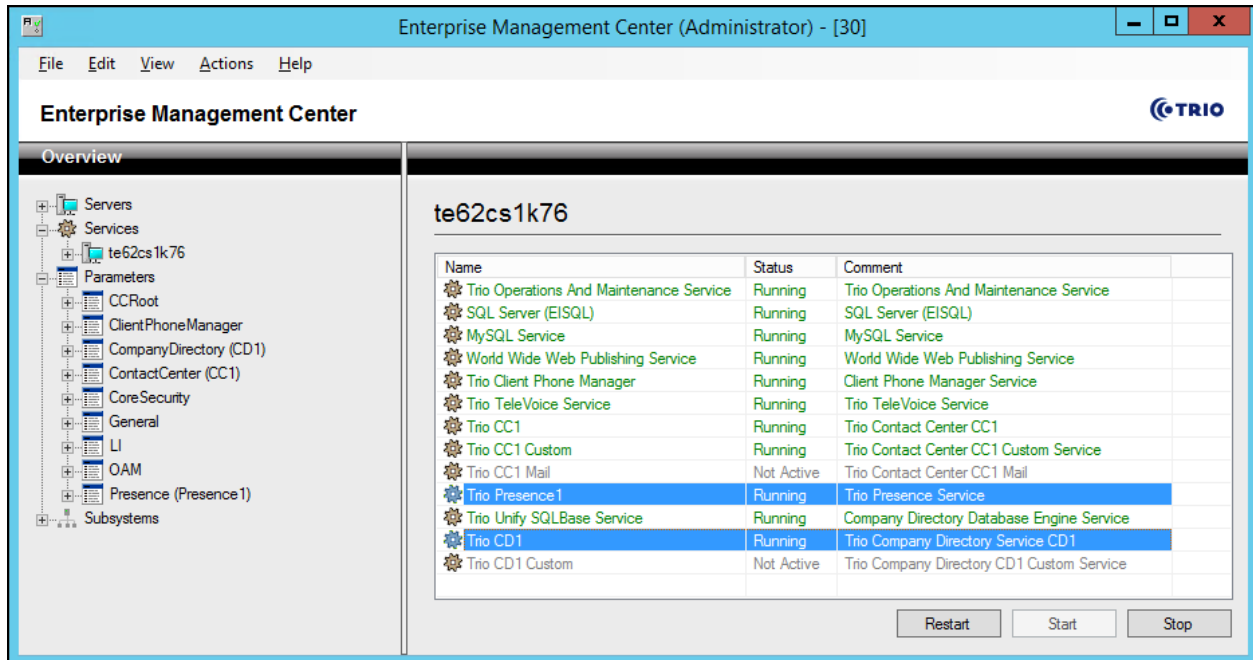
☐ Mobile Line Status

Mobile Domain[s] to subscribe to:

Mobile Prefix:

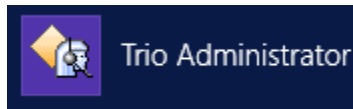
Mobile in ExtraField:
 (1-20)

From the **Enterprise Management Center** window as shown in **Section 8.1**, navigate to **Services → te62cs1k76** and restart the *Trio Presence1* and *Trio CD1* services as shown in the screen below.

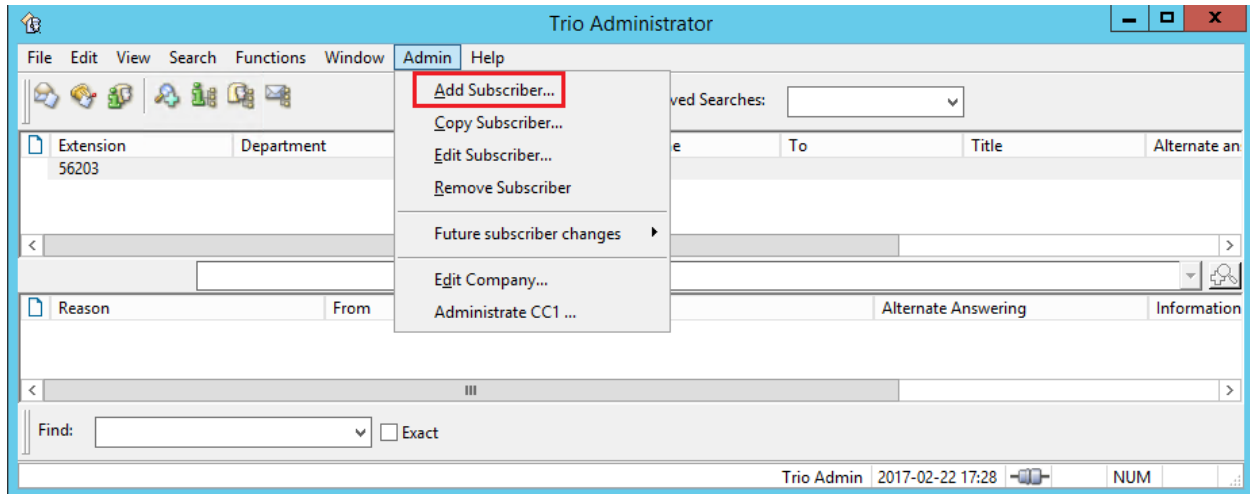


8.3 Administer Users

To launch the Trio Administrator window to configure users as shown in the screen below, launch the 'Trio Administrator' icon as shown here.



From the **Trio Administrator** window, navigate to **Admin** → **Add Subscriber**.



In the **Add Subscriber** window as shown below, from the **Security** tab, select the **Extension** radio button and populate the **Sign-in address** field with the correct information of the user whose presence needs to be monitored. The example below shows the sign in address of user '56203', which is *sip:56203@bvwddev.com*. Populate the other tabs as required and click on the **OK** button.

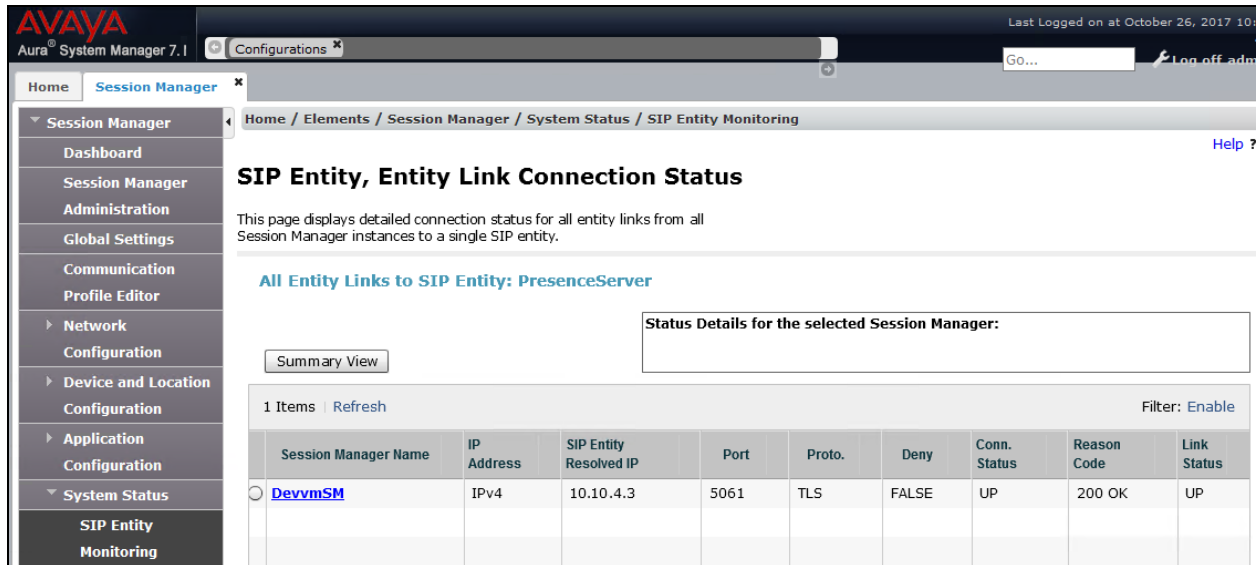
The screenshot shows the 'Add Subscriber' window with the 'Security' tab selected in the left-hand navigation pane. The 'Type of Subscriber' section has the 'Extension' radio button selected and highlighted with a red box. Below this, the 'Communicator' section contains a 'Sign-in address' field, also highlighted with a red box, which contains the text 'sip:56203@bvwddev.com'. At the bottom of the window, there are buttons for 'Add Subscriber', 'Copy Subscriber', 'OK', 'Cancel', 'Apply', and 'Help'.

9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya Aura® Presence Server with Trio Enterprise.

9.1 Verify Status of Avaya Aura® Presence Server Snap-in

In System manager web page, to confirm a successful Presence Server SIP entity connection to Session Manager, click on **Element** → **Session Manager** and then select **System Status** → **SIP Entity Monitoring**, click on the **PresenceServer** entity to verify its status. The detail page shows the link from **PresenceServer** to **Session Manager** via **TLS** is **UP**.



The screenshot shows the Avaya Aura System Manager web interface. The left sidebar contains a navigation menu with options like Session Manager, Dashboard, Session Manager Administration, Global Settings, Communication Profile Editor, Network Configuration, Device and Location Configuration, Application Configuration, System Status, and SIP Entity Monitoring. The main content area is titled "SIP Entity, Entity Link Connection Status" and displays a table of entity links. The table has columns for Session Manager Name, IP Address, SIP Entity Resolved IP, Port, Proto., Deny, Conn. Status, Reason Code, and Link Status. The table shows one item, "DevvmSM", with a status of "UP".

Session Manager Name	IP Address	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
DevvmSM	IPv4	10.10.4.3	5061	TLS	FALSE	UP	200 OK	UP

9.2 Verify Status of Users via Local Presence Server Client

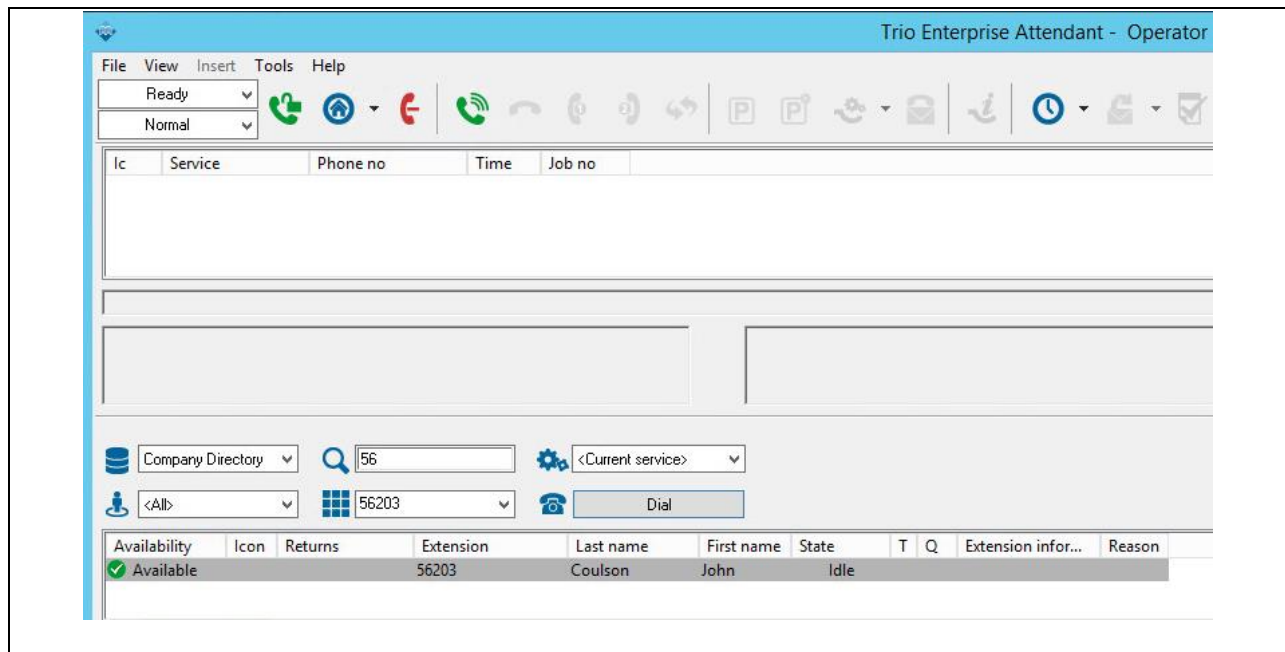
Refer to **Section 7**, which explains the LPS test client verifying the presence status of a user.

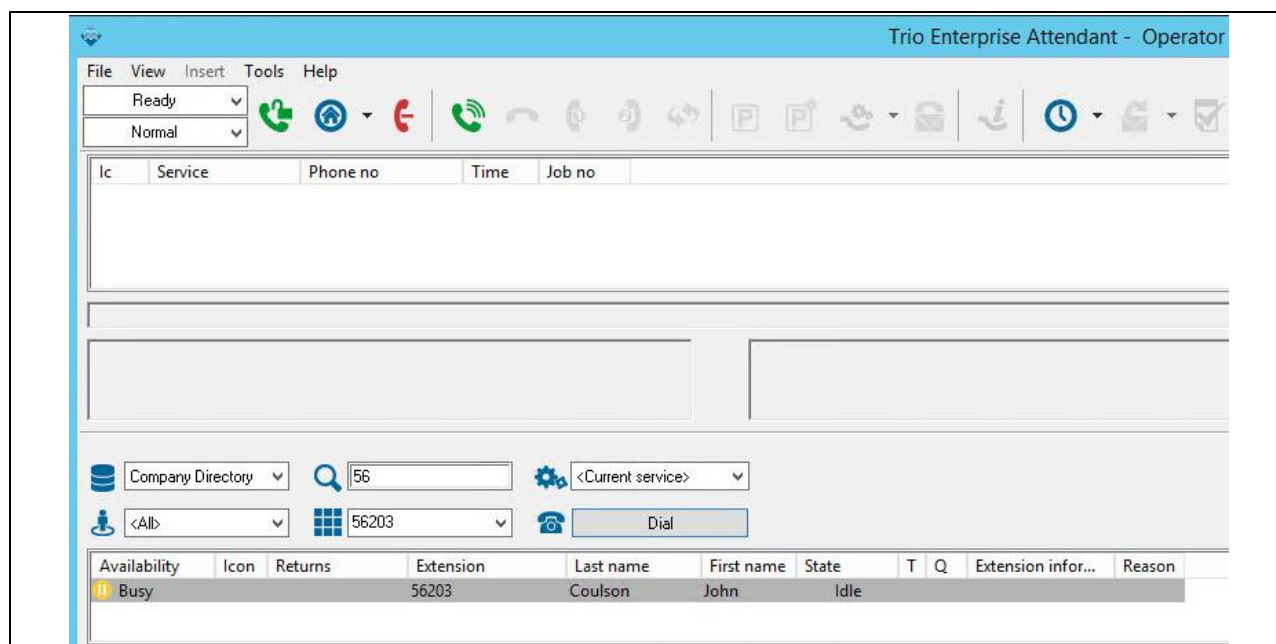
9.3 Verify Status of Users via Trio Enterprise Attendant

To verify that Trio Enterprise shows the presence status of users, log in to the Trio Enterprise Attendant by launching the “Agent Client” icon as shown here.



Log in with the appropriate credentials. The **Trio Enterprise Attendant** window appears as shown below. The screen below shows the presence of user **56203** as **Available**. Change the presence status of this user to “Busy” and the same is reflected on the Trio Enterprise screen as shown in the following screen.





10. Conclusion

These Application Notes have described the administration steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java API. All test cases passed with any observations noted in **Section 2.2**.

11. References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from the local Avaya representative.

1. *Administering Avaya Aura® Session Manager*, Release 7.1.1 Issue 2 August 2017.
2. *Deploying Avaya Aura® System Manager*, Release 7.1.1 Issue 3 August 2017.
3. *Administering Avaya Aura® System Manager for Release 7.1.1*, Release 7.1.1 Issue 7 October 2017.
4. *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 7.1.1 Issue 2 August 2017.
5. *Deploying Avaya Breeze™*, Release 3.3 Issue 2 July 2017.
6. *Administering Avaya Breeze™*, Release 3.3 Issue 2 June 2017.
7. *Avaya Aura® Presence Services Snap-in Reference*, Release 7.1 Issue 1 May 2017
8. *Presence Services SDK Developers Guide*, Compass Document ID: 137976, PS Release: 7.1, Version: 1.1 Nov 3, 2015

Product Documentation for Enghouse Interactive AB can be obtained in the installed software or at: <http://enghouseinteractive.com>

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