



Avaya Solution & Interoperability Test Lab

Application Notes for CallTouch from Northgate Public Services UK Limited with Avaya Aura® Contact Center R7.0 and Avaya Communication Server 1000 R7.6 – Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning CallTouch from Northgate Public Services UK Limited with Avaya Aura® Contact Center R7.0 and Avaya Communication Server 1000 R7.6.

Readers should pay particular attention to the scope of testing as outlined in Section 2.1, as well as 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 configuration steps for provisioning CallTouch from Northgate Public Services UK Limited with Avaya Aura® Contact Center R7.0 connecting to the Application Module Link (AML) on the Avaya Communication Server 1000 R7.6. Northgate's CallTouch uses communications software through a touchscreen user interface to provide tools for operators to save significant time on handling both incoming and outgoing calls. CallTouch is an Open Communications Platform capable of simultaneously controlling all available communication mediums. Through this single platform a wide range of applications may be facilitated including Integrated Communication Control System (ICCS), Call Handling, Mobile Data, Locating, Callout and Directories.

The CallTouch Agent desktop achieves desktop softphone CTI via server-side integration. There are multiple server-side adapters for connecting to multiple telephony platforms. CallTouch is a server based, thin client, multi-channel contact Center and agent desktop that provides call control and monitoring functionality to end users via the .net interface on the Communication Control Toolkit (CCT) module of Avaya Aura® Contact Center.

2. General Test Approach and Test Results

The interoperability compliance testing testing focused on verifying CallTouch Agent desktop handling of CTI messages in the areas of call control, event notification and routing.

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 these DevConnect Application Notes 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.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focuses on various technical testing scenarios to verify CallTouch with Avaya Aura® Contact Center. In addition, serviceability tests were also performed to assess the reliability and accuracy of the joint solution. The testing focused on the following types of calls:

- Login/Logout operators using CallTouch
- Basic Inbound/Outbound Calls
- Global Hold Functionality
- Transfer and Conference Functionality
- Operating Radios with Telephony
- Ready/Not Ready Reason Code Selection
- Voicemail and DTMF
- Serviceability Testing

2.2. Test Results

All test cases passed successfully. The following observations were noted:

- Global Hold required that a separate CDN and ACD queue were setup. Global Hold allows agents/operators place the caller on hold and the call can be retrieved from any other agent/operators desktop. The setup and configuration on the Avaya solution to allow this feature work can be found in **Section 5.3**, **Section 6.1** and **Section 6.5**.
- One CCT user was added with all Terminals (CS1000 Terminal Numbers) and CDN's assigned to that user.
- CallTouch does not support a "Blind" or "Unsupervised" transfer.

2.3. Support

Support from Avaya is available by visiting the website <http://support.avaya.com> and a list of product documentation can be found in **Section 10** of these Application Notes. Technical support for the CallTouch product can be obtained as follows.

- Tel : +44 (0)8450705577
- Web : <https://www.northgateps.com/contact-us/>

3. Reference Configuration

The configuration in **Figure 1** shows the setup for compliance testing. The Northgate solution was connected to the Avaya solution, consisting of a CS1000 and a Contact Center installed connecting via AML to the CS1000, on the same LAN. The .net interface on the Contact Center provides CTI capability. An agent running the CallTouch Agent Desktop software from a browser is used to answer/make the calls in a call center environment.

Note: The CS1000 and Contact Center share an isolated LAN called and Embedded Lan or E-LAN.

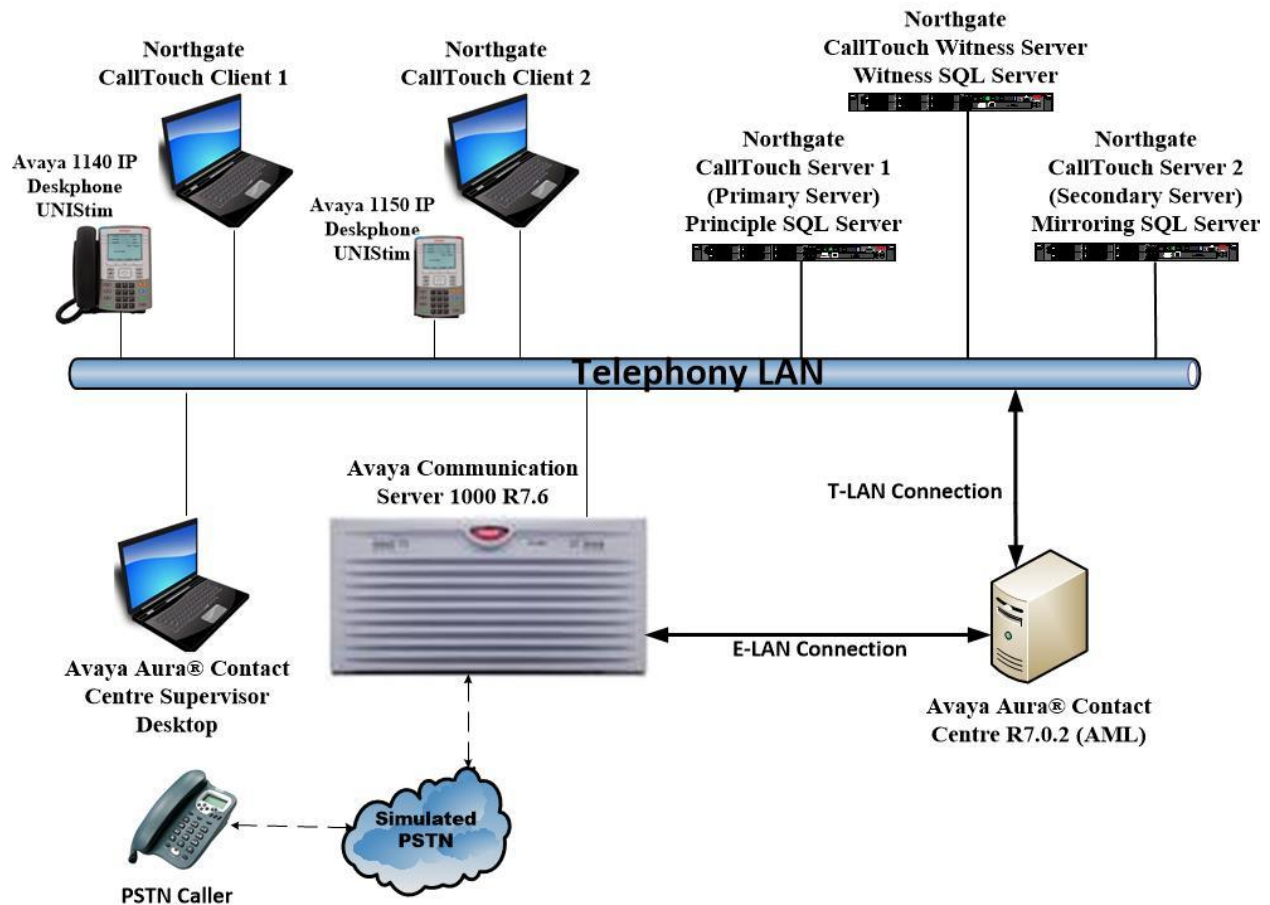


Figure 1: Connection of Northgate CallTouch with Avaya Aura® Contact Center R7.0 and Avaya Communication Server 1000 R7.6

4. Equipment and Software Validated

The following equipment and software was used for the compliance test.

Equipment/Software	Release/Version
Avaya Communication Server 1000 running on a Call Processor Pentium Mobile (CPPM)	R7.6 Version 7.65.16 (SP9) (See Appendix for patches)
Avaya Aura® Contact Center running on a Virtual Platform	R7.0.2 Feature Pack 2 (See Appendix C for a full list of Patches)
Avaya 1140E IP UNISTim Deskphone	0625C8Q
Avaya 1150E IP UNISTim Deskphone	0627C8Q
Northgate CallTouch Server	58.9.82.22.6.5
Northgate CallTouch Workstation	157.9.45.81.120.70

5. Configure Avaya Communication Server 1000

It is assumed that a fully functioning CS1000 is in place with the necessary licensing and with an E-LAN connection in place to the Contact Center. For further information on the configuration of the CS1000 please see **Section 10** of these Application Notes. A telnet application such as PuTTY is used to administer the CS1000. Open an SSH session to the Node IP address of the CS1000, login to the CS1000 Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line interface.

Note: A simulated PSTN connection was present on the CS1000 in the form of a SIP Trunk connection, the configuration of which is outside the scope of these Application Notes.

Note: Not all prompts need an answer. The prompts outlined below are mandatory for a basic configuration. Accept the default responses for all other prompts by pressing the Return key.

5.1. Configuration of Agent Deskphone for CTI

There is no specific setup required to allow CallTouch to take control of the set other than ensuring Associate Set Assignment (**AST**) is set for the ACD (Key 0) and the SCR (Private DN). To add or make a change to a set, enter overlay 20 by typing **LD 20** at the > prompt. Note the full printout of a programmed set that was used to test is included in the **Appendix B** of these Application Notes.

Prompt	Response	Description
>	LD 20	Enter Overlay 20
REQ	chg	change
TYPE	1140	Type of phone set
TN	100 0 0 6	Loop Shelf Card unit of the telephone
AST	00 03	Allow CTI for keys 00 and 03
Return to end		

5.2. Add a new Control Directory Number (CDN) for call routing

In order to route calls to agents a **CDN** must be created on the CS1000. Enter overlay 23 to create a CDN. Type **LD 23** at the > prompt to enter the overlay. Note an ACD queue should already be present, this ACD queue is printed in full along with the CDN in **Appendix B**.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	Add and new
TYPE	CDN	Control Directory Number
CUST	0	Customer Number 0
CDN	3500	CDN number 3500
Return to...		
DFDN	3333	Default ACD DN (this is the ACDQ printed in Appendix B)
Return to end		

5.3. Configuration for Global Hold

In order for Global Hold to function a new ACD queue and CDN were added. This CDN is not acquired by Contact Center but it is added in the Configuration section (see **Section 6.1**).

5.3.1. Create a new Automatic Call Distribution queue

The new ACD queue is created in overlay 23. Enter overlay 23 by typing **LD 23** and at the **REQ** type **New**. Type **ACD** at the **TYPE** prompt. The following screen shows the important fields that were entered during the creation of the ACD queue.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	Add and new
TYPE	ACD	Automatic Call Distrubution
CUST	0	Customer Number 0
ACDN	3334	ACD Queue number
MAXP	10	Maximum number of persons
HMSB	NO	Hold Make Set Busy (allowed) denied
HOML	NO	Headset Or MSB key Log Out
Return to end		

5.3.2. Add a new Control Directory Number

Global Hold uses a CDN configured but not acquired on Contact Center, this CDN is configured as shown below. Enter overlay 23 to create a CDN. Type **LD 23** at the > prompt to enter the overlay.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	new	Add and new
TYPE	CDN	Control Directory Number
CUST	0	Customer Number 0
CDN	3503	CDN numbe
DFDN	3334	Default ACD DN (this is the ACDQ created in Section 5.3.1)
Return to end		

5.4. Save Configuration

To save the configuration on the CS1000 enter overlay 43 and type **edd** at the . prompt.

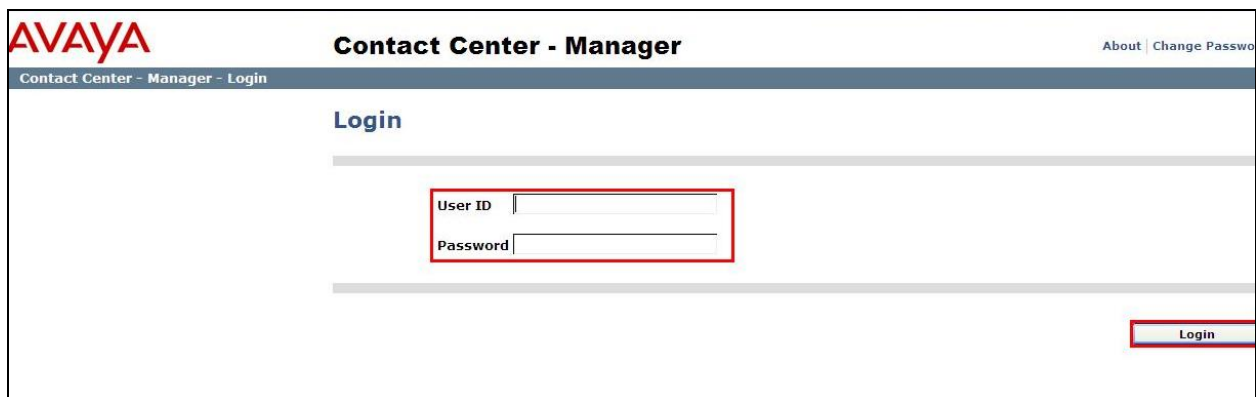
Prompt	Response	Description
>	LD 43	Enter Overlay 43
.	edd	Saves the data
Return		

6. Configuration of Avaya Aura® Contact Center

It is assumed that a fully functioning Contact Center is already in operation and these Application Notes do not go through the setup of the Contact Center from the beginning rather what steps are required in order to ensure that CallTouch can login and take control of phone sets. For more information on the setup and configuration of Contact Center please refer to **Section 10** of these Application Notes.

Note: A printout of the patch list is available in **Appendix C**.

Log into the Contact Center by opening a web session to the Contact Center sever and enter the proper credentials and click on the **Login** button.



The screenshot shows the Avaya Contact Center Manager Login page. The header includes the Avaya logo, the title "Contact Center - Manager", and links for "About" and "Change Password". Below the header, the page is titled "Login". There are two input fields: "User ID" and "Password", both highlighted with a red border. A "Login" button is located at the bottom right of the page, also highlighted with a red border.

6.1. Contact Center Configuration

Select **Configuration** as highlighted below.



The screenshot shows the Avaya Contact Center Manager Launchpad page. The header includes the Avaya logo, the title "Contact Center - Manager", and links for "About" and "Audit Trail". Below the header, the page is titled "Launchpad". There is a list of menu items, each with a circular icon. The "Configuration" item is highlighted with a red border. The other menu items are: "Contact Center Management", "Access and Partition Management", "Real-Time Reporting", "Historical Reporting", "Call Recording and Quality Monitoring", "Scripting", "Emergency Help", "Outbound", and "Multimedia".

A CDN was added to route calls to the agents, several different CDN's can be added but for testing one was added called **Helpdesk**. Another CDN called **HoldCDN** was added for Global Hold to operate, this was not acquired as shown below. To add a CDN to the Contact Center click on **CDN's (Route Points)** in the left window and enter the CDN details in the right window and ensure that **Acquired?** is ticked. Note these CDN's are those created in **Section 5.2** and **Section 5.3**.

The screenshot shows the Avaya Configuration interface. On the left, the 'CDNs (Route Points)' option is selected in the navigation tree. The main window displays a table of configured CDNs.

Name	Number	Call Type	Acquired?	Status
Helpdesk	3500	Local	☒	Acquired
GoldService	3501	Local	☒	Acquired
SilverService	3502	Local	☒	Acquired
HoldCDN	3503	Local	☐	Not Acquired
DisconnectCDN	3504	Local	☐	Not Acquired
*			☐	

To route calls to the agents, skillsets must be added. Click on **Skillsets** in the left window and enter the information for the skillset in the right window. For compliance testing one skillset called **Helpdesk** was added. This skillset will be of type **Voice** as shown below.

The screenshot shows the Avaya Configuration interface with 'Skillsets' selected in the navigation tree. The main window displays a table of configured skillsets.

Contact Type	Prefix	Skillset Name	Skillset Type	Default Activity Code	Threshold Class	Call Source Preference	Call Age P
Social_Networking	SN_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Voice_Mail	VM_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
SMS	SM_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Fax	FX_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Scanned_Document	SD_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
OpenQ	OQ_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Outbound	OB_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Web_Communications	WC_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Email	EM_	Default_Skillset	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
Voice		Helpdesk	Local	00, Skillset_Default_Activity_Code	Skillset_Template	None	First in Qu
*							

Because calls to CallTouch agents should be automatically answered, a new Call Presentation Class is created for auto answer. Click on **Call Presentation Classes** in the left window, add the call presentation class details in the right window ensure that **Call Force Delay** is selected for the **Presentation Option** and set the **Call Force Delay Timer** to 2.

The screenshot shows the Avaya Configuration interface with 'Call Presentation Classes' selected in the navigation tree. The main window displays a table of configured call presentation classes.

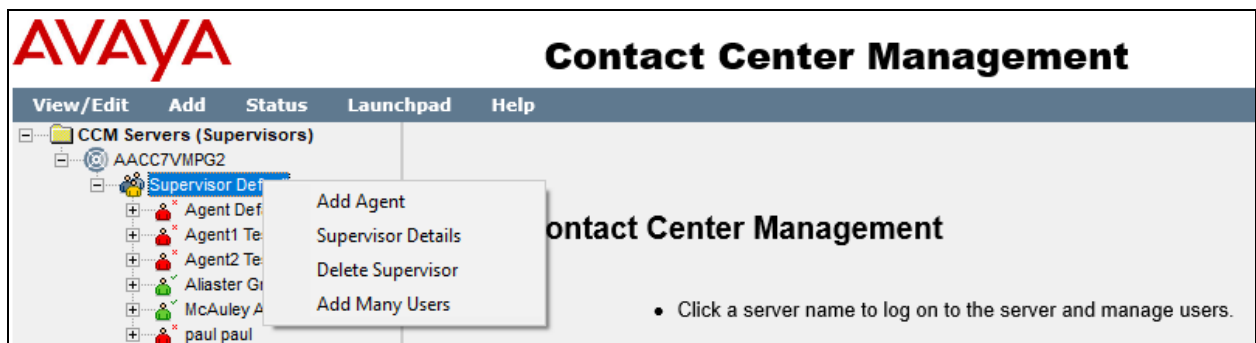
Name	Presentation Option	Call Force Delay Timer	Return To Queue After N Seconds	After Return to Queue, Make Phoneset	After Call, Break for N seconds	Answer By Placing DN Call On Hold	Agent Rese for Networ
Call_Centre_Admin	Return To Queue	0	18	Not Ready	0	☒	☒
Northgate	Call Force Delay	2	N/A	N/A	5	☐	☐
*						☐	☐

6.2. Contact Center Agents

Select **Contact Center Management** shown below. All the Agent details are configured in this section.



Right-click on the **Supervisor** and select **Add Agent**.



Enter a suitable **Name** and **Login ID** for the new agent. Ensure that the Call Presentation and Skillset are that which were created in **Section 6.1**. The ACD queue information is entered, this should be the ACD queue listed in **Appendix B**. The **Contact Type** should be set to **Voice**. Click on **Submit** once all the necessary details are entered correctly. Note that **Create CCT Agent** is not ticked.

Agent Details: Adrian Steele

User Details

First Name: * Adrian
Last Name: * Steele
Title:
Department: Northgate
Language: English
Comment:

User Type: Agent
Login ID: * 17101
Personal DN:
ACD Queue: 3333
ACD Queue Error:
Account Type:
☐ Create CCT Agent

Agent Information

Primary Supervisor: * Supervisor Default
Agent Key:
Login Status
Logged Out

Call Presentation: Northgate
Multiplicity Presentation Class: MPC_Off
Threshold: Agent_Template
Tn Name:

Contact Types

Contact Type	
Scanned_Document	☐
SMS	☐
Social_Networking	☐
Voice	☒
Voice_Mail	☐
Web_Communications	☐

Skillsets

Skillset Name (2)	Contact Type	Priority
Default_Skillset	Voice	10
Helpdesk	Voice	1

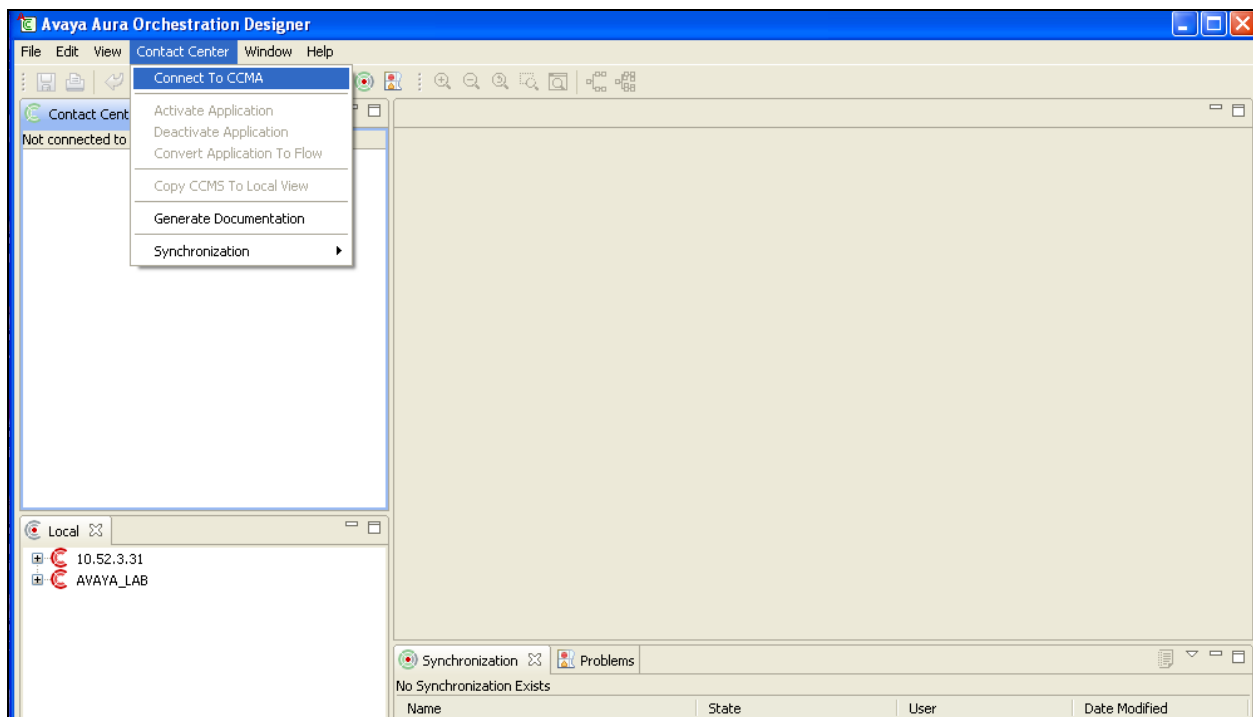
Clear
Submit
Create Copy
Create Many
Logout Agent

6.3. Configure Call Routing

All routing changes are done using Orchestration Designer, this allows Applications or Scripts to be created and associated with a CDN or route point. The download and initial setup of Orchestration Designer is outside the scope of these Application Notes. For information on the setup and configuration of Orchestration Designer please refer to **Section 10** of these Application Notes.

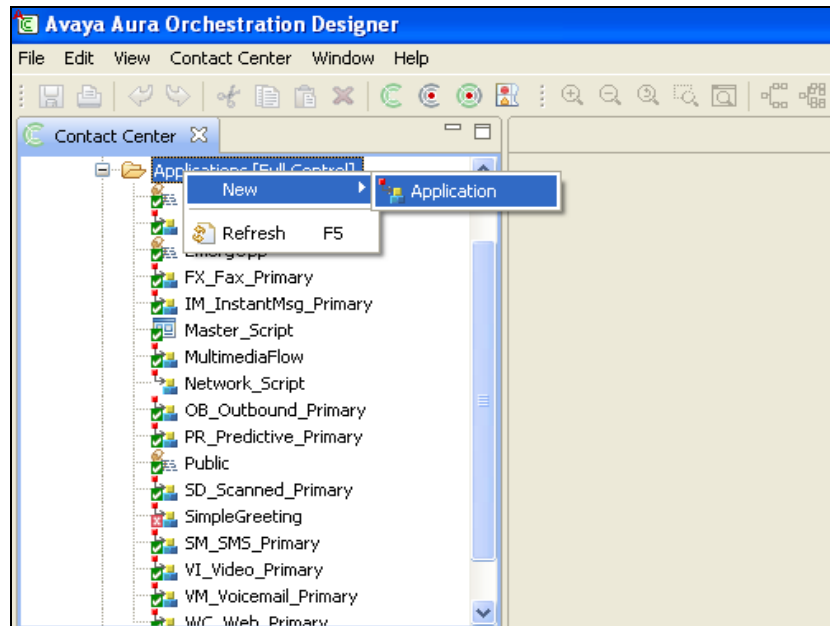
A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000 in **Section 5.2**. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.

Note: CCMA stands for Contact Center Manager Administration.

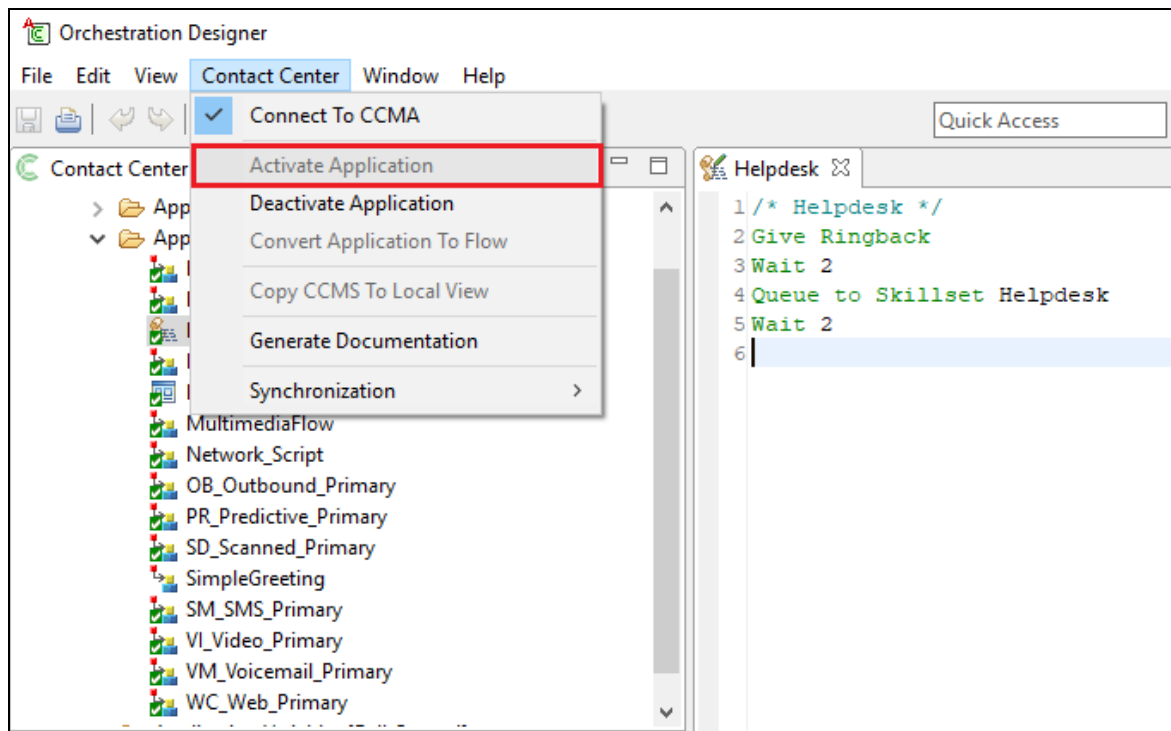


6.3.1. Create a new Application

Navigate to **Applications** in the left window and right click and select **New** → **Application** as shown below.

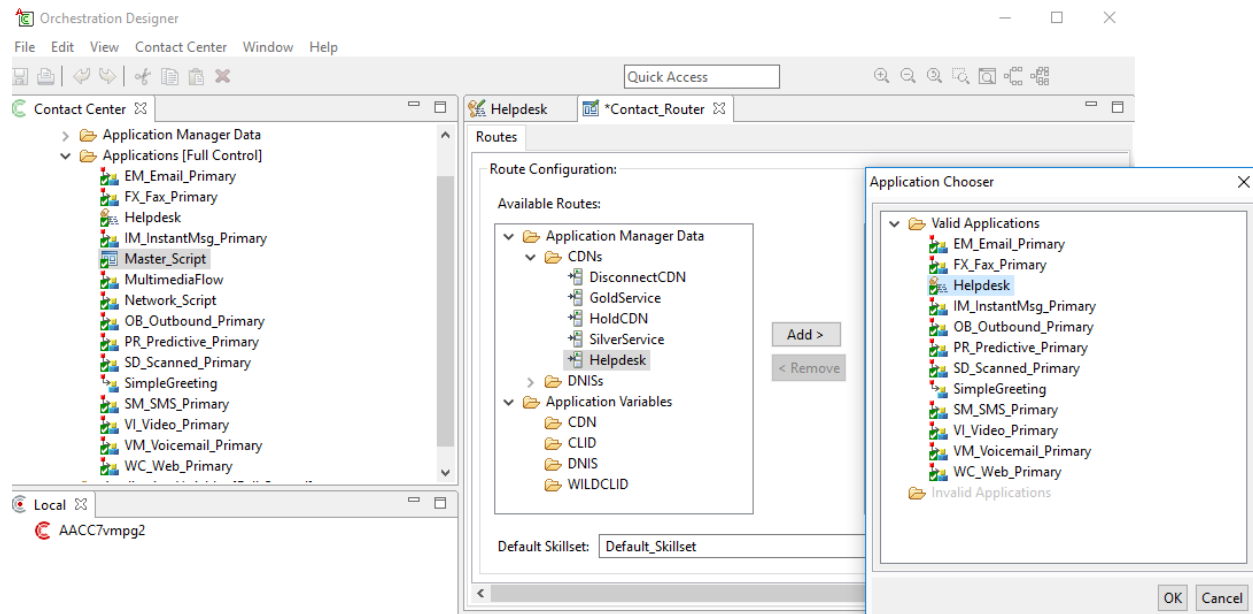


Below shows an example of a script used to route calls to a skillset. Once this is completed select **Contact Center** and **Activate Application** as shown below to make this active.



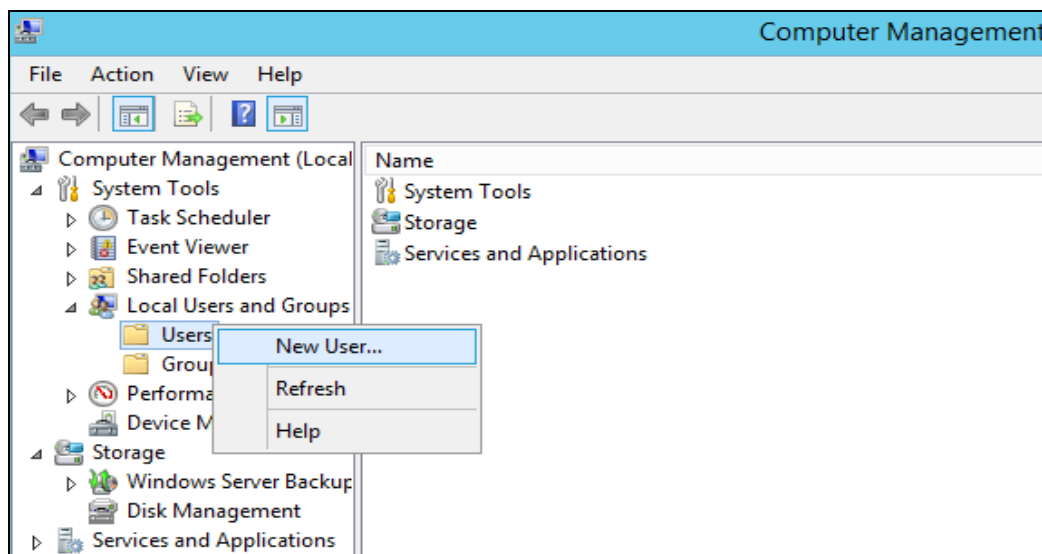
6.3.2. Associate an Application with a CDN

To associate an application with a CDN, the master script is opened as shown below. Double click on **Master_Script** in the left window. In the main window expand on **Application Manager Data** → **CDNs** select the required CDN and click on **Add** as shown below. Once this is selected a new window caller **Application Chooser** opens where the Application to be associated with this CDN is chosen as is shown below. Click on **OK** once this is done.

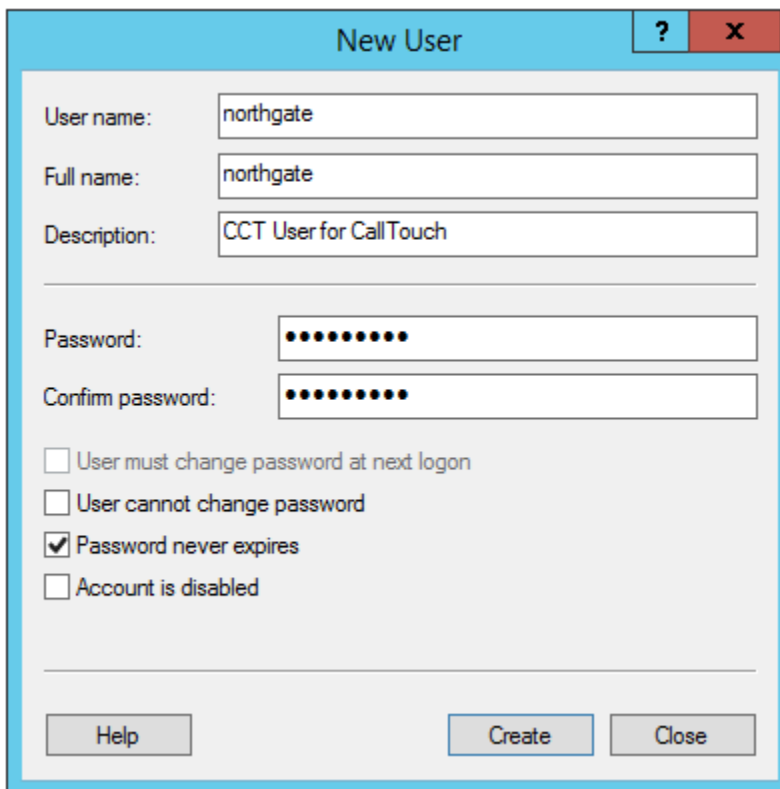


6.4. Configure CCT Users on the Contact Center Server

Navigate to **Computer Management**, (not shown) and select **Users** from the left window and right-click and select **New User**.



Enter a suitable **User name** and **Password** for this new user. Click on **Create** once this user information is entered. Any user that will be created in CCT must also be added here.



The 'New User' dialog box is a light blue window with a title bar containing a question mark and a close button (X). It contains several input fields and checkboxes. The 'User name' field is filled with 'northgate'. The 'Full name' field is also filled with 'northgate'. The 'Description' field is filled with 'CCT User for CallTouch'. Below these are two password fields, both filled with ten dots. There are four checkboxes: 'User must change password at next login' (unchecked), 'User cannot change password' (unchecked), 'Password never expires' (checked), and 'Account is disabled' (unchecked). At the bottom are three buttons: 'Help', 'Create', and 'Close'.

User name:	northgate	
Full name:	northgate	
Description:	CCT User for CallTouch	
Password:	••••••••••	
Confirm password:	••••••••••	
☐ User must change password at next login		
☐ User cannot change password		
☒ Password never expires		
☐ Account is disabled		
Help	Create	Close

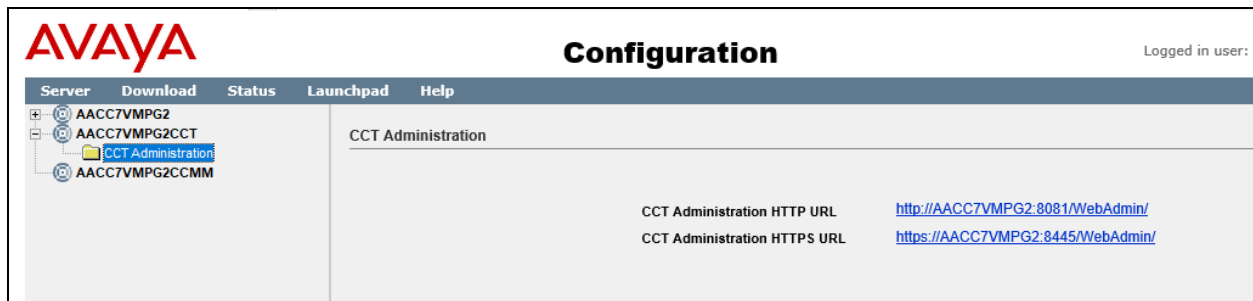
6.5. Configuring Communication Control Toolkit

It is assumed that the CS1000 information has already been imported into the Communication Control Toolkit (CCT) and thus is beyond the scope of these Application Notes. For further information on CCT and importing CS1000 information please refer to **Section 10** of these Application Notes.

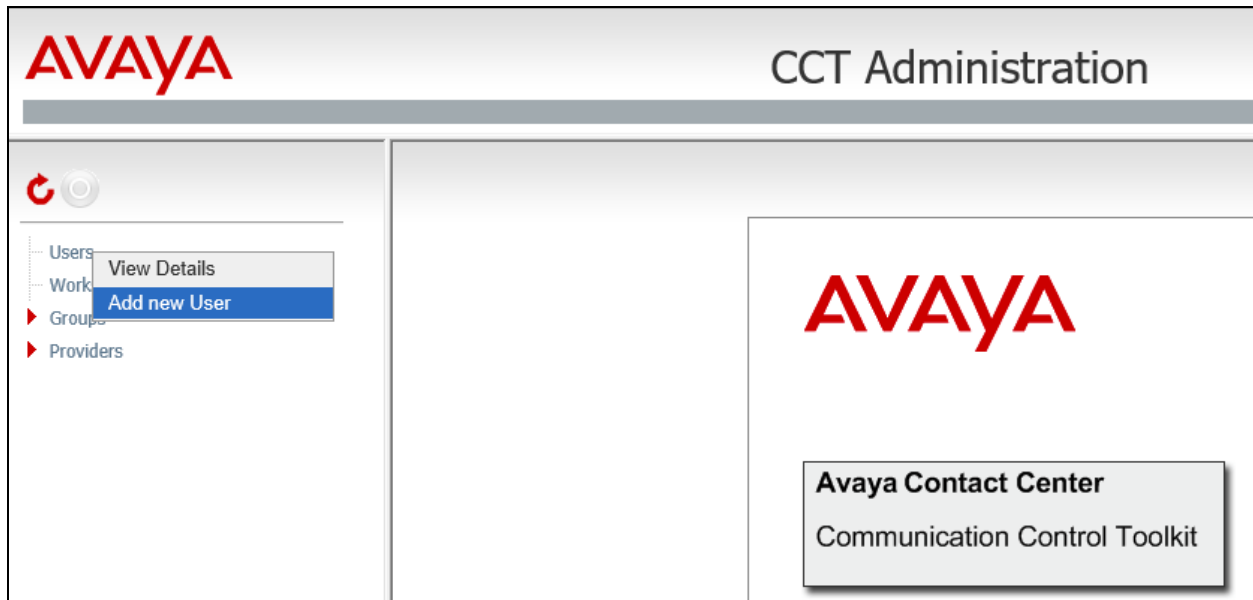
To make changes in CCT navigate to configuration from **Launchpad** as shown below.



Once in configuration open the CCT server in the left window and click on **Launch CCT Console** in the right window.



To add a new CCT User, right click on **Users** in the left window and select **Add new User**, as shown below.



Enter the user details, note these should be the same as those configured in **Section 6.4**. The CDN's are required to be added under **Address Assignments** in order for Global Hold to work properly. Terminals are added under **Terminal Assignments**; these terminals are the phonesets that are used by the agents. For compliance testing three agents were configured and three phonesets were used and so these three Terminals were added as shown below. Click on submit (not shown) once all the information is filled in correctly.

User Details

Login User NameAACC7VMPG2\northgateFirst NamenorthgateLast Namenorthgate

Address Assignments

Available Resources

Passive

	Address
☐	3555
☐	6000
☐	6100
☐	6101
☐	6102

9 Address found. Page 1 / 1

Assigned Resources

Passive

	Address
☐	3500
☐	3501
☐	3502
☐	3503
☐	3504

5 Address found. Page 1 / 1

Terminal Assignments

Available Resources

Passive

	Terminal
☐	Line 100.0.0.10
☐	Line 100.0.0.11
☐	Line 100.0.0.12
☐	Line 100.0.0.15
☐	Line 100.0.0.2

20 Terminal found. Page 1 / 1

Assigned Resources

Passive

	Terminal
☐	Line 100.0.0.17
☐	Line 100.0.0.6
☐	Line 100.0.0.7

3 Terminal found. Page 1 / 1

7. Configure Northgate Public Services CallTouch

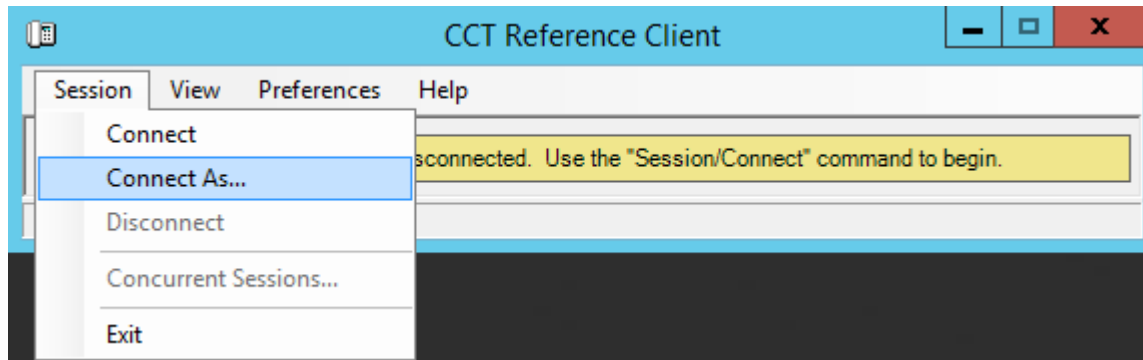
All configuration of the CallTouch solution is done by the Northgate engineers and is therefore outside the scope of these Application Notes. For any information regarding the setup of the CallTouch solution please contact Northgate as outlined in **Section 2.3** of these Application Notes.

8. Verification Steps

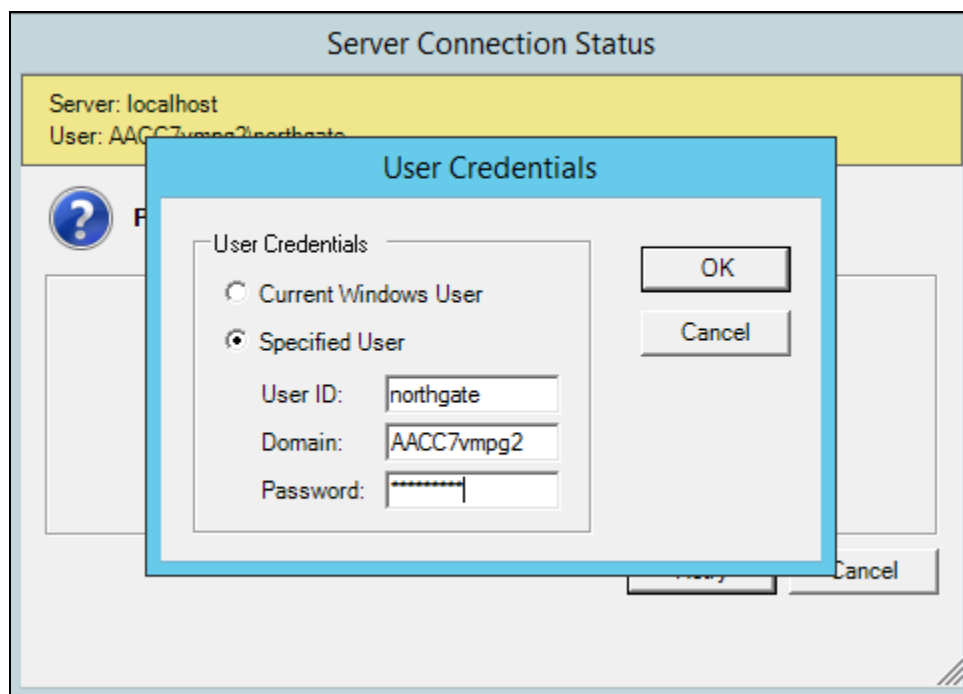
The following steps can be taken to ensure that the CallTouch has full call control over the desired phone sets.

8.1. Verify that Ref Client can be used to log in an agent

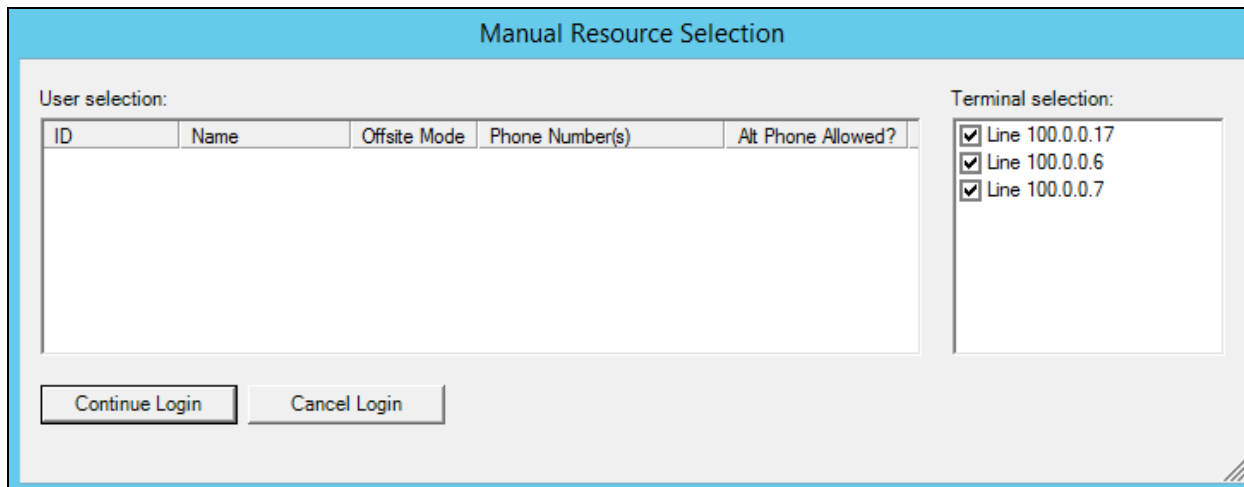
CCT Reference Client is a program used by Avaya to verify that full call control is available. Open RefClient (not shown). Select **Session** → **Connect As**.



Enter the **UserID** and **Password** of the CCT user created in **Section 6.4**.



Select the three terminals associated with this CCT user. Click on **Continue Login**.



The dialog box is titled "Manual Resource Selection". It has two main sections: "User selection:" and "Terminal selection:". The "User selection:" section contains a table with columns: ID, Name, Offsite Mode, Phone Number(s), and Alt Phone Allowed?. The "Terminal selection:" section contains a list of three terminals, each with a checked checkbox: Line 100.0.0.17, Line 100.0.0.6, and Line 100.0.0.7. At the bottom, there are two buttons: "Continue Login" and "Cancel Login".

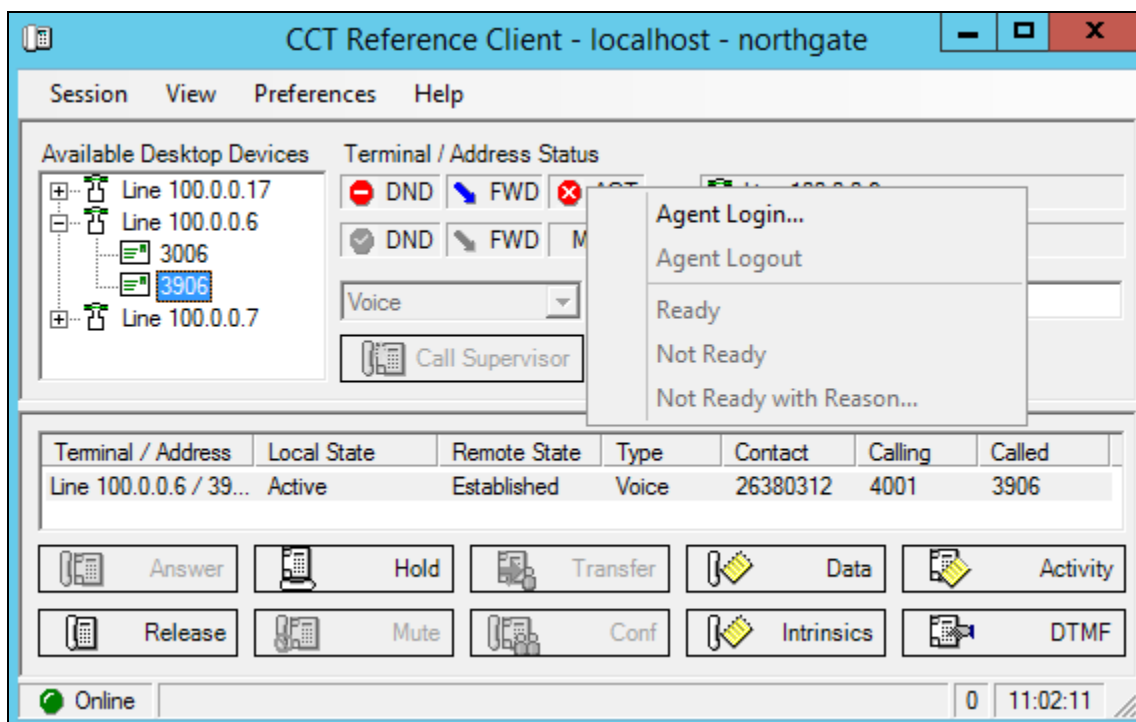
ID	Name	Offsite Mode	Phone Number(s)	Alt Phone Allowed?
----	------	--------------	-----------------	--------------------

Terminal selection:

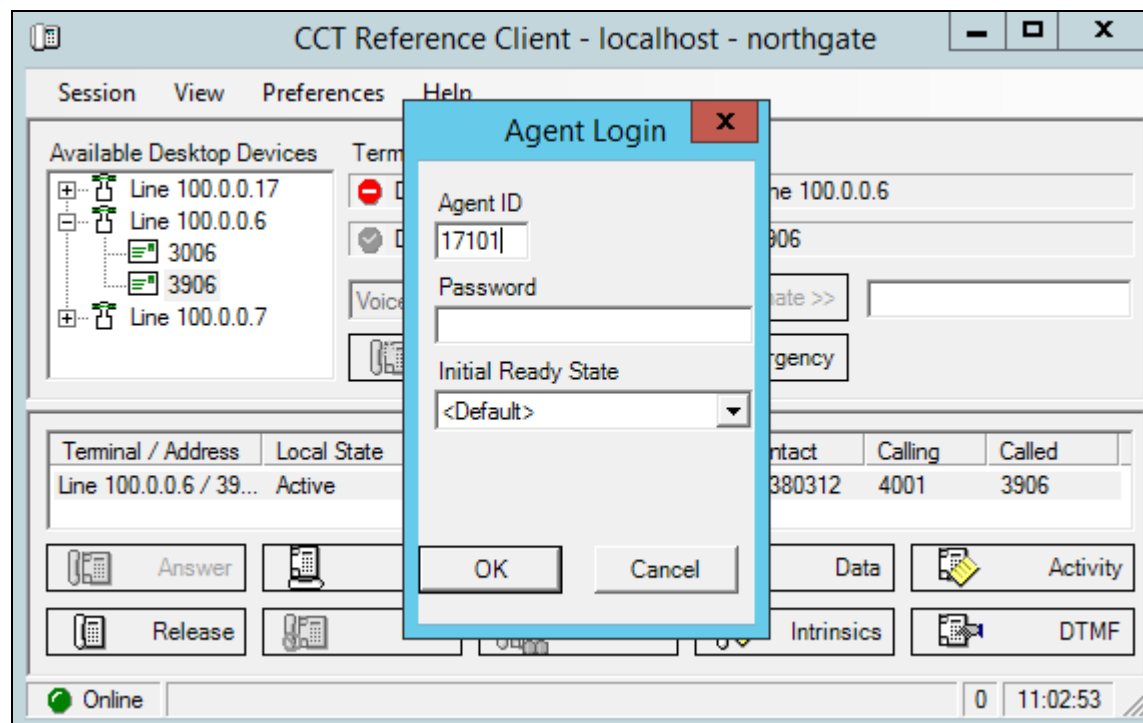
- ☒ Line 100.0.0.17
- ☒ Line 100.0.0.6
- ☒ Line 100.0.0.7

Continue Login Cancel Login

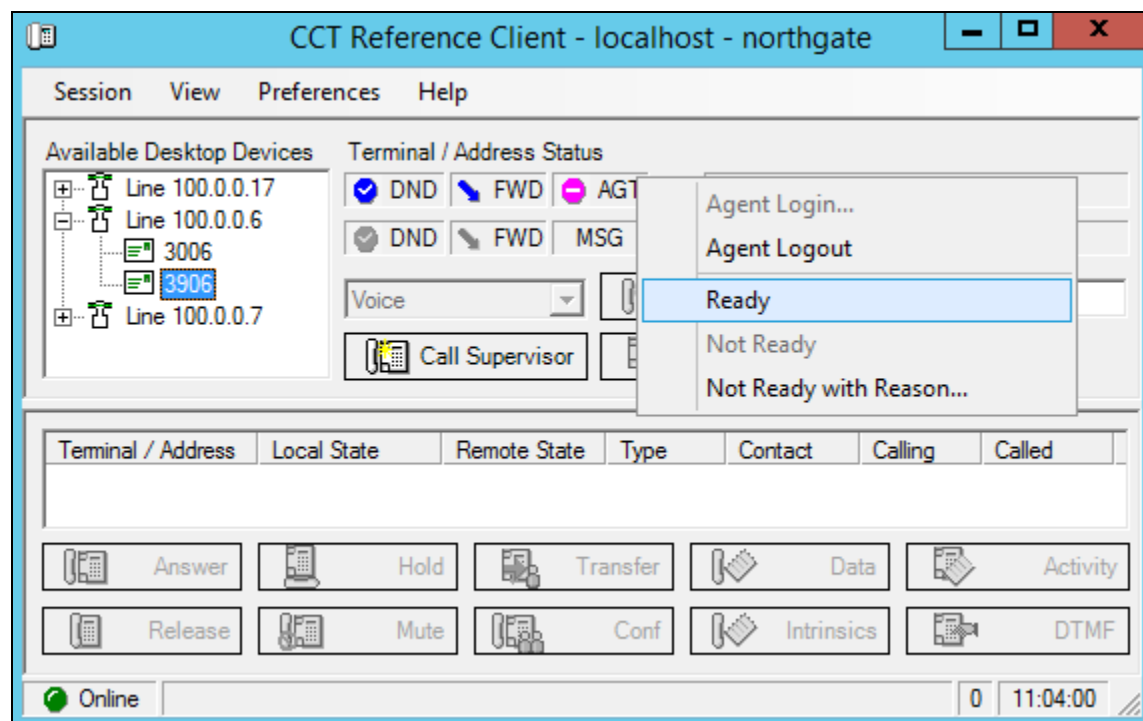
Once logged in select a terminal to log an agent in to. In the example below **Line 100.0.0.6** was chosen. Highlight the Position ID, click on the **AGT** icon and select **Agent Login** as shown below.



Enter the **Agent ID** as shown below.

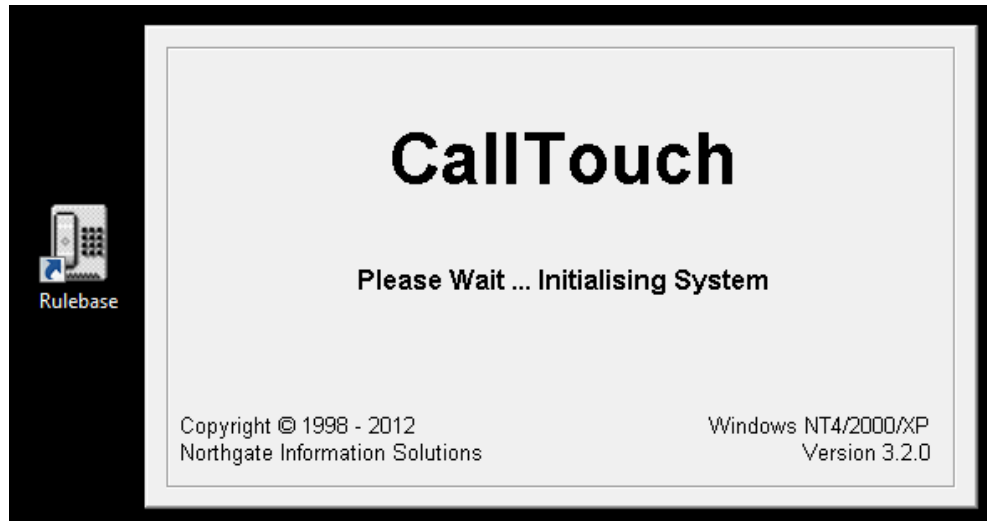


Once logged in correctly, the agent should be able to go **Ready** and Not Ready as shown here.

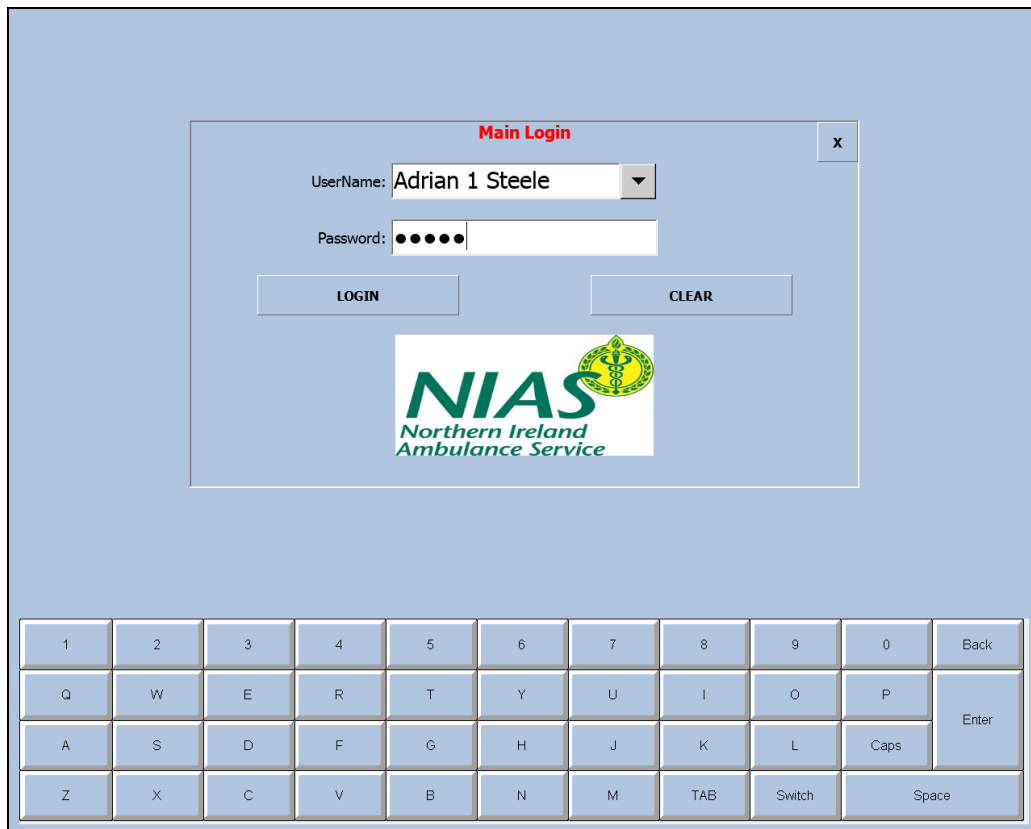


8.2. Verify that CallTouch has full CTI control

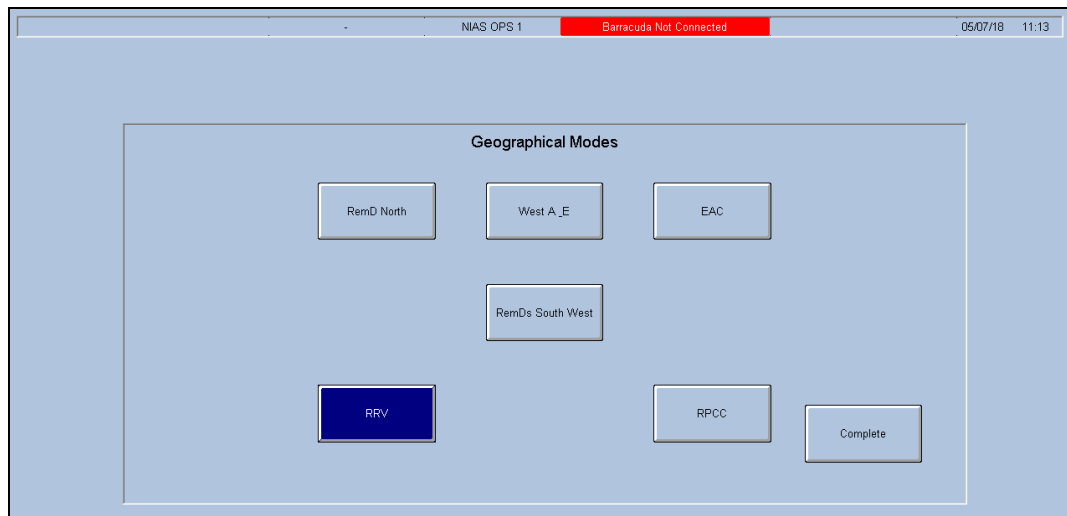
Log into CallTouch by double-clicking on the CallTouch icon typically present on the desktop. The screen shown below should then appear when loading.



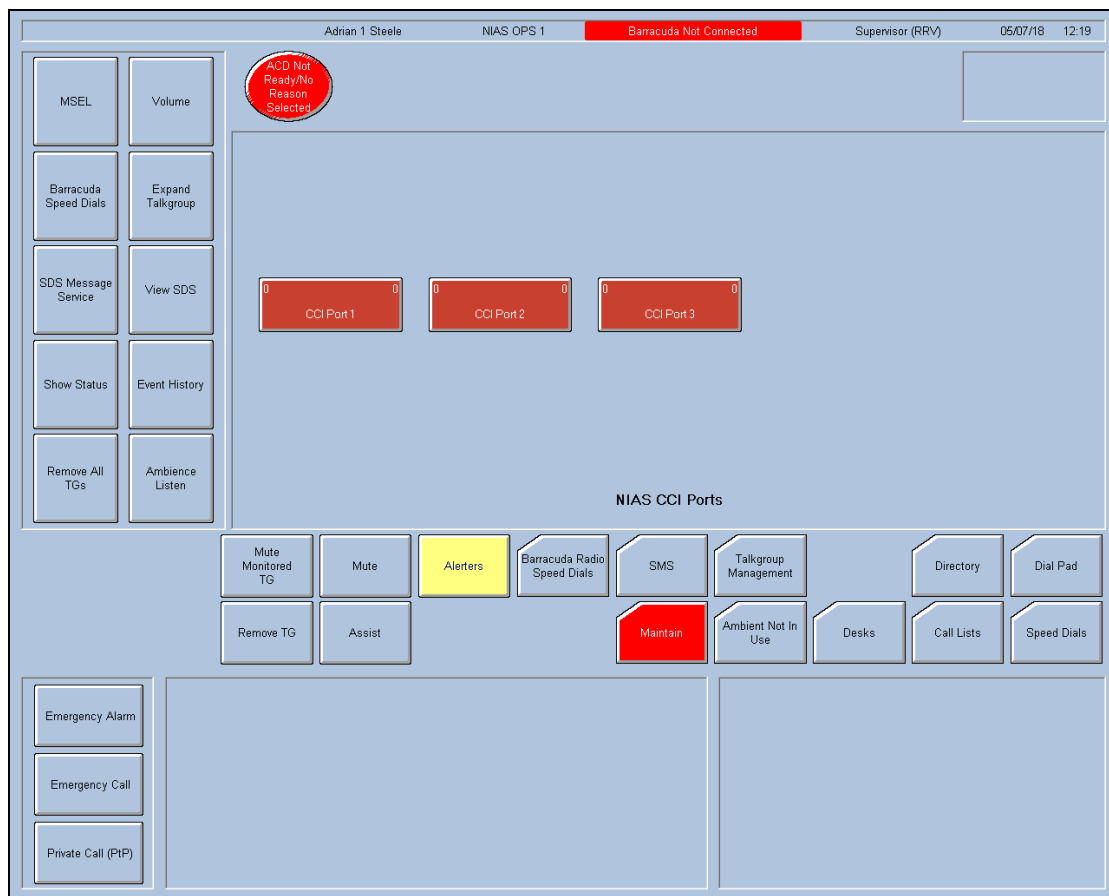
Enter the appropriate **UserName** and **Password** and click on **LOGIN**.

The image shows a 'Main Login' window with a light blue background. The window has a title bar with 'Main Login' and a close button 'x'. Inside, there are two input fields: 'UserName:' with the text 'Adrian 1 Steele' and a dropdown arrow, and 'Password:' with five black dots. Below these are two buttons: 'LOGIN' and 'CLEAR'. At the bottom center is the 'NIAS Northern Ireland Ambulance Service' logo, which includes a green and yellow caduceus. Below the login window is a numeric keypad with buttons for digits 1-0, letters Q-Z, and function keys like Back, Enter, Caps, TAB, Switch, and Space.

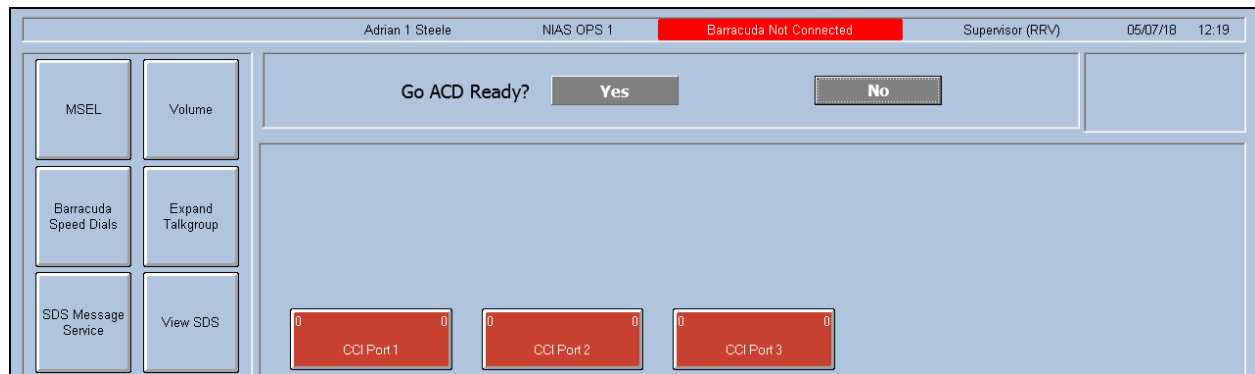
This version of CallTouch requires that a geographical location is selected, for compliance testing, it did not matter which one was selected.



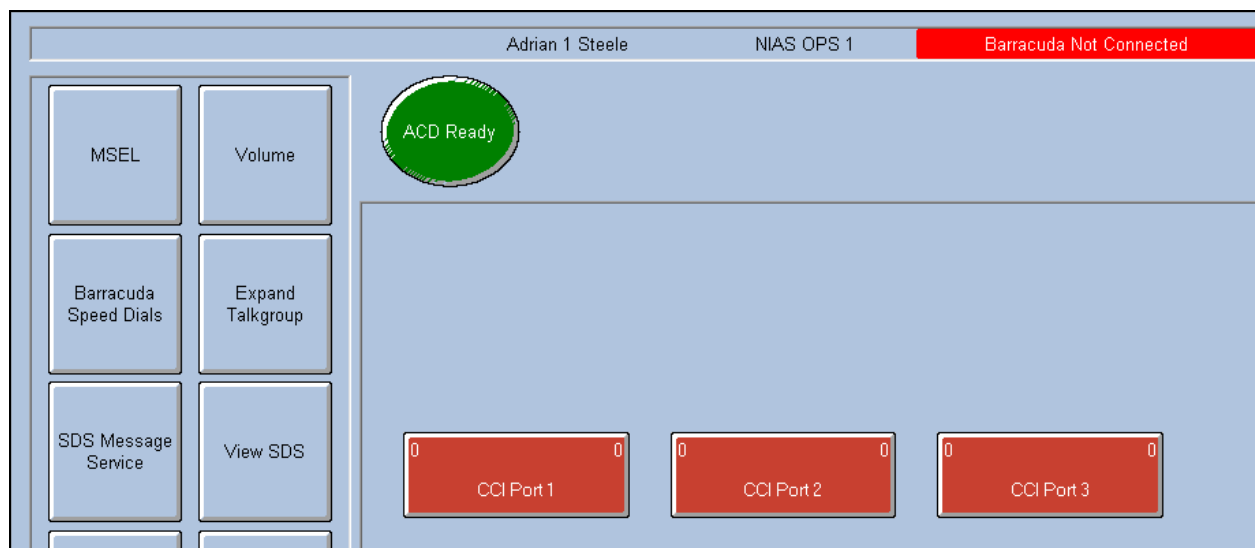
The agent is logged in but is Not Ready by default, this is illustrated by the red button at the top of the screen. Clicking on this red button will put the agent into Ready mode.



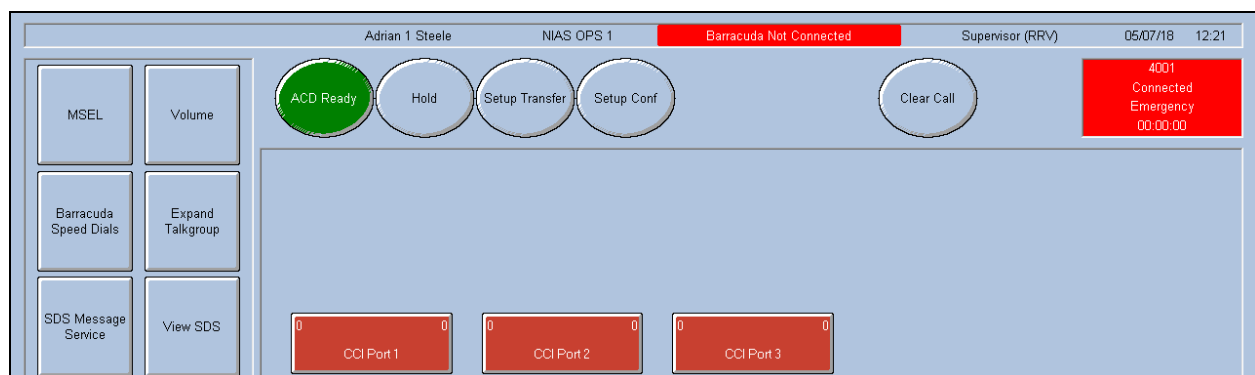
Once the button on the previous page is clicked the following message is shown asking to **Go ACD Ready**. Selecting **Yes** will place the agent Ready.



The agent is now **ACD Ready** and able to take a skillset call.



Placing a call to the Helpdesk CDN should route the call to the agent and get answered automatically. The screen will then appear as shown allowing the agent to place the caller on hold, to transfer or conference and clear the call.



9. Conclusion

These Application Notes describe the configuration steps needed to ensure CallTouch from Northgate Public Services UK Limited can fully interoperate with Avaya Aura® Contact Center R7.0 and Avaya Communication Server 1000 R7.6 by using Computer Telephony Integration (CTI) via a connection to the CCT module of the Contact Center. Please refer to **Section 2.2** for test results and observations.

10. Additional References

This section references documentation relevant to these Application Notes. The Avaya product documentation is available at <http://support.avaya.com> where the following documents can be obtained.

- [1] *Software Input Reference Administration Avaya Communication Server 1000, Release 7.6; Document No. NN43001-611_05.02*
- [2] *Avaya Aura® Contact Center Administration, Doc # NN44400-610, Issue 04.02 Release 7.0*
- [3] *Element Manager System Reference –Administration Avaya Communication Server 1000 Doc # NN43001-632, 05.04*
- [4] *Avaya Aura® Orchestration Designer Release 6.0.0.10.02*

The CallTouch product documentation can be found at <http://www.northgateps.com> or by contacting Northgate whose details can be found from **Section 2.3**.

Appendix A

Avaya CS1000 R7.6 - Linux Patches

Product Release: 7.65.16.00

In system patches: 9

PATCH#	NAME	IN_SERVICE	DATE	SPECINS	TYPE	RPM
48	p31484_1	Yes	10/10/17	NO	FRU	cs1000-shared-general-7.65.16-00.i386
49	p33125_1	Yes	10/10/17	NO	FRU	cs1000-OS-1.00.00.00-00.noarch
50	p33274_1	Yes	10/10/17	YES	FRU	initscripts-8.45.25-1.el5.i386
51	p33384_1	Yes	10/10/17	NO	FRU	cs1000-OS-1.00.00.00-00.noarch
52	p33493_1	Yes	10/10/17	NO	FRU	cs1000-OS-1.00.00.00-00.noarch
53	p33557_1	Yes	10/10/17	YES	FRU	cs1000-OS-1.00.00.00-00.noarch
54	p33584_1	Yes	10/10/17	YES	FRU	cs1000-OS-1.00.00.00-00.noarch
55	p33673_1	Yes	10/10/17	NO	FRU	net-snmp-5.3.2.2-5.el5.i386
56	p33774_1	Yes	10/10/17	YES	FRU	cs1000-OS-1.00.00.00-00.noarch

In System service updates: 48

PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME
0	Yes	10/10/17	YES	YES	cs1000-linuxbase-7.65.16.23-35.i386.000
1	Yes	10/10/17	NO	YES	cs1000-Jboss-Quantum-7.65.16.23-12.i386.000
2	Yes	10/10/17	YES	YES	cs1000-patchWeb-7.65.16.23-2.i386.000
3	Yes	10/10/17	YES	YES	cs1000-dmWeb-7.65.16.23-5.i386.000
4	Yes	10/10/17	YES	YES	avaya-cs1000-cnd-4.0.48-1.el5.i386.000
5	Yes	10/10/17	NO	YES	bash-3.2-33.el5_11.4.i386.000
6	Yes	10/10/17	YES	YES	cs1000-baseWeb-7.65.16.22-4.i386.000
7	Yes	10/10/17	YES	YES	cs1000-bcc-7.65.16.23-19.i386.000
8	Yes	10/10/17	NO	YES	cs1000-cppmUtil-7.65.16.23-4.i686.000
9	Yes	10/10/17	YES	YES	cs1000-cs-7.65.P.100-03.i386.000
10	Yes	10/10/17	NO	YES	cs1000-cs1000WebService_6-0-7.65.16.23-6.i386.000
11	Yes	10/10/17	YES	YES	cs1000-csmWeb-7.65.16.23-2.i386.000
12	Yes	10/10/17	YES	YES	cs1000-csoneksvrmgr-7.65.16.22-5.i386.000
13	Yes	10/10/17	YES	YES	cs1000-csv-7.65.16.23-4.i386.000
14	Yes	10/10/17	YES	YES	cs1000-dbcorn-7.65.16.23-1.i386.000
15	Yes	10/10/17	YES	YES	cs1000-emWebLocal_6-0-7.65.16.22-1.i386.000
16	Yes	10/10/17	YES	YES	cs1000-emWeb_6-0-7.65.16.23-8.i386.000
17	Yes	10/10/17	YES	YES	cs1000-ftrpkg-7.65.16.23-1.i386.000
18	Yes	10/10/17	NO	YES	cs1000-gk-7.65.16.22-1.i386.000
19	Yes	10/10/17	YES	YES	cs1000-ipsec-7.65.16.22-1.i386.000
20	Yes	10/10/17	YES	YES	cs1000-mscAnnc-7.65.16.23-1.i386.000
21	Yes	10/10/17	YES	YES	cs1000-mscAttn-7.65.16.23-15.i386.000
22	Yes	10/10/17	YES	YES	cs1000-mscConf-7.65.16.23-1.i386.000
23	Yes	10/10/17	YES	YES	cs1000-mscMusc-7.65.16.23-1.i386.000
24	Yes	10/10/17	YES	YES	cs1000-mscTone-7.65.16.23-1.i386.000
25	Yes	10/10/17	YES	YES	cs1000-nrsm-7.65.16.23-1.i386.000
26	Yes	10/10/17	YES	YES	cs1000-oam-logging-7.65.16.23-1.i386.000
27	Yes	10/10/17	NO	YES	cs1000-pd-7.65.16.23-1.i386.000
28	Yes	10/10/17	NO	YES	cs1000-shared-carrrdtct-7.65.16.21-01.i386.000
29	Yes	10/10/17	NO	YES	cs1000-shared-omm-7.65.16.21-2.i386.000
30	Yes	10/10/17	YES	YES	cs1000-shared-pbx-7.65.16.23-3.i386.000
31	Yes	10/10/17	NO	YES	cs1000-shared-tpselect-7.65.16.23-1.i386.000
32	Yes	10/10/17	YES	YES	cs1000-shared-xmsg-7.65.16.22-1.i386.000
33	Yes	10/10/17	NO	YES	cs1000-snmpp-7.65.16.21-00.i686.000
34	Yes	10/10/17	NO	YES	cs1000-sps-7.65.16.23-1.i386.000
35	Yes	10/10/17	YES	YES	cs1000-tps-7.65.16.23-21.i386.000
36	Yes	10/10/17	YES	YES	cs1000-vtrk-7.65.16.23-123.i386.000
37	Yes	10/10/17	NO	YES	freetype-2.2.1-32.el5_9.1.i386.000
38	Yes	10/10/17	YES	YES	jdk-1.6.0_151-fcs.i586.000
39	Yes	10/10/17	YES	YES	kernel-2.6.18-419.el5.i686.000
40	Yes	10/10/17	NO	YES	libssh2-1.4.2-2.el5_7.1.i386.000
41	Yes	10/10/17	NO	YES	libxml2-2.6.26-2.1.25.el5_11.i386.000
42	Yes	10/10/17	NO	YES	libxml2-python-2.6.26-2.1.25.el5_11.i386.000
43	Yes	10/10/17	NO	YES	openldap-2.3.43-29.el5_11.i386.000
44	Yes	10/10/17	YES	YES	openssl-0.9.8e-40.el5_11.i386.000
45	Yes	10/10/17	NO	YES	pass_harden-7.65.16.23-2.i386.000
46	Yes	10/10/17	NO	YES	pcap-7.65.16.23-1.i386.000
47	Yes	10/10/17	NO	yes	tzdata-2016g-2.el5.i386.000

Avaya CS1000 R7.6 - Call Server Patches

VERSION 4121
RELEASE 7
ISSUE 65 P +
DepList 1: core Issue: 01 (created: 2017-06-30 10:51:38 (est))

IN-SERVICE PEPs

PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
0000	wi01199336	ISS1:1OF1	p33410_1	10/10/2017	p33410_1.cpl	NO
0001	wi01088055	ISS1:1OF1	p32607_1	10/10/2017	p32607_1.cpl	NO
0002	wi01098433	ISS1:1OF1	p32736_1	10/10/2017	p32736_1.cpl	NO
0003	wi01199608	ISS1:1OF1	p33414_1	10/10/2017	p33414_1.cpl	NO
0004	wi01146254	ISS1:1OF1	p33127_1	10/10/2017	p33127_1.cpl	NO
0005	wi01075149	ISS1:1OF1	p32475_1	10/10/2017	p32475_1.cpl	NO
0006	wi01070585	ISS1:1OF1	p32383_1	10/10/2017	p32383_1.cpl	NO
0007	wi01128512	ISS1:1OF1	p32997_1	10/10/2017	p32997_1.cpl	NO
0008	wi01098783	ISS1:1OF1	p32748_1	10/10/2017	p32748_1.cpl	NO
0009	wi01133960	ISS1:1OF1	p33034_1	10/10/2017	p33034_1.cpl	NO
0010	wi01137694	ISS1:1OF1	p33081_1	10/10/2017	p33081_1.cpl	NO
0011	wi01068011	ISS1:1OF1	p33182_1	10/10/2017	p33182_1.cpl	NO
0012	wi01153896	ISS1:1OF1	p33185_1	10/10/2017	p33185_1.cpl	NO
0013	wi01115369	ISS1:1OF1	p32889_1	10/10/2017	p32889_1.cpl	NO
0014	wi01171418	ISS1:1OF1	p33278_1	10/10/2017	p33278_1.cpl	NO
0015	CS1000-7113	ISS1:1OF1	p33623_1	10/10/2017	p33623_1.cpl	NO
0016	wi01201882	ISS1:1OF1	p33427_1	10/10/2017	p33427_1.cpl	NO
0017	wi01079444	ISS1:1OF1	p32564_1	10/10/2017	p32564_1.cpl	NO
0018	wi01089519	ISS1:1OF1	p32665_1	10/10/2017	p32665_1.cpl	NO
0019	wi01065248	ISS1:1OF1	p32412_1	10/10/2017	p32412_1.cpl	NO
0020	wi01052968	ISS1:1OF1	p32540_1	10/10/2017	p32540_1.cpl	NO
0021	wi01144609	ISS1:1OF1	p33119_1	10/10/2017	p33119_1.cpl	NO
0022	wi01132244	ISS1:1OF1	p33041_1	10/10/2017	p33041_1.cpl	NO
0023	wi01045058	ISS1:1OF1	p32214_1	10/10/2017	p32214_1.cpl	NO
0024	wi01053920	ISS1:1OF1	p32303_1	10/10/2017	p32303_1.cpl	NO
0025	wi01169714	ISS1:1OF1	p33335_1	10/10/2017	p33335_1.cpl	NO
0026	wi01151870	ISS1:1OF1	p33162_1	10/10/2017	p33162_1.cpl	YES
0027	wi01099300	iss1:1of1	p32704_1	10/10/2017	p32704_1.cpl	NO
0028	wi01171467	ISS1:1OF1	p33270_1	10/10/2017	p33270_1.cpl	NO
0029	wi01207693	ISS1:1OF1	p33452_1	10/10/2017	p33452_1.cpl	NO
0030	wi01120705	ISS1:1OF1	p32930_1	10/10/2017	p32930_1.cpl	NO
0031	wi00959458	ISS1:1OF1	p31551_1	10/10/2017	p31551_1.cpl	NO
0032	wi01197054	ISS1:1OF1	p33397_1	10/10/2017	p33397_1.cpl	NO
0033	wi01065118	ISS1:1OF1	p32397_1	10/10/2017	p32397_1.cpl	NO
0034	wi01181174	ISS1:1OF1	p33316_1	10/10/2017	p33316_1.cpl	NO
0035	wi01053597	ISS1:1OF1	p32304_1	10/10/2017	p32304_1.cpl	NO
0036	wi01071996	ISS1:1OF1	p32461_1	10/10/2017	p32461_1.cpl	NO
0037	wi01127527	ISS1:1OF1	p32988_1	10/10/2017	p32988_1.cpl	YES
0038	wi01008182	ISS1:1OF1	p33277_1	10/10/2017	p33277_1.cpl	NO
0039	wi01096842	ISS1:1OF1	p32731_1	10/10/2017	p32731_1.cpl	NO
0040	wi01068922	ISS1:1OF1	p32454_1	10/10/2017	p32454_1.cpl	NO
0041	wi01182880	ISS1:1OF1	p33328_1	10/10/2017	p33328_1.cpl	NO
0042	wi01138136	ISS1:1OF1	p33191_1	10/10/2017	p33191_1.cpl	NO
0043	CS1000-6738	ISS1:1OF1	p33495_1	10/10/2017	p33495_1.cpl	NO
0044	wi01156086	ISS1:1OF1	p33269_1	10/10/2017	p33269_1.cpl	NO
0045	wi01045144	ISS1:1OF1	p33202_1	10/10/2017	p33202_1.cpl	NO
0046	wi01120458	ISS1:1OF1	p32929_1	10/10/2017	p32929_1.cpl	NO
0047	wi01078721	ISS1:1OF1	p32553_1	10/10/2017	p32553_1.cpl	NO
0048	CS1000-7208	ISS1:1OF1	p33648_1	10/10/2017	p33648_1.cpl	NO
0049	wi01059388	iss1:1of1	p32628_1	10/10/2017	p32628_1.cpl	NO
0050	wi01065922	ISS1:1OF1	p32516_1	10/10/2017	p32516_1.cpl	NO
0051	wi01205975	ISS1:1OF1	p33447_1	10/10/2017	p33447_1.cpl	NO

0052	wi01142100	ISS1:1OF1	p33090_1	10/10/2017	p33090_1.cpl	NO
0053	wi01153039	ISS1:1OF1	p17588_1	10/10/2017	p17588_1.cpl	NO
0054	WI01077073	ISS1:1OF1	p32534_1	10/10/2017	p32534_1.cpl	NO
0055	wi01215810	ISS1:1OF1	p33494_1	10/10/2017	p33494_1.cpl	NO
0056	wi01066991	ISS1:1OF1	p32449_1	10/10/2017	p32449_1.cpl	NO
0057	wi01106658	ISS1:1OF1	p32812_1	10/10/2017	p32812_1.cpl	NO
0058	wi01068851	ISS1:1OF1	p32439_1	10/10/2017	p32439_1.cpl	NO
0059	wi01053314	ISS1:1OF1	p32555_1	10/10/2017	p32555_1.cpl	NO
0060	wi01123389	ISS1:1OF1	p33045_1	10/10/2017	p33045_1.cpl	NO
0061	CS1000-7174	ISS1:1OF1	p33655_1	10/10/2017	p33655_1.cpl	NO
0062	wi01165881	ISS1:1OF1	p33239_1	10/10/2017	p33239_1.cpl	NO
0063	wi01065125	ISS1:1OF1	p32416_1	10/10/2017	p32416_1.cpl	NO
0064	wi01119086	ISS1:1OF1	p32917_1	10/10/2017	p32917_1.cpl	NO
0065	wi01109251	ISS1:1OF1	p32827_1	10/10/2017	p32827_1.cpl	NO
0066	wi01173768	ISS1:1OF1	p33288_1	10/10/2017	p33288_1.cpl	NO
0067	wi01180594	ISS1:1OF1	p33312_1	10/10/2017	p33312_1.cpl	NO
0068	wi01126552	ISS1:1OF1	p32975_1	10/10/2017	p32975_1.cpl	NO
0069	CS1000-7171	ISS1:1OF1	p33626_1	10/10/2017	p33626_1.cpl	NO
0070	wi01204623	ISS1:1OF1	p33444_1	10/10/2017	p33444_1.cpl	NO
0071	wi01099724	ISS1:1OF1	p32742_1	10/10/2017	p32742_1.cpl	YES
0072	wi01118819	ISS1:1OF1	p32954_1	10/10/2017	p32954_1.cpl	NO
0073	wi01094305	ISS1:1OF1	p32640_1	10/10/2017	p32640_1.cpl	NO
0074	wi01188722	ISS1:1OF1	p33365_1	10/10/2017	p33365_1.cpl	NO
0075	CS1000-7435	ISS1:1OF1	p33745_1	11/10/2017	p33745_1.cpl	NO
0076	wi01101876	ISS1:1OF1	p32858_1	10/10/2017	p32858_1.cpl	NO
0077	wi01142792	ISS1:1OF1	p33099_1	10/10/2017	p33099_1.cpl	NO
0078	CS1000-7276	ISS1:1OF1	p33675_1	10/10/2017	p33675_1.cpl	YES
0079	CS1000-6789	ISS1:1OF1	p33508_1	10/10/2017	p33508_1.cpl	NO
0080	wi01164281	ISS1:1OF1	p33232_1	10/10/2017	p33232_1.cpl	NO
0081	wi01133985	ISS1:1OF1	p33049_1	10/10/2017	p33049_1.cpl	NO
0082	wi01149017	ISS1:1OF1	p33145_1	10/10/2017	p33145_1.cpl	NO
0083	wi01186846	ISS1:1OF1	p33332_1	10/10/2017	p33332_1.cpl	NO
0084	wi01188972	ISS1:1OF1	p33352_1	10/10/2017	p33352_1.cpl	NO
0085	cs1000-7217	ISS1:1OF1	p33643_1	10/10/2017	p33643_1.cpl	NO
0086	CS1000-6712	ISS1:1OF1	p33752_1	11/10/2017	p33752_1.cpl	NO
0087	wi01111194	ISS1:1OF1	p32821_1	10/10/2017	p32821_1.cpl	NO
0088	wi01189247	ISS1:1OF1	p33382_1	10/10/2017	p33382_1.cpl	YES
0089	wi01099606	iss1:1of1	p32713_1	10/10/2017	p32713_1.cpl	NO
0090	wi01088775	ISS1:1OF1	p32659_1	10/10/2017	p32659_1.cpl	NO
0091	wi01148697	ISS1:1OF1	p33187_1	10/10/2017	p33187_1.cpl	NO
0092	wi01130348	ISS1:1OF1	p33014_1	10/10/2017	p33014_1.cpl	NO
0093	CS1000-6844	ISS1:1OF1	p33507_1	10/10/2017	p33507_1.cpl	NO
0094	wi01134756	ISS1:1OF1	p33453_1	10/10/2017	p33453_1.cpl	NO
0095	wi01184588	ISS1:1OF1	p33338_1	10/10/2017	p33338_1.cpl	NO
0096	wi01147091	ISS1:1OF1	p33137_1	10/10/2017	p33137_1.cpl	NO
0097	CS1000-7286	ISS1:1OF1	p33686_1	10/10/2017	p33686_1.cpl	NO
0098	wi01087543	ISS1:1OF1	p32662_1	10/10/2017	p32662_1.cpl	NO
0099	wi01166011	ISS1:1OF1	p33235_1	10/10/2017	p33235_1.cpl	NO
0100	wi01035976	ISS1:1OF1	p32173_1	10/10/2017	p32173_1.cpl	NO
0101	wi01146804	ISS1:1OF1	p33132_1	10/10/2017	p33132_1.cpl	NO
0102	wi01153104	ISS1:1OF1	p33174_1	10/10/2017	p33174_1.cpl	NO
0103	wi01092443	ISS1:1OF1	p32676_1	10/10/2017	p32676_1.cpl	NO
0104	CS1000-7469	ISS1:1OF1	p33739_1	11/10/2017	p33739_1.cpl	NO
0105	wi01113712	ISS1:1OF1	p32877_1	10/10/2017	p32877_1.cpl	NO
0106	wi01150846	ISS1:1OF1	p33157_1	10/10/2017	p33157_1.cpl	NO
0107	CS1000-7052	ISS1:1OF1	p33573_1	10/10/2017	p33573_1.cpl	NO
0108	wi01153844	ISS1:1OF1	p33172_1	10/10/2017	p33172_1.cpl	NO
0109	wi01093071	ISS1:1OF1	p32701_1	10/10/2017	p32701_1.cpl	NO
0110	CS1000-7151	ISS1:1OF1	p33617_1	10/10/2017	p33617_1.cpl	NO
0111	wi01190506	ISS1:1OF1	p33361_1	10/10/2017	p33361_1.cpl	NO
0112	wi01118714	ISS2:1OF1	p32952_2	10/10/2017	p32952_2.cpl	NO
0113	wi01075538	ISS1:1OF1	p32469_1	10/10/2017	p32469_1.cpl	NO

0114	wi01091447	ISS1:1OF1	p32675_1	10/10/2017	p32675_1.cpl	NO
0115	wi01159931	ISS1:1OF1	p33231_1	10/10/2017	p33231_1.cpl	YES
0116	WI01108562	ISS1:1OF1	p32832_1	10/10/2017	p32832_1.cpl	NO
0117	wi01099810	ISS1:1OF1	p32796_1	10/10/2017	p32796_1.cpl	NO
0118	CS1000-7003	ISS1:1OF1	p33561_1	10/10/2017	p33561_1.cpl	NO
0119	wi01128596	ISS1:1OF1	p33000_1	10/10/2017	p33000_1.cpl	NO
0120	wi01185642	ISS1:1OF1	p33342_1	10/10/2017	p33342_1.cpl	NO
0121	wi01193201	ISS1:1OF1	p33381_1	10/10/2017	p33381_1.cpl	YES
0122	cs1000-6998	ISS1:1OF1	p33555_1	10/10/2017	p33555_1.cpl	NO
0123	CS1000-6791	ISS1:1OF1	p33501_1	10/10/2017	p33501_1.cpl	YES
0124	wi01191767	ISS1:1OF1	p33368_1	10/10/2017	p33368_1.cpl	NO
0125	wi01144354	ISS1:1OF1	p33117_1	10/10/2017	p33117_1.cpl	NO
0126	wi01121374	ISS1:1OF1	p31107_1	10/10/2017	p31107_1.cpl	NO
0127	wi01185751	ISS1:1OF1	p33409_1	10/10/2017	p33409_1.cpl	YES
0128	WI01169289	ISS1:1OF1	p33257_1	10/10/2017	p33257_1.cpl	NO
0129	wi01100508	ISS1:1OF1	p32761_1	10/10/2017	p32761_1.cpl	NO
0130	wi01189516	ISS1:1OF1	p33373_1	10/10/2017	p33373_1.cpl	NO
0131	wi01101969	ISS1:1OF1	p32726_1	10/10/2017	p32726_1.cpl	NO
0132	wi01102296	ISS1:1OF1	p32780_1	10/10/2017	p32780_1.cpl	NO
0133	cs1000-7162	ISS1:1OF1	p33625_1	10/10/2017	p33625_1.cpl	NO
0134	wi01097598	ISS1:1OF1	p32797_1	10/10/2017	p32797_1.cpl	NO
0135	wi01132215	ISS1:1OF1	p33084_1	10/10/2017	p33084_1.cpl	NO
0136	wi01094832	iss1:1of1	p32718_1	10/10/2017	p32718_1.cpl	NO
0137	wi01197246	ISS1:1OF1	p33400_1	10/10/2017	p33400_1.cpl	NO
0138	CS1000-6872	ISS1:1OF1	p33520_1	10/10/2017	p33520_1.cpl	NO
0139	wi01147983	ISS1:1OF1	p33141_1	10/10/2017	p33141_1.cpl	NO
0140	wi01060826	ISS1:1OF1	p32379_1	10/10/2017	p32379_1.cpl	NO
0141	wi01077639	ISS1:1OF1	p32883_1	10/10/2017	p32883_1.cpl	NO
0142	wi01085855	ISS1:1OF1	p32658_1	10/10/2017	p32658_1.cpl	NO
0143	wi01053195	ISS1:1OF1	p32297_1	10/10/2017	p32297_1.cpl	NO
0144	wi01174116	ISS1:1OF1	p33287_1	10/10/2017	p33287_1.cpl	NO
0145	wi01095255	ISS1:1OF1	p33027_1	10/10/2017	p33027_1.cpl	NO
0146	wi01203516	ISS1:1OF1	p33438_1	10/10/2017	p33438_1.cpl	NO
0147	wi01094727	ISS1:1OF1	p32848_1	10/10/2017	p32848_1.cpl	NO
0148	wi01151898	ISS1:1OF1	p33175_1	10/10/2017	p33175_1.cpl	NO
0149	CS1000-7103	ISS1:1OF1	p33596_1	10/10/2017	p33596_1.cpl	NO
0150	wi01080753	ISS1:1OF1	p32518_1	10/10/2017	p32518_1.cpl	NO
0151	wi01125238	ISS1:1OF1	p32971_1	10/10/2017	p32971_1.cpl	NO
0152	wi01110593	ISS1:1OF1	p32849_1	10/10/2017	p32849_1.cpl	NO
0153	wi01119100	ISS1:1OF1	p32925_1	10/10/2017	p32925_1.cpl	NO
0154	CS1000-6978	ISS1:1OF1	p33551_1	10/10/2017	p33551_1.cpl	YES
0155	wi01156999	ISS1:1OF1	p33180_1	10/10/2017	p33180_1.cpl	NO
0156	wi01141625	ISS1:1OF1	p33324_1	10/10/2017	p33324_1.cpl	NO
0157	wi01102093	ISS1:1OF1	p32760_1	10/10/2017	p32760_1.cpl	NO
0158	wi01132883	ISS1:1OF1	p33030_1	10/10/2017	p33030_1.cpl	NO
0159	wi01070279	ISS1:1OF1	p32262_1	10/10/2017	p32262_1.cpl	NO
0160	wi01102475	ISS1:1OF1	p32782_1	10/10/2017	p32782_1.cpl	YES
0161	cs1000-6924	ISS1:1OF1	p33523_1	10/10/2017	p33523_1.cpl	NO
0162	wi01181423	ISS1:1OF1	p33318_1	10/10/2017	p33318_1.cpl	NO
0163	wi01150083	ISS1:1OF1	p33152_1	10/10/2017	p33152_1.cpl	NO
0164	CS1000-7534	ISS1:1OF1	p33759_1	11/10/2017	p33759_1.cpl	NO
0165	wi00897254	ISS1:1OF1	p31127_1	10/10/2017	p31127_1.cpl	NO
0166	wi01083036	ISS1:1OF1	p32571_1	10/10/2017	p32571_1.cpl	NO
0167	wi01070468	iss1:1of1	p32418_1	10/10/2017	p32418_1.cpl	NO
0168	wi01181197	ISS1:1OF1	p33317_1	10/10/2017	p33317_1.cpl	NO
0169	wi01063864	ISS1:1OF1	p32410_1	10/10/2017	p32410_1.cpl	YES
0170	wi01075355	ISS1:1OF1	p32594_1	10/10/2017	p32594_1.cpl	NO
0171	wi01127447	ISS1:1OF1	p32990_1	10/10/2017	p32990_1.cpl	NO
0172	wi01133106	ISS1:1OF1	p33032_1	10/10/2017	p33032_1.cpl	NO
0173	wi01212017	ISS1:1OF1	p33482_1	10/10/2017	p33482_1.cpl	YES
0174	wi01099292	ISS1:1OF1	p32886_1	10/10/2017	p32886_1.cpl	NO
0175	wi01167427	ISS1:1OF1	p33264_1	10/10/2017	p33264_1.cpl	NO

0176	wi01075540	ISS1:1OF1	p32492_1	10/10/2017	p32492_1.cpl	NO
0177	wi01072027	ISS1:1OF1	p32689_1	10/10/2017	p32689_1.cpl	NO
0178	wi01114038	ISS1:1OF1	p32869_1	10/10/2017	p32869_1.cpl	NO
0179	CS1000-6933	ISS1:1OF1	p33529_1	10/10/2017	p33529_1.cpl	NO
0180	wi01212527	ISS1:1OF1	p33481_1	10/10/2017	p33481_1.cpl	YES
0181	wi01181578	ISS1:1OF1	p33321_1	10/10/2017	p33321_1.cpl	NO
0182	CS1000-7106	ISS1:1OF1	p33598_1	10/10/2017	p33598_1.cpl	NO
0183	wi01063263	ISS1:1OF1	p32573_1	10/10/2017	p32573_1.cpl	NO
0184	wi01102091	ISS1:1OF1	p32744_1	10/10/2017	p32744_1.cpl	YES
0185	wi01104473	ISS1:1OF1	p32818_1	10/10/2017	p32818_1.cpl	NO
0186	wi01053950	ISS1:1OF1	p32654_1	10/10/2017	p32654_1.cpl	YES
0187	wi01139981	ISS1:1OF1	p33083_1	10/10/2017	p33083_1.cpl	NO
0188	wi01058378	ISS1:1OF1	p32344_1	10/10/2017	p32344_1.cpl	NO
0189	wi01070580	ISS1:1OF1	p32380_1	10/10/2017	p32380_1.cpl	NO
0190	wi01187059	ISS1:1OF1	p33346_1	10/10/2017	p33346_1.cpl	NO
0191	wi01043367	ISS1:1OF1	p32232_1	10/10/2017	p32232_1.cpl	NO
0192	wi01145002	ISS1:1OF1	p33186_1	10/10/2017	p33186_1.cpl	NO
0193	wi01175294	ISS1:1OF1	p33290_1	10/10/2017	p33290_1.cpl	NO
0194	wi01041453	ISS1:1OF1	p32587_1	10/10/2017	p32587_1.cpl	NO
0195	wi01185441	ISS1:1OF1	p33341_1	10/10/2017	p33341_1.cpl	NO
0196	wi01130815	ISS1:1OF1	p33017_1	10/10/2017	p33017_1.cpl	NO
0197	wi01214452	ISS1:1OF1	p33488_1	10/10/2017	p33488_1.cpl	NO
0198	wi01089807	ISS1:1OF1	p32957_1	10/10/2017	p32957_1.cpl	NO
0199	CS1000-7023	ISS1:1OF1	p33526_1	10/10/2017	p33526_1.cpl	NO
0200	wi01149384	ISS1:1OF1	p33147_1	10/10/2017	p33147_1.cpl	NO
0201	WI01121737	ISS1:1OF1	p32939_1	10/10/2017	p32939_1.cpl	NO
0202	CS1000-6794	ISS1:1OF1	p33539_1	10/10/2017	p33539_1.cpl	NO
0203	CS1000-7500	ISS1:1OF1	p33754_1	11/10/2017	p33754_1.cpl	YES
0204	wi01083896	ISS1:1OF1	p32937_1	10/10/2017	p32937_1.cpl	NO
0205	wi01210497	ISS1:1OF1	p33468_1	10/10/2017	p33468_1.cpl	YES
0206	wi01178476	ISS1:1OF1	p33305_1	10/10/2017	p33305_1.cpl	NO
0207	wi01039280	ISS1:1OF1	p32423_1	10/10/2017	p32423_1.cpl	NO
0208	wi01081510	ISS1:1OF1	p32582_1	10/10/2017	p32582_1.cpl	NO
0209	wi01088797	ISS1:1OF1	p32844_1	10/10/2017	p32844_1.cpl	NO
0210	wi01098905	ISS1:1OF1	p32556_1	10/10/2017	p32556_1.cpl	NO
0211	wi01146766	ISS1:1OF1	p33131_1	10/10/2017	p33131_1.cpl	NO
0212	wi00937672	ISS1:1OF1	p31276_1	10/10/2017	p31276_1.cpl	NO
0213	wi01170583	ISS1:1OF1	p33261_1	10/10/2017	p33261_1.cpl	NO
0214	wi01057403	ISS1:1OF1	p32591_1	10/10/2017	p32591_1.cpl	NO
0215	wi01132204	ISS1:1OF1	p32501_1	10/10/2017	p32501_1.cpl	NO
0216	CS1000-7176	ISS1:1OF1	p33744_1	11/10/2017	p33744_1.cpl	NO
0217	CS1000-7277	ISS1:1OF1	p33763_1	11/10/2017	p33763_1.cpl	NO
0218	wi01201045	ISS1:1OF1	p33424_1	10/10/2017	p33424_1.cpl	YES
0219	CS1000-7248	ISS1:1OF1	p32811_1	10/10/2017	p32811_1.cpl	NO
0220	wi01185138	ISS1:1OF1	p33411_1	10/10/2017	p33411_1.cpl	NO
0221	wi01025156	ISS1:1OF1	p32136_1	10/10/2017	p32136_1.cpl	NO
0222	wi01127138	ISS1:1OF1	p33304_1	10/10/2017	p33304_1.cpl	NO
0223	wi01070756	ISS1:1OF1	p32444_1	10/10/2017	p32444_1.cpl	NO
0224	wi01132599	ISS1:1OF1	p33025_1	10/10/2017	p33025_1.cpl	NO
0225	wi01056633	ISS1:1OF1	p32322_1	10/10/2017	p32322_1.cpl	NO
0226	wi01060241	ISS1:1OF1	p32381_1	10/10/2017	p32381_1.cpl	NO
0227	wi01134952	ISS1:1OF1	p33039_1	10/10/2017	p33039_1.cpl	NO
0228	wi01132902	ISS1:1OF1	p33028_1	10/10/2017	p33028_1.cpl	NO
0229	wi01201986	ISS1:1OF1	p33433_1	10/10/2017	p33433_1.cpl	NO
0230	wi01071379	ISS1:1OF1	p32522_1	10/10/2017	p32522_1.cpl	NO
0231	cs1000-6845	ISS1:1OF1	p33509_1	10/10/2017	p33509_1.cpl	NO
0232	wi01069441	ISS1:1OF1	p32097_1	10/10/2017	p32097_1.cpl	NO
0233	WI11032038	ISS1:1OF1	p33022_1	10/10/2017	p33022_1.cpl	NO
0234	CS1000-7451	ISS1:1OF1	p33749_1	11/10/2017	p33749_1.cpl	NO
0235	wi01134354	ISS1:1OF1	p33031_1	10/10/2017	p33031_1.cpl	NO
0236	CS1000-6946	ISS1:1OF1	p33543_1	10/10/2017	p33543_1.cpl	NO
0237	wi01096910	ISS1:1OF1	p32734_1	10/10/2017	p32734_1.cpl	NO

0238	wi01076948	ISS1:1OF1	p32526_1	10/10/2017	p32526_1.cpl	YES
0239	wi01093118	ISS1:1OF1	p32496_1	10/10/2017	p32496_1.cpl	NO
0240	wi01202917	ISS1:1OF1	p33434_1	10/10/2017	p33434_1.cpl	NO
0241	wi01198794	ISS1:1OF1	p33408_1	10/10/2017	p33408_1.cpl	NO
0242	wi01160967	ISS1:1OF1	p33213_1	10/10/2017	p33213_1.cpl	NO
0243	wi01104867	ISS1:1OF1	p32828_1	10/10/2017	p32828_1.cpl	NO
0244	wi01154485	ISS1:1OF1	p33194_1	10/10/2017	p33194_1.cpl	NO
0245	wi01146705	ISS1:1OF1	p33129_1	10/10/2017	p33129_1.cpl	NO
0246	wi01096712	ISS1:1OF1	p32708_1	10/10/2017	p32708_1.cpl	NO
0247	wi01061481	ISS1:1OF1	p32382_1	10/10/2017	p32382_1.cpl	NO
0248	wi01070465	iss1:1of1	p32562_1	10/10/2017	p32562_1.cpl	NO
0249	CS1000-7301	ISS1:1OF1	p33691_1	10/10/2017	p33691_1.cpl	NO
0250	wi01187443	ISS1:1OF1	p33359_1	10/10/2017	p33359_1.cpl	NO
0251	wi01034307	ISS1:1OF1	p32615_1	10/10/2017	p32615_1.cpl	NO
0252	CS1000-6964	ISS1:1OF1	p33541_1	10/10/2017	p33541_1.cpl	NO
0253	wi01135146	ISS1:1OF1	p33033_1	10/10/2017	p33033_1.cpl	NO
0254	CS1000-6852	ISS1:1OF1	p33517_1	10/10/2017	p33517_1.cpl	NO
0255	wi01195975	ISS1:1OF1	p33394_1	10/10/2017	p33394_1.cpl	NO
0256	wi01108262	ISS1:1OF1	p32865_1	10/10/2017	p32865_1.cpl	YES
0257	wi01104627	ISS1:1OF1	p32819_1	10/10/2017	p32819_1.cpl	NO
0258	wi01204274	ISS1:1OF1	p33451_1	10/10/2017	p33451_1.cpl	NO
0259	CS1000-7022	ISS1:1OF1	p33560_1	10/10/2017	p33560_1.cpl	NO
0260	CS1000-7472	ISS1:1OF1	p33778_1	11/10/2017	p33778_1.cpl	NO
0261	wi01096967	ISS1:1OF1	p32735_1	10/10/2017	p32735_1.cpl	NO
0262	CS1000-7564	ISS1:1OF1	p33772_1	11/10/2017	p33772_1.cpl	NO
0263	wi01060611	ISS1:1OF1	p32809_1	10/10/2017	p32809_1.cpl	NO
0264	wi01163826	ISS1:1OF1	p33229_1	10/10/2017	p33229_1.cpl	NO
0265	wi01182523	ISS1:1OF1	p33327_1	10/10/2017	p33327_1.cpl	NO
0266	CS1000-7267	ISS1:1OF1	p33669_1	10/10/2017	p33669_1.cpl	NO
0267	wi01090535	ISS1:1OF1	p32519_1	10/10/2017	p32519_1.cpl	NO
0268	wi01124074	ISS1:1OF1	p32989_1	10/10/2017	p32989_1.cpl	NO
0269	wi01034961	ISS1:1OF1	p32144_1	10/10/2017	p32144_1.cpl	NO
0270	wi01127874	ISS1:1OF1	p25747_1	10/10/2017	p25747_1.cpl	NO
0271	wi01062607	ISS1:1OF1	p32503_1	10/10/2017	p32503_1.cpl	NO
0272	CS1000-6910	ISS1:1OF1	p33528_1	10/10/2017	p33528_1.cpl	NO
0273	wi01060382	iss1:1of1	p32623_1	10/10/2017	p32623_1.cpl	YES
0274	wi01215563	ISS1:1OF1	p33412_1	10/10/2017	p33412_1.cpl	NO
0275	CS1000-7147	ISS1:1OF1	p33616_1	10/10/2017	p33616_1.cpl	NO
0276	wi01075359	ISS1:1OF1	p32671_1	10/10/2017	p32671_1.cpl	NO
0277	wi01120406	ISS1:1OF1	p32956_1	10/10/2017	p32956_1.cpl	NO
0278	wi01095462	ISS1:1OF1	p32723_1	10/10/2017	p32723_1.cpl	NO
0279	wi01213334	ISS1:1OF1	p33485_1	10/10/2017	p33485_1.cpl	NO
0280	wi01070473	ISS1:1OF1	p32413_1	10/10/2017	p32413_1.cpl	NO
0281	wi01114695	ISS1:1OF1	p32885_1	10/10/2017	p32885_1.cpl	NO
0282	wi01129098	ISS1:1OF1	p32951_1	10/10/2017	p32951_1.cpl	NO
0283	wi01134799	ISS1:1OF1	p33069_1	10/10/2017	p33069_1.cpl	NO
0284	wi01163048	ISS1:1OF1	p33223_1	10/10/2017	p33223_1.cpl	YES
0285	wi01096718	ISS1:1OF1	p33138_1	10/10/2017	p33138_1.cpl	YES
0286	CS1000-7293	ISS1:1OF1	p33679_1	10/10/2017	p33679_1.cpl	NO
0287	wi01166065	ISS1:1OF1	p33241_1	10/10/2017	p33241_1.cpl	NO
0288	wi01130836	ISS1:1OF1	p33008_1	10/10/2017	p33008_1.cpl	YES
0289	wi01109345	ISS1:1OF1	p32830_1	10/10/2017	p32830_1.cpl	NO
0290	wi01104410	ISS1:1OF1	p32801_1	10/10/2017	p32801_1.cpl	NO
0291	wi01183783	ISS1:1OF1	p33333_1	10/10/2017	p33333_1.cpl	NO
0292	wi01064599	iss1:1of1	p32580_1	10/10/2017	p32580_1.cpl	NO
0293	wi01124477	ISS1:1OF1	p32963_1	10/10/2017	p32963_1.cpl	NO
0294	wi01072062	ISS1:1OF1	p32776_1	10/10/2017	p32776_1.cpl	NO
0295	wi01118320	ISS1:1OF1	p32753_1	10/10/2017	p32753_1.cpl	NO
0296	wi01126454	ISS1:1OF1	p32973_1	10/10/2017	p32973_1.cpl	NO
0297	wi01154253	ISS1:1OF1	p33206_1	10/10/2017	p33206_1.cpl	NO
0298	CS1000-7086	ISS1:1OF1	p33587_1	10/10/2017	p33587_1.cpl	NO
0299	wi01021522	ISS1:1OF1	p32863_1	10/10/2017	p32863_1.cpl	NO

0300	CS1000-6786	ISS1:1OF1	p33497_1	10/10/2017	p33497_1.cpl	NO
0301	wi01108828	ISS1:1OF1	p32831_1	10/10/2017	p32831_1.cpl	NO
0302	wi01150771	ISS1:1OF1	p33210_1	10/10/2017	p33210_1.cpl	NO
0303	wi01022598	ISS1:1OF1	p32066_1	10/10/2017	p32066_1.cpl	NO
0304	wi01146289	ISS1:1OF1	p33146_1	10/10/2017	p33146_1.cpl	NO
0305	wi01184272	ISS1:1OF1	p33336_1	10/10/2017	p33336_1.cpl	NO
0306	CS1000-6752	ISS1:1OF1	p33540_1	10/10/2017	p33540_1.cpl	NO
0307	wi01082456	ISS1:1OF1	p32596_1	10/10/2017	p32596_1.cpl	NO
0308	wi01177614	ISS1:1OF1	p33303_1	10/10/2017	p33303_1.cpl	NO
0309	wi01163521	ISS1:1OF1	p33226_1	10/10/2017	p33226_1.cpl	NO
0310	wi01071296	ISS1:1OF1	p32836_1	10/10/2017	p32836_1.cpl	NO
0311	wi01118928	ISS1:1OF1	p32922_1	10/10/2017	p32922_1.cpl	NO
0312	wi01068669	ISS1:1OF1	p32333_1	10/10/2017	p32333_1.cpl	NO
0313	wi01137003	ISS1:1OF1	p33053_1	10/10/2017	p33053_1.cpl	NO
0314	wi01165870	ISS1:1OF1	p33238_1	10/10/2017	p33238_1.cpl	NO
0315	wi01136194	ISS1:1OF1	p33051_1	10/10/2017	p33051_1.cpl	NO
0316	wi01068751	ISS1:1OF1	p32445_1	10/10/2017	p32445_1.cpl	NO
0317	wi01075353	ISS1:1OF1	p32613_1	10/10/2017	p32613_1.cpl	NO
0318	wi01208515	ISS1:1OF1	p33455_1	10/10/2017	p33455_1.cpl	NO
0319	wi01165461	ISS1:1OF1	p33237_1	10/10/2017	p33237_1.cpl	NO
0320	wi01132222	ISS1:1OF1	p33023_1	10/10/2017	p33023_1.cpl	NO
0321	WI0110261	ISS1:1OF1	p32758_1	10/10/2017	p32758_1.cpl	NO
0322	CS1000-7202	ISS1:1OF1	p33646_1	10/10/2017	p33646_1.cpl	NO
0323	CS1000-7326	ISS1:1OF1	p33699_1	10/10/2017	p33699_1.cpl	NO
0324	CS1000-7357	ISS1:1OF1	p33698_1	10/10/2017	p33698_1.cpl	NO
0325	CS1000-7265	ISS1:1OF1	p33666_1	10/10/2017	p33666_1.cpl	NO
0326	CS1000-7140	ISS1:1OF1	p33624_1	10/10/2017	p33624_1.cpl	NO
0327	CS1000-7062	ISS1:1OF1	p33579_1	10/10/2017	p33579_1.cpl	NO
0328	CS1000-7453	ISS1:1OF1	p33793_1	11/10/2017	p33793_1.cpl	NO
0329	CS1000-6980	ISS1:1OF1	p33586_1	10/10/2017	p33586_1.cpl	NO
0330	CS1000-7406	ISS1:1OF1	p33715_1	11/10/2017	p33715_1.cpl	NO
0331	CS1000-7101	ISS1:1OF1	p33641_1	10/10/2017	p33641_1.cpl	NO
0332	CS1000-6546	ISS1:1OF1	p33597_1	10/10/2017	p33597_1.cpl	NO
0333	CS1000-7231	ISS1:1OF1	p33652_1	10/10/2017	p33652_1.cpl	NO
0334	CS1000-7296	ISS1:1OF1	p33681_1	10/10/2017	p33681_1.cpl	NO
0335	CS1000-7323	ISS1:1OF1	p33688_1	10/10/2017	p33688_1.cpl	NO
0336	CS1000-7460	ISS1:1OF1	p33735_1	11/10/2017	p33735_1.cpl	NO
0337	CS1000-7339	ISS1:1OF1	p33708_1	11/10/2017	p33708_1.cpl	NO
0338	CS1000-7154	ISS1:1OF1	p33619_1	10/10/2017	p33619_1.cpl	NO
0339	CS1000-7081	ISS1:1OF1	p33585_1	10/10/2017	p33585_1.cpl	NO
0340	CS1000-7607	ISS1:1OF1	p33783_1	11/10/2017	p33783_1.cpl	YES
0341	CS1000-7053	ISS1:1OF1	p33574_1	10/10/2017	p33574_1.cpl	NO
0342	CS1000-7461	ISS1:1OF1	p33736_1	10/10/2017	p33736_1.cpl	NO
0343	CS1000-7015	ISS1:1OF1	p33606_1	10/10/2017	p33606_1.cpl	NO
0344	cs1000-7223	ISS1:1OF1	p33647_1	10/10/2017	p33647_1.cpl	YES
0345	CS1000-7143	ISS1:1OF1	p33614_1	10/10/2017	p33614_1.cpl	NO
0346	cs1000-7160	ISS1:1OF1	p33621_1	10/10/2017	p33621_1.cpl	NO
0347	CS1000-7253	ISS1:1OF1	p33662_1	10/10/2017	p33662_1.cpl	NO
0348	CS1000-7337	ISS1:1OF1	p33696_1	10/10/2017	p33696_1.cpl	NO
0349	CS1000-7462	ISS1:1OF1	p33737_1	10/10/2017	p33737_1.cpl	NO
0350	cs1000-7029	ISS1:1OF1	p33563_1	10/10/2017	p33563_1.cpl	NO
0351	CS1000-7366	ISS1:1OF1	p33702_1	10/10/2017	p33702_1.cpl	NO
0352	cs1000-7269	ISS1:1OF1	p33670_1	10/10/2017	p33670_1.cpl	NO
0353	CS1000-7313	ISS1:1OF1	p33692_1	10/10/2017	p33692_1.cpl	NO
0354	CS1000-7624	ISS1:1OF1	p33794_1	11/10/2017	p33794_1.cpl	NO
0355	cs1000-7580	ISS1:1OF1	p33776_1	11/10/2017	p33776_1.cpl	NO
0356	CS1000-7448	ISS1:1OF1	p33729_1	11/10/2017	p33729_1.cpl	NO
0357	CS1000-7423	ISS1:1OF1	p33720_1	11/10/2017	p33720_1.cpl	NO
0358	CS1000-7340	ISS1:1OF1	p33694_1	11/10/2017	p33694_1.cpl	NO
0359	CS1000-7489	ISS1:1OF1	p33747_1	11/10/2017	p33747_1.cpl	NO
0360	CS1000-7514	ISS1:1OF1	p33764_1	11/10/2017	p33764_1.cpl	YES
0361	CS1000-7590	ISS1:1OF1	p33780_1	11/10/2017	p33780_1.cpl	NO

0362	CS1000-7549	ISS1:1OF1	p33767_1	11/10/2017	p33767_1.cpl	YES
0363	CS1000-7637	ISS1:1OF1	p33791_1	11/10/2017	p33791_1.cpl	YES
0364	CS1000-7587	ISS1:1OF1	p33779_1	11/10/2017	p33779_1.cpl	NO
0365	CS1000-7622	ISS1:1OF1	p33787_1	11/10/2017	p33787_1.cpl	YES
0366	CS1000-7236	ISS1:1OF1	p33753_1	11/10/2017	p33753_1.cpl	NO
MDP>LAST SUCCESSFUL MDP REFRESH :2017-10-11 08:05:41(Local Time)						

Appendix B

Printout of an agent phoneset used for compliance testing

```
DES 1140
TN 100 0 00 06 VIRTUAL
TYPE 1140
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
CFG_ZONE 00010
CUR_ZONE 00010
MRT
ERL 0
ECL 0
FDN 6666
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 5
SCI 0
SSU
LNRS 16
XLST
SCPW
SFLT NO
CAC_CIS 3
CAC_MFC 0
CLS UNR FBD WTA LPR PUA MTD FNA HTD TDD HFA CRPD
MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
POD SLKD CCSD SWD LNA CNDA
CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBF
ICDD CDMD LLCN MCTD CLBD AUTU
GPFA DPUD DNDA CFXA ARHD FITD CNTD CLTD ASCD
CPFA CPTA ABDD CFHD FICD NAID DNAA RDLA BUZZ AGRD MOAD
UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
DRDD EXR0
USMD USRD ULAD CCBF RTDD RBDD RBHD PGND OCBF FLXD FTTU DNDY DNO3 MCBN
FDSD NOVD VOLA VOUD CDMR PRED RECD MCDD T87D SBMD
KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD VMSA
CPND_LANG ENG
RCO 0
HUNT
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST 00 03
IAPG 1
AACS YES
ACQ AS: TN,AST-DN,AST-POSID
ASID 18
SFNB 1 2 3 4 5 6 7 8 9 10 11 12 13 15 16 17 18 19 21 22 23 24
25 26 28 29 31 33 34 35 36 37 38 39
```

```

SFRB  1  2  15
USFB  1  2  3  4  5  6  7  9  10  11  12  13  14  15
CALB  0  1  3  4  5  6  8  9  10  11  12
FCTB
ITNA  NO
DGRP
PRI   01
MLWU_LANG 0
MLNG  ENG
DNDR  0
KEY   00 ACD 3333 0  3906
      AGN
          ANIE 0
          01 NRD
          02 MSB
          03 SCR 3006 0      MARP
          ANIE 0
          04 ACNT
          05
          06
          07
          08
          09
          10
          11
          12
          13
          14
          15
          16
          17 TRN
          18 AO6
          19 CFW 16  5999
          20 RGA
          21 PRK
          22 RNP
          23
          24 PRS
          25 CHG
          26 CPN
          27
          28
          29
          30
          31
DATE  3 JUL 2018

```

Printout of the ACD Queue used during compliance testing

```
TYPE ACD
CUST 0
ACDN 3333
MWC NO
DSAC NO
MAXP 10
SDNB YES
BSCW YES
ISAP NO
AACQ YES
ASID 18
SFNB 33 35 36 37 38
USFB 1 3 4 5 6
CALB 1 3 4 5 6 8 11
RGAI NO
ACAA NO
FRRT
SRRT
NRRT
FROA NO
CALP POS
ICDD NO
NCFW
FNCF NO
CWTT NONE
HMSB NO
ACPQ NO
FORC NO
RTQT 0
SPCP YES
OBTN NO
RAO NO
CWTH 1
NCWL NO
BYTH 0
OVTH 2047
TOFT NONE
HPQ NO
OCN NO
OVDN
IFDN
OVBU LNK LNK LNK LNK
EMRT
MURT
RTPC NO
STIO
TSFT 20
HOML NO
RDNA NO
LABEL_KEY0 NO
NRAC YES
DAL NO
RPRT NO
RAGT 4
DURT 30
RSND 4
FCTH 20
CRQS 100
CCBA NO
```

```
SIPQ NO
IVR NO
OBSC NO
OBPT 5
CWNT NONE
```

Printout of the Helpdesk CDN used during compliance testing

```
TYPE CDN
CUST 0
CDN 3500
FRRT
SRRT
FROA NO
UII NO
MURT
CDSQ NO
DFDN 3333
NAME NO
CMB NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
RPRT YES
AACQ YES
ASID 18
SFNB 1 13 28 31 33 35 36 37 38 39
USFB 1 3 4 5 6 7 9 10 11 12 13 14 15
CALB 0 1 2 3 4 5 6 8 9 10 11 12
CNTL YES
VSID
HSID
CWTH 1
BYTH 0
OVTH 2047
STIO
TSFT 20
```

Appendix C

Avaya Aura® Contact Center R7.0 Feature Pack 2 and Patches

AVAYA

Avaya Update Manager

All Updates

General Information

Product Name

Avaya Aura® Contact Center

DVD Build Number

405

Product Version

7.0.2.0

Release Bundle Build

411

Installed Updates

Update	Type	Version	Date Installed	Status
CCMA - Manager Administration				
AvayaCC_CCMA_7.0.2.0.0.1259	Feature Pack	7.0.2.0.0.1259	26/06/2018 10:46:29	Active
AvayaCC_CCMA_7.0.2.0.10.0231	Patch	7.0.2.0.10.0231	26/06/2018 11:10:47	Active
AvayaCC_CCMA_7.0.2.0.11.0234	Patch	7.0.2.0.11.0234	26/06/2018 11:14:56	Active
AvayaCC_CCMA_7.0.2.0.12.0238	Patch	7.0.2.0.12.0238	26/06/2018 11:17:00	Active
CCMM - Multimedia / Outbound				
AvayaCC_CCMM_7.0.2.0.0.1164	Feature Pack	7.0.2.0.0.1164	26/06/2018 10:53:33	Active
AvayaCC_CCMM_7.0.2.0.10.0180	Patch	7.0.2.0.10.0180	26/06/2018 11:19:18	Active
AvayaCC_CCMM_7.0.2.0.11.0193	Patch	7.0.2.0.11.0193	26/06/2018 11:22:42	Active
CCMS - Manager Server				
AvayaCC_CCMS_7.0.2.0.0.1236	Feature Pack	7.0.2.0.0.1236	26/06/2018 10:59:57	Active

Avaya Update Manager

All Updates

General Information

Product Name	Avaya Aura® Contact Center	DVD Build Number	405
Product Version	7.0.2.0	Release Bundle Build	411

Installed Updates

Update	Type	Version	Date Installed	Status
CCMS - Manager Server				
AvayaCC_CCMS_7.0.2.0.0.1236	Feature Pack	7.0.2.0.0.1236	26/06/2018 10:59:57	Active
AvayaCC_CCMS_7.0.2.0.10.0073	Patch	7.0.2.0.10.0073	26/06/2018 11:27:00	Active
AvayaCC_CCMS_7.0.2.0.11.0087	Patch	7.0.2.0.11.0087	26/06/2018 11:28:21	Active
AvayaCC_CCMS_7.0.2.0.12.0095	Patch	7.0.2.0.12.0095	26/06/2018 11:29:43	Active
CCMSU - Manager Server Utility				
AvayaCC_CCMSU_7.0.2.0.0.1049	Feature Pack	7.0.2.0.0.1049	26/06/2018 11:04:31	Active
CCT - Communication Control Toolkit				
AvayaCC_CCT_7.0.2.0.0.1117	Feature Pack	7.0.2.0.0.1117	26/06/2018 11:06:13	Active
AvayaCC_CCT_7.0.2.0.10.0055	Patch	7.0.2.0.10.0055	26/06/2018 11:33:52	Active
CCWS - Webstats Server				

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