

## Avaya Aura™ AE Services release 5.2

### Unsupported DMCC Service capabilities

November 2009

In addition to the many new features contained within Avaya Aura™ Application Enablement Services release 5.2, **the software and SDKs include a set of DMCC capabilities that are currently in an alpha status.** These capabilities are not fully documented, and are clearly identified as being unsupported in the *Avaya Aura™ AE Services Device, Media and Call Control API .Net Programmer's Guide* and in the DMCC Java, .Net and XML API documentation. **The unsupported capabilities are only suitable for lab use at this time.**

**Important:** The alpha status capabilities included in AE Services release 5.2 must **NOT** be used in production environments. DevConnect will **NOT** provide support for, nor accept, test or issue compliance letters associated with solutions that utilize these specific alpha status DMCC capabilities.

Although the current intent is for the unsupported capabilities to be made production-ready in AE Services release 6.0, this is **NOT** guaranteed. In addition, code developed against the AE Services release 5.2 DMCC SDKs that utilizes any of the unsupported capabilities must be recompiled against the AE Services release 6.0 DMCC SDKs once they are made generally available.

The following new capabilities, or enhancements to existing ones, are covered by this statement:

#### Call Control Services

Services	Description	Enhancement Note	New XSD
ConferenceCall	The Conference Call service provides a conference of an existing held call and another active call at a conferencing device	Private data was added to the response	conference-call-response-private-data.xsd
ConsultationCall	The Consultation Call service places an existing active call at a device on hold and initiates a new call from the same device	Additional parameters supported in request and private data was added to the response.	consultation-call-private-data.xsd consultation-call-response-private-data.xsd

Services	Description	Enhancement Note	New XSD
Consultation Direct Agent Call	The Consultation Direct-Agent Call Service places an existing active call at a device on hold and initiates a new direct-agent call from the same controlling device.	New private request	consultation-call-private-data.xsd  consultation-call-response-private-data.xsd
Consultation Supervisor Assist Call	The Consultation Supervisor-Assist Call Service places an existing active call at a device on hold and initiates a new supervisor-assist call from the same controlling device.	New private request	consultation-call-private-data.xsd  consultation-call-response-private-data.xsd
Clear Connection	The Clear Connection service releases a specific device from a call.	Additional parameter and private data supported in request.	clear-connection-private-data.xsd
Generate Digits	The Generate Digits service causes a series of digits to be sent on behalf of a connection in a call.	Additional parameters supported in request.	
Make Call	The Make Call service allows the application to set up a call between a calling device and a called device.	Additional parameters supported in request and private data was added to the response.	make-call-private-data.xsd  make -call-response-private-data.xsd
Make Direct Agent Call	The Make Direct-Agent Call Service originates a call between two devices: a user station and an ACD agent logged into a specified split.	New private request	make -call-private-data.xsd  make -call-response-private-data.xsd
Make Supervisor Assist Call	This service originates a call between two devices: an ACD agent's extension and another station extension (typically a supervisor). device.	New private request	make -call-private-data.xsd  make -call-response-private-data.xsd
Reconnect Call	The Reconnect Call service will clear a specified connection at the reconnecting device and retrieve a specified held connection at the same device	Added private data to the request	reconnect-call-private-data.xsd

Services	Description	Enhancement Note	New XSD
Transfer Call	The Transfer Call service provides a transfer of a call held at a device to an active call at the same device	Private data was added to the response	Transfer-call-response-private-data.xsd
Directed Pickup Call	The Directed Pickup Call service moves a specified call and connects it at a new specified destination.	New	
Make Predictive Call	The Make Predictive Call service will originate a call between two devices by first creating a connection to the called device.	New Private data was added to the request and response	Make-predictive-call-private-data.xsd Make-predictive-call-response-private-data.xsd
Selective Listening Hold	The Selective Listening Hold Service allows a client application to prevent a specific party on a call from hearing anything said by another specific party or all other parties on the call. It allows a client application to put a party's listening path to a selected party on listen-hold, or all parties on an active call on listen-hold.	New private request	Selective-listening-hold.xsd
Selective Listening Retrieve	The Selective Listening Retrieve Service allows a client application to retrieve a party from listen-hold to another party or all parties that were previously being listen-held	New private request	Selective-listening-retrieve.xsd

## Call Control Events

Event	Description	Enhancement Note	New XSD
CallClearedEvent	This event indicates that a call has been cleared and no longer exists within the switching sub-domain.	New	Call-cleared-event.xsd
ConferencedEvent	The Conferenced event indicates that the conferencing device has conferenced itself or another device with an existing call and that no devices have been removed from the resulting call.	Additional parameters supported and private data is added to the event.	Conferenced-event-private-data.xsd

Event	Description	Enhancement Note	New XSD
ConnectionClearedEvent	The ConnectionCleared Event indicates that a single device has disconnected or dropped out of a call.	Additional parameters supported	
DeliveredEvent	The Delivered event indicates that a call is being presented to a device in either the Ringing or Entering Distribution modes of the alerting state	Additional parameters supported and private data is added to the event.	Delivered-event-private-data.xsd
EstablishedEvent	The Established event indicates that a call has been answered at a device or that a call has been connected to a device.	Additional parameters supported and private data is added to the event.	Established-event-private-data.xsd
FailedEvent	The failed event is usually generated if an outbound call (MakeCall) fails to connect for a variety of reasons (busy, no answer, reorder tone etc).	Additional parameter supported	
OriginatedEvent	The Originated event indicates that a call is being attempted from a device. It implies that input activity for the call is complete and that a call (rather than a feature) has been requested	Additional parameters supported and private data is added to the event.	Originated-event-private-data.xsd
TransferredEvent	The Transferred event indicates that an existing call has been transferred to another device and the transferring device has been dropped from the call.	Additional parameters supported and private data is added to the event	Transferred-event-private-data.xsd
NetworkReachedEvent	The Network Reached event indicates that a call has cut through the switching sub-domain boundary to another network; that is, has reached and engaged a Network Interface Device (e.g., trunk, CO Line).	New Private data added to the event	Network-reached-private-data.xsd
QueuedEvent	The Queued event indicates that a call has been queued	New	Queued-event.xsd

Event	Description	Enhancement Note	New XSD
ServiceInitiated Event	The ServiceInitiated event indicates that a telephony service has been initiated at a monitored device.	New	Service-initiated-event.xsd

### Logical Device Feature Services

Services	Description	Enhancement Note	New XSD
GetACDSplit	The GetACDSplit service provides the number of ACD agents available to receive calls through the split, the number of calls in queue, and the number of agents logged in.	New private request	Get-acd-split.xsd
GetAgentLogin	The GetAgentLogin Service provides the extension of each ACD agent logged into the specified ACD split.	New private request	Get-agent-login.xsd
getCallLinkageData	The getCallLinkageData service responds with the CallLinkageData for a normal callID. (Avaya Universal Call ID – UCID)	New private request	Get-call-linkage-data.xsd
getAgentState	The Get Agent State service provides the agent state at a specified device.	New Private data in the response	Get-agent-state.xsd
setAgentState	The Set Agent State service requests a new agent state at a specified device.	New Private data in the request and response	Set-agent-state.xsd Set-agent-state-private-data.xsd Set-agent-state-response-private-data.xsd

### Logical Device Feature Events

Event	Description	Enhancement Note	New XSD
AgentLoginExtension Event	The AgentLoginExtensionEvent is a private event that is sent after a GetAgentLogin Request/Response.	New private event	Agent-login-extension-event.xsd
AgentLoggedOff Event	The Agent Logged Off event indicates that an agent has logged off an ACD device or an ACD group.	New Private data added to the event	Agent-logged-off-event.xsd

Event	Description	Enhancement Note	New XSD
AgentLoggedOn Event	The Agent Logged On event indicates that an agent has logged off an ACD device or an ACD group.	New Private data added to the event	Agent-logged-on-event.xsd

## Routing Services

Service	Description
Route Register Request	The Route Register service is used to register the application as a routing server for a specific routing device or as a routing server for all routing devices within the switching sub-domain.
Route Register Abort	This service is used by the switching function to asynchronously cancel an active routing registration. There is no positive acknowledgement defined for this service.
Route Register Cancel	The Route Register Cancel service is used to cancel a previous route registration.
Route End	The Route End service ends a routing dialogue. This service is bi-directional. There is no positive acknowledgement defined for this service.
Route Request	The Route Request service requests that the application provide a destination for a call.
Route Select	The Route Select service is used by the application to provide the destination requested by a previous Route Request
Route Used	The Route Used service provides the actual destination for a call that has been routed using the Route Select service.

## Monitoring Services

Feature Capability	Description
Change Monitor Filter	Modifies the set of event reports that are filtered out (not sent) over an existing monitor. (Available in XML SDK only).
Call Monitoring	Provides call event reports passed by the call filter for a call already in progress.
Calls Via Device Monitoring	Provides call event reports passed by the call filter for all devices on all calls that involve the device.

## Capability Exchange Services

Services	Description	XSD
Get Physical Device Information	The Get Physical Device Information service is used to obtain the current set of characteristics/capabilities associated with the physical element of a given device.	get-physical-device-information.xsd
Get Physical Device Name	The Get Physical Device Name service allows an application to query the switch with an extension of a device and receive the associated name of the device. The name is retrieved from the Communication Manager Integrated Directory Database.	get-physical-device-name.xsd

## Common Private Data Object Definitions

Original Call Information			
Parameter Name	M/O/C	Type	Description
Reason	O	Short	the reason for the originalCallInfo.: - NONE - no originalCallInfo provided - CONFERENCED - call conferenced - CONSULTATION – consultation call - TRANSFERRED – call transferred - NEW_CALL – new call
networkCallingDevice	O	CallingDeviceID	the original callingDevice
networkCalledDevice	O	CalledDeviceID	the original calledDevice
trunkGroup	O	String	the original trunk group
trunkMember	O	String	the original trunkMember
lookAheadInfo	O	LookAheadInfo	the original lookaheadInfo
userEnteredCode	O	UserEnteredCode	the original userEnteredCode
userData	O	UserData	the original userInfo
callLinkageData	O	CallLinkageData	the original call linkage data (universal call id) of the call.
deviceHistory	O	DeviceHistory	The deviceHistory parameter type specifies a list of deviceIDs that were previously associated with the call. - oldDeviceID (M) DeviceID - EventCause (O) EventCause - OldConnectionID (O) ConnectionID

LookAheadInfo		
Parameter Name	M/O/C	Type
Type	M	InterflowType
priority	M	InterflowPriority
hours	M	Int

LookAheadInfo		
Parameter Name	M/O/C	Type
minutes	M	Int
seconds	M	Int
sourceVDN	M	DeviceID

InterflowType Type Values		
Name	Type	CSTA-1 LookAhead Type
noInterflow	String	
allInterflow	String	LAI_ALL_INTERFLOW
thresholdInterflow	String	LAI_THRESHOLD_INTERFLOW
vectoringInterflow	String	LAI_ALL_INTERFLOW

InterflowPriority Type Values		
Name	Type	CSTA-1 LookAhead Priority
notInQueue	String	LAI_NOT_IN_QUEUE
low	String	LAI_LOW
medium	String	LAI_MEDIUM
high	String	LAI_HIGH
top	String	LAI_TOP

TrunkInterfaceInfo		
Parameter Name	M/O/C	Type
trunkInfoltem	O	TrunkInterfaceInfoltem

TrunkInterfaceInfoltem		
Parameter Name	M/O/C	Type
Connection_asn	O	ConnectionID
trunkGroup	O	String
trunkMember	O	String

CallLinkageData		
Parameter Name	M/O/C	Description
globalCallData	M	See GlobalCallData (below)



GlobalCallData		
Parameter Name	M/O/C	Description
globalCallLinkageID	M	Specifies the global call linkage identifier. This parameter contains the call linkage data (UCID): <ul style="list-style-type: none"> <li>globallyUniqueCallLinkageID Characters - specifies the globally unique call linkage identifier.</li> </ul>

UserEnteredCode		
Parameter Name	M/O/C	Type
userEnteredCodeType	M	UserEnteredCodeType
userEnteredCodeIndicator	M	UserEnteredCodeIndicator
data	M	String
collectVDN	M	DeviceID

UserEnteredCodeType Values		
Name	Type	CSTA-1 reason code
any	String	UE_ANY
loginDigits	String	UE_LOGIN_DIGITS
callPrompter	String	UE_CALL_PROMPTER
databaseProvided	String	UE_DATA_BASE_PROVIDED
toneDetector	String	UE_TONE_DETECTOR

UserEnteredCodeIndicator Type Values		
Name	Type	CSTA-1
collect	String	UE_COLLECT
entered	String	UE_ENTERED

DeviceHistory			
Parameter Name	M/O/C	Type	Description
oldDeviceID	M	RedirectionDeviceID	The device that left the call. This information should be consistent with the subject device in the event that represented the device leaving the call. For example: the divertingDevice provided in the Diverted event for that redirection, the transferring device in the Transferred event for a transfer, or the clearing device in the Connection Cleared event. This device identifier type may be one of the following: <ul style="list-style-type: none"> <li>- of any device identifier format.</li> </ul>

DeviceHistory			
Parameter Name	M/O/C	Type	Description
			<ul style="list-style-type: none"> <li>- "Not Known" - indicates that the device identifier associated with this entry in the deviceHistory list cannot be provided.</li> <li>- "Restricted" - indicates that the device associated with this entry in the deviceHistory list cannot be provided due to regulatory and/or privacy reasons.</li> <li>- "Not Required" - indicates that there are no devices that have left the call. If this value is provided, it is provided as the only entry in the list and the eventCause and oldConnectionID are not provided with this list entry.</li> <li>- "Not Specified" - indicates that the switching function cannot determine whether or not any devices have previously left the call. If this value is provided, it is provided as the only entry in the list and the eventCause and oldConnectionID are not provided with this list entry.</li> </ul>
eventCause	O	EventCause	the reason the device left the call or was redirected. This information should be consistent with the eventCause provided in the event that represented the device leaving the call (for example, the cause code provided)
oldConnectionID	O	ConnectionID	The CSTA connectionID that represents the last connectionID associated with the device that left the call. This information should be consistent with the subject connection in the event that represented the device leaving the call (for example, the connectionID provided in the Diverted, Transferred, or Connection ClearedEvent).