

Avaya Solution & Interoperability Test Lab

Application Notes for Resource Software International Shadow CMS Version 5.3.4.2 and Avaya Aura® Communication Manager Release 8.1.3 - Issue 1.1

Abstract

These Application Notes describe the configuration steps required for Resource Software International (RSI) Shadow CMS Contact Center Reporting (CCR) to interoperate with Avaya Aura® Communication Manager.

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 configuration steps required for Resource Software International (RSI) Shadow CMS Contact Center Reporting (CCR) to interoperate with Avaya Aura® Communication Manager.

Resource Software International Shadow CMS Contact Center Reporting software utilizes Avaya Aura® Communication Manager Basic Call Management System (BCMS) data to provide Agent and Queue management reporting.

2. General Test Approach and Test Results

The general test approach was to configure the Avaya equipment and verify RSI Shadow CMS CCR interoperability as on a customer site. The interoperability compliance test included both feature and functionality testing.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to the RSI Shadow server.

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.

For the testing associated with these Application Notes, the interface between Avaya systems and the RSI Shadow CMS did not include use of any specific encryption features as requested by RSI.

This solution uses the System Access Terminal (SAT) interface to interact with Avaya Aura® Communication Manager or the Telnet/SSH interface to interact with other Avaya products. While this solution has successfully completed Compliance Testing for the specific release levels as described in these Application Notes, Avaya does not generally recommend use of these interfaces as a programmatic approach to integration of 3rd party applications. Avaya may make changes or enhancements to the interfaces in any subsequent release, feature pack, service pack, or patch that may impact the interoperability of 3rd party applications using these interfaces. Using these interfaces in a programmatic manner may also result in a variety of operational issues, including performance impacts to the Avaya solution. If there are no other programmatic options available to obtain the required data or functionality, Avaya recommends that 3rd party applications only be executed during low call volume periods, and that real-time delays be inserted between each command execution. NOTE: The scope of the compliance testing activities reflected in these Application Notes explicitly did not include load or performance evaluation criteria, and no guarantees or assurances are made by Avaya that the 3rd party application has implemented these recommendations. The vendor of the 3rd party application using this interface remains solely responsible for verifying interoperability with all later Avaya Product Releases, including feature packs, service packs, and patches as issued by Avaya. For additional details see Avaya Product Support Notices PSN002884u, PSN005085u, and PSN020295u, available at www.avaya.com/support.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following on the RSI Shadow CMS server:

- Monitor and display all hunt groups.
- Monitor and display all VDNs.
- Monitor and display historical agent summary, real-time agent status detail including: Ready, Not ready, After call work, etc.

The serviceability testing focused on verifying the ability of the Shadow server to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection from the Shadow CMS server.

2.2. Test Results

All test cases were verified and passed.

2.3. Support

For the technical support on the Resource Software International Shadow CMS, contact Resource Software International via phone, email and website below.

- **Phone**: (+1)905-576-4575
- Email: rsi@telecost.com
- Address: 40 King St. W., Suite 300, Oshawa, Ontario, L1H 14A
- Website: <u>www.telecost.comEmail:rsi@telecost.com</u>

3. Reference Configuration

Figure 1 illustrates a sample configuration consisting of Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Communication Manager, and Avaya Aura® Media Server running in Virtual Environment. Avaya G450 Media Gateway registers to Communication Manager. The RSI Shadow CMS server was running in Windows 2016 server and connected to Communication Manager via SSH port 5022.



Figure 1: Test Configuration Diagram

4. Equipment and Software Validated

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

Equipment/Software	Release/Version					
Avera Auron Communication Managar	Release 8.1.3					
Avaya Aura® Communication Manager	R018x.01.0.890.0					
	CM 8.1.3.0.0.890.26568					
Avaya G450 Media Gateway	41.20.0					
Avaya Aura® Media Server running in a Virtual Environment	8.0					
Avera Auro Session Manager munning in	Release 8.1.3					
Avaya Aura® Session Manager running in	8.1.3.0.813014					
	Release 8.1.3					
Avous Auron Suctom Managor munning in	Build No 8.1.0.0.733078					
Avaya Aura® System Manager running in	Software Update Revision No:					
	8.1.3.0.1011784					
	Feature Pack 3					
Avaya Session Border Controller for	Version 8 1 1 0					
Enterprise						
Avaya 9611G IP Deskphone (SIP)	Release 7.1.9.0.8					
Avaya 9641G IP Deskphone (H.323)	Release 6.8304					
Avaya 9408 Digital Deskphone	Release 20					
Resource Software International Shadow CMS	Version 5.3.4.2 (64 Bit)					

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Configure SAT User
- Configure SAT Access
- Configure System Parameters Features
- Configure Customer Options Parameters Features
- Configure Hunt Group
- Configure Vector
- Administer VDN
- Administer Agent Login ID

5.1. Configure SAT User

In order to add a SAT user on Communication Manager System Management Interface (SMI), use a web browser, enter https://<IP address of Communication Manager> to connect to the Communication Manager Server being configured and log in using appropriate credentials (not shown). Select Administration \rightarrow Server (Maintenance).

avaya		Avaya Aura [®] Communication Manager (CM) System Management Interface (SMI)									
Help Log Off	Administration										
	Licensing	This Server: interopcm									
	Server (Maintenance)										
	System Managen © 2001-2020 Avaya Inc.	all Rights Reserved.									
	<u>Copyright</u>										
Exc	ept where expressly stated otherwise, the P laws respecting pro	roduct is protected by copyright and other prietary rights.									

From Administration menu, navigates to Security \rightarrow Administrator Accounts. The Administrator Account page displays in the right side. Select Privileged Administrator radio option under the Add Login section and select Submit button (not shown).

Αναγα	Avaya Aura [®] Communication Manager (CM) System Management Interface (SMI)
Help Log Off	Administration
Administration / Server (Maintenanc	e) This Server: interopom
Manage Updates IPSI Firmware Upgrades IPSI Version	Administrator Accounts
Download IPSI Firmware	The Administrator Accounts SMI pages allow you to add, delete, or change administrator logins and Linux groups.
Download Status Activate IPSI Upgrade	Select Action:
Activation Status Data Backup/Restore	Add Login
Backup Now	Privileged Administrator
Schedule Backup	
Backup Logs	Unprivileged Administrator
View/Restore Data	SAT Access Only
Restore History	
Security	Web Access Only
Administrator Accounts	CDR Access Only
Login Account Policy Change Password	O Business Partner Login (dadmin)
Login Reports Server Access	O Business Partner Craft Login
Server Log Files Firewall	Custom Login
Install Root Certificate Trusted Certificates	◯ Change Login ✓
Server/Application Certificates	C Remove Login
Certificate Signing Request	C Lock/Unlock Login V
SSH Keys	Add Group

The **Add Login: Privileged Administrator** page displays, enter the parameters for the following fields.

- Login name: enter a login name, e.g. shadow.
- Enter password: enter a password for the login above.
- **Re-enter password**: re-enter the password above.
- Force password change on next login: select "No".

Leave other fields at default and select **Submit** button (not shown) to complete.

Help Log Off	Administration		
Administration / Server (Maintenance)			This Server: interopcm
Manage Updates	Administrator Accounts	Add Login: Privileged Adminis	strator
IPSI Firmware Upgrades		Add Login Privileged Adminis	Strucor
IPSI Version			
Download IPSI Firmware	This page allows you to add a login t	hat is a member of the SUSERS group. This login	has the greatest access
Download Status	privileges in the system next to root.		
Activate IPSI Upgrade			
Activation Status	Login name		
Data Backup/Restore	Login name	shadow	
Backup Now	Primary group		
Backup History	rinnary group	susers	
Schedule Backup	Additional groups (profile)	610	
Backup Logs	Additional groups (prome)	prof18 V	
View/Restore Data	Linux shell	(big (baseb	
Restore History		/bin/bash	
Security	Home directory	to an all a second a land a sur	
Administrator Accounts	,	/var/nome/snadow	
Login Account Policy	Lock this account	\cap	
Change Password			
Login Reports	SAT Limit		
Server Access		none 🗸	
Server Log Files	Date after which account is		
Firewall	disabled-blank to ignore		
Install Root Certificate	(YYYY-MM-DD)		
Trusted Certificates	Enter password	•••••	
Server/Application Certificates			
Certificate Alarms	Re-enter password	•••••	
Certificate Signing Request			
SSH Keys	Force password change on	No.	
Web Access Mask	next login		
Miscellaneous		⊖ Yes	
File Synchronization			
Download Files			
CM Phone Message File	Culomite Compate Mala		

5.2. Configure SAT Access

In order to enable the SAT access, navigate to **Security** \rightarrow **Server Access**. The Server Access page displays in the right side, under **Service Name** select **Enable** in the row **SAT over SSH** (5022) and select **Submit** button to enable.



5.3. Configure System Parameter Feature

Use the "change system-parameters features" command to configure the following values for BCMS as highlighted below.

```
change system-parameters features
                                                                     12 of
                                                               Page
                                                                            19
                        FEATURE-RELATED SYSTEM PARAMETERS
 AGENT AND CALL SELECTION
                         MIA Across Splits or Skills? n
                          ACW Agents Considered Idle? y
                    AUX Agents Considered Idle (MIA)? n
                      AUX Agent Remains in LOA Oueue? n
                          Call Selection Measurement: current-wait-time
    Service Level Supervisor Call SelectionOverride? n
                                 Auto Reserve Agents: none
       Block Hang-up by Logged-in Auto-Answer Agents? n
 CALL MANAGEMENT SYSTEM
    REPORTING ADJUNCT RELEASE (determines protocol used by appl link)
                                      CMS (appl mis): R18.1/R19.0
                                  AAPC/IQ (appl ccr):
                               BCMS/VuStats LoginIDs? y
                   BCMS/VuStats Measurement Interval: hour
          BCMS/VuStats Abandon Call Timer (seconds):
                     Validate BCMS/VuStats Login IDs? n
                            Clear VuStats Shift Data: on-login
                 Remove Inactive BCMS/VuStats Agents? n
```

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5.4. Configure Customer Options Feature

Use the command "display system-parameters customer-options" to verify the ACD, BMCS (Basic) and BCMS/VuStats Service Level are set to "Y", if they are not please contact Avaya sale representative to enable these features in the license.

```
display system-parameters customer-options
                                                                                Page
                                                                                         7 of 12
                                CALL CENTER OPTIONAL FEATURES
                                 Call Center Release: 8.0
                                                                                  Reason Codes? v
                                         ACD? y
                                                    Service Level Maximizer? n
Service Observing (Basic)? y
Service Observing (Remote/By FAC)? y
                             BCMS (Basic)? y
           BCMS/VuStats Service Level? y
  BSR Local Treatment for IP & ISDN? y
                      Business Advocate? n
                                                                 Service Observing (VDNs)? y
                         Call Work Codes? y
                                                                                     Timed ACW? y
       DTMF Feedback Signals For VRU? y
                                                                           Vectoring (Basic)? y
        Dynamic Advocate? nVectoring (Prompting)? yExpert Agent Selection (EAS)? yVectoring (G3V4 Enhanced)? yEAS-PHD? yVectoring (3.0 Enhanced)? yForced ACD Calls? nVectoring (G3V4 Advanced Routing)? yLeast Occupied Agent? yVectoring (G3V4 Advanced Routing)? y
            Lookahead Interflow (LAI)? y
                                                                            Vectoring (CINFO)? y
Multiple Call Handling (On Request)? y
                                                      Vectoring (Best Service Routing)? y
    Multiple Call Handling (Forced)? y
                                                                       Vectoring (Holidays)? y
  PASTE (Display PBX Data on Phone)? y
                                                                      Vectoring (Variables)? y
          (NOTE: You must logoff & login to effect the permission changes.)
```

5.5. Configure Hunt Group

Use the command "add hunt-group <ext>" with "ext" is an available hunt group number. Agents will log into Hunt Group 1 configured below. Provide a descriptive name and set the **Group Extension** field to a valid extension. Enable the **ACD**, **Queue**, and **Vector** options. This hunt group will be specified in the **Agent LoginIDs** configured in **Section 5.7**.

add hunt-group 1			Pac	je	1 c	f	4
	HUNT	I GROUP					
Group Number:	1		ACD?	У			
Group Name:	Skill-1		Queue?	У			
Group Extension:	3320		Vector?	У			
Group Type:	ucd-mia						
TN:	1						
COR:	1		MM Early Answer?	n			
Security Code:		Local	Agent Preference?	n			
ISDN/SIP Caller Display:							
Queue Limit:	unlimited						
Calls Warning Threshold:	Port:						
Time Warning Threshold:	Port:						

KP; Reviewed: SPOC 4/22/2021 Solution & Interoperability Test Lab Application Notes ©2021 Avaya Inc. All Rights Reserved. On **Page 2** of the Hunt Group form, enable the **Skill** option and select "internal" in the **Measured** field.

add hunt-group 1 HUNT GROUP Skill? y Expected Call Handling Time (sec): 180 AAS? n Service Level Target (% in sec): 80 in 20 Measured: internal Supervisor Extension: Controlling Adjunct: none VuStats Objective: Multiple Call Handling: none Timed ACW Interval (sec): After Xfer or Held Call Drops? n

5.6. Configure Vector

Use the command "change vector n" while "n" is the vector number from 1-8000. The example of the vector 1 with the basic scripting is shown below. The vector 1 is used for the configuration of VDN in the next step.

```
change vector 1
                                                                               6
                                                                Page
                                                                       1 of
                                   CALL VECTOR
    Number: 1
                              Name: Contact Center
Multimedia? n Attendant Vectoring? n Meet-me Conf? n
                                                                         Lock?
n
     Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing?
У
               LAI? y G3V4 Adv Route? y CINFO? y BSR? y Holidays? y
Prompting? y
Variables? y 3.0 Enhanced? y
01 wait-time 10 secs hearing 1100 then silence
02 queue-to skill 1 pri m
03 wait-time 5 secs hearing ringback
               skill 1 pri m if expected-wait < 30
04 check
05 announcement 1104
06 queue-to skill 1
                           pri m
07 stop
```

5.7. Configure VDN

Use the "add vdn <ext>" command to add a VDN number. In the **Destination** field, enter **Vector Number** 1 as configured in **Section 5.6** above, the **Measured** field set to **Internal** and keep other fields at their default values.

```
change vdn 3340
                                                                Page
                                                                       1 of
                                                                              3
                            VECTOR DIRECTORY NUMBER
                             Extension: 3340
                                                                   Unicode Name? n
                                 Name*: Contact Center 1
                           Destination: Vector Number
                                                              1
                   Attendant Vectoring? n
                  Meet-me Conferencing? n
                    Allow VDN Override? n
                                   COR: 1
                                    TN*: 1
                              Measured: internal Report Adjunct Calls as ACD*? n
        Acceptable Service Level (sec): 20
        VDN of Origin Annc. Extension*:
                            1st Skill*:
                            2nd Skill*:
                            3rd Skill*:
SIP URI:
* Follows VDN Override Rules
```

5.8. Configure Agent Login ID

To add an **Agent LoginID**, use the command "add agent-loginID <agent ID>" for each agent. In the compliance test, three agent login IDs 1000, 1001, and 1002 were created.

```
add agent-loginID 1001
                                                                          3
                                                             Page
                                                                   1 of
                                AGENT LOGINID
                Login ID: 1001
                                              Unicode Name? n AAS? n
                    Name: Agent 1001
                                                              AUDIX? n
                     TN: 1
                     COR: 1
          Coverage Path:
                                                      LWC Reception: spe
                                           LWC Log External Calls? n
           Security Code: 1234
           Attribute:
                                           AUDIX Name for Messaging:
                                       LoginID for ISDN/SIP Display? n
                                                           Password:
                                             Password (enter again):
          MWI Served User Type:
                                                        Auto Answer: station
AUX Agent Remains in LOA Queue: system
                                                  MIA Across Skills: system
AUX Agent Considered Idle (MIA): system
                                          ACW Agent Considered Idle: system
            Work Mode on Login: system
                                          Aux Work Reason Code Type: system
```

add ag	add agent-loginID 1001 Page 2 of 3												
_	AGENT LOGINID												
Direct Agent Skill: Service Objective? r													
Call Handling Preference: skill-level Local Call Preference?													
SN	RL SL	SN	RL SL	SN	RL SL	SN	RL SL						
1: 1	1	16:		31:		46:							
2:		17:		32:		47:							
3:		18:		33:		48:							
4:		19:		34:		49:							
5:		20:		35:		50:							
6:		21:		36:		51:							
7:		22:		37:		52:							
8:		23:		38:		53:							
9:		24:		39:		54:							
10:		25:		40:		55:							
11:		26:		41:		56:							
12:		27:		42:		57:							
13:		28:		43:		58:							
14:		29:		44:		59:							
15:		30:		45:		60:							

On **Page 2** of the **Agent LoginID** form, set the skill number (**SN**) to hunt group 1, which is the hunt group (skill) that the agents will log into.

6. Configure RSI Shadow CMS

This section provides a brief configuration of RSI Shadow CMS server. For more details, please refer to the document reference in **Section 9**.

From the Shadow CMS server, start RSI Shadow CMS application and navigate to **System** Configuration \rightarrow PBX Connection Settings.



The **PBX Connection Settings** displays in the right side, in the **PBX Driver** dropdown menu select "Avaya CM" in the list and select the **Avaya BCMS Connection** tab and provide the following values for the **Avaya BCMS Connection** settings:

- Avaya BCMS Connection = Avaya CM SAT (Winlink 2).
- Avaya CM IP Address = IP address of Communication Manager.
- User Name = Name of SAT user created in Section 5.1.
- Password = Password of SAT user created in **Section 5.1**.

Leave all others values as default. Click Apply Changes Now. RSI Shadow CMS configuration is complete.

Home > System Configuration > PBX	Connection Settings	Apply Changes No
PBX Connection Settings	PBX Driver Avaya CM	
	CDR Avaya BCMS Connection Avaya BCMS Connection Avaya BCMS Connection Avaya CM - SAT (WinLink 2)	
	Schedule Start Time 12/01/2020 05:33:07 Interval	Avaya SAT Console Connection Avaya CM IP Address: 10.33.1.6 User Name:
	1 Period Minute	Shadow Password:
-	Monitored Devices (Optional) Agent Numbers To Monitor (CSV): HGs Numbers To Monitor (CSV):	Real-Time Collect Real-time data: Update Frequency (seconds): 3

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager and RSI Shadow CMS.

7.1. Verify Avaya Aura® Communication Manager

Use the command "list agent-loginID" to verify the status of agent.

list agent-loginID													
AGENT LOGINID													
Login ID Name Extension Dir Agt AAS/AUD COR A													
	Skil/Lv	/ Skil/Lv											
1			0001										
1000	Agent	1000	3301				1	TAT					
	1/01	/	/	/	/	/	/	/					
1001	Agent	1001	3401				1	lvl					
	1/01	/	/	/	/	/	/	/					
1002	Agent	1002	3403				1	lvl					

Use the command "status logins" to show the list of SAT users currently log in Communication Manager, ther "shadow" user should be in the list.

status lo	ogins			
		COMMUNICATION MAN	AGER LOGIN INFORMATION	
Login	Profile	User's Address	Active Command	Session
shadow	18			3
*cust	18	10.33.100.52	stat logins	4

7.2. Verify Shadow CMS

Log in to the Shadow CMS web management interface, select **Dashboard** from the left menu (not shown). The **Dashboard** displays in the right side, select **Agent** in the list.

S	nadow			₽ *>	•	2: 2	æ	? Entit	RSI [000	1]	~	Admin	9
»	× Dashboard ×												
	Home > Dashboard	> Dashboar	d										
Ĩ.	Dashboards 🖬	Agent										Widgets 🔒) 🖪
È	Agent 🔅 🏠 🏛												
				Historical	- Agent Da	aily Summai	y (Updated	Hourly)					
-	HuntGroup 🥵 😭 🔟	Agent 💧 Gr	oup 🛓 Group	ACD	Average Talk	Total After Call 🍦	Total Available 💧	Total Aux	Extension	Average Extension	Total Staffed	Total Hold 🌢	
1	VDN 🏟 🏠 🏛	Extension Na	ime Number	Calls	Time	Time	Time	Time	Calls	Time	Time	Time	
2	+ New Dashboard	Skill-3	0										•
	Agent 1000 1000	^J 3301 Sk	ill-1 1	0	0:00	0:00	480:00	0:00	0	0:00		0:00	

The **Agent** tab displays all configured agents in the Communication Manager and their status in the Real-time – Agent Details section

S	nado	ŔŴ			:	-*	· <>	U	***		2	?	Entity	RSI [0001]		*	Admin	9
»	×	Dashboard	×															
*	Hon Das	ne > Da s hboards	shboard ©	> Dashb Agent	oard			-	-						-		Widgets	• •
Ē							Historio	cal - Ager	nt Daily Su	ummary	y (Updat	ed Hour	ly)					*
7	1	Agent 🔺 Name	Login ID	Agent Extension	Group Name	Group Number	♦ Total ACD Calls	Averag Talk Time	ge Total After Time	Call 🔶	Total Available Time	♦ Total Aux Time	♦ Ext Cal	ension ls Avera Exter Time	age Tot nsion 🔶 Sta Tim	al ffed	Total Hold 🔶 Time	
2	1	14:16 THU DEC 3 2020	3	Skill-3		0												^
	1	Agent 1000	1000	3301	Skill-1	1	0	0:00	0:00		480:00	0:00	0	0:00			0:00	
D ⁰	/	Agent 1001	1001	3401	Skill-1	1												
- *	1	Agent 1002	1002	unstaffed	Skill-1	1	2	0:35	81:14		11:58	7:57	5	0:43			0:00	
يو	4	Agent 1003	1003	unstaffed	Skill-1	1												
•	4	Agent 1003	1003	unstaffed	Skill-2	2												
-	4	Agent 1004	1004	unstaffed	Skill-1	1												
		Voice Port Agen	1011	3326	Virtual	7												-
	s	howing 1 to 1	12 of 12 en	tries													- 1	A
								Rea	al-time - A	Agent D	etails							
	<u>'</u>	Agent Name		A Lo	gin ID	🔶 Agen	nt Extensio	n	🕴 Group I	Vame	🔶 Gr	oup Numl	ber	🔶 state	🕴 State Di	ration		
	1	14:16 THU DE	EC 3 2020	3		Skill-3	3				0				-			^
	4	Agent 1000		10	00	3301			Skill-1		1			Avail	08:47:07			
	/	Agent 1001		10	01	3401			Skill-1		1			AUX	00:08:09			
_		Agent 1002		10	02	unsta	ffed		Skill-1		1			unstaffed	164:31:4	1		
		Agent 1003		10	03	unsta	ffed		Skill-1		1			unstaffed	-			-

8. Conclusion

These Application Notes describe the configuration steps required for Resource Software International Shadow CMS to successfully interoperate with Avaya Aura® Communication Manager 8.1. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

9. Additional References

This section references the product documentation that is relevant to these Application Notes. Documentation for Avaya products may be obtained via <u>http://support.avaya.com</u>

- Administering Avaya Aura® Communication Manager, Release 8.1, Document 03-300509, Issue 10, June 2020
- [2] RSI Shadow CMS Startup Guide

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