



The Power of We™

DevConnect Membership for Enterprise

Extract more value from your investment in Avaya technology

As an Avaya customer, you've already made an investment in the future of intelligent communications solutions for your business. We'd like to help you get more out of that investment, by providing you with the tools and resources to take your business to the next level.

Whether you are simply exploring how Avaya technology can create opportunities for your enterprise, or seeking additional technical know-how and information to aid in your current development efforts, a free DevConnect membership offers access to:

- **Downloadable software development kits (SDKs) and client-side libraries** aid in application development and integration.
- **Step-by-step tutorials, in-depth Flash-based training courses, and recorded webinars** build skills within your technical community.
- **Technical Frequently Asked Questions (FAQs) and community-supported forums** assist in knowledge sharing.
- **Sample Applications** jump start your application development efforts by demonstrating how to use key APIs.
- **Developer conferences, podcasts, newsletters and other developer communications** provide ongoing technical awareness.
- **Simulators* and remote labs** aid in prototyping and proof-of-concept implementations with minimal up-front investments.
- **Evaluation kits and developer editions** for emerging Avaya products, allow you to explore new solutions that can give you a competitive advantage or help you deliver superior customer service.
- **Interoperability Notes and DevConnect Member Application Notes** created by our Solution and Interoperability Test Lab assist in deploying solutions.
- **Opportunities to participate in technical beta programs** give you a leg up on next generation application development activities.
- **And much more...**

Enhanced Technical Support options for Enterprise Customers

For additional engineer-level technical support on the use of product APIs and SDKs, DevConnect offers an enhanced membership option just for Enterprise customers. By upgrading your membership, all your application developers can have access to enhanced technical support resources via the DevConnect web portal.

Register today for your free DevConnect membership at www.avaya.com/devconnect

DevConnect Membership is open to all Avaya customers, FREE of charge

The Avaya DevConnect program provides a wide range of developer oriented resources, including access to APIs and SDKs, developer tools, technical support options and training resources.

Enhanced membership options include increased levels of technical developer support.



A SAMPLE LISTING OF AVAILABLE DEVCONNECT RESOURCES:

SDK & API Downloads and Documentation

Information on APIs and downloads of SDKs for over 30 Avaya products, including:

- Avaya Agile Communication Environment™ (Avaya ACE™) Web services and Foundation Toolkit
- Avaya Aura® core communications services, including Session Manager, Communication Manager (deployed as a feature server or as an evolution server), System Manager and Application Enablement Services (AE Services)
- Avaya Aura® Contact Center
- Avaya Communication Server 1000
- Avaya IP Office
- Avaya Aura® Experience Portal
- Avaya IP Deskphones (Push API and PushSDK)

Remote Labs

- DevConnect members can request access to remote lab installations of Avaya products. Some of the remote labs can be accessed on demand; others are available for fixed, scheduled sessions.
- Avaya ACE Web Services and Foundation Toolkit remote labs
- Self Service remote lab, featuring Avaya Aura Experience Portal
- Proactive Outreach Manager remote lab
- Avaya Aura® Session Manager remote lab
- Avaya AE Services and Communication Manager remote lab
- Avaya Aura Contact Center remote lab
- Avaya Communication Server 1000 remote lab

Sample Applications

More than 25 sample applications (in addition to those provided with individual SDKs) for Avaya Aura AE Services, Avaya Aura Contact Center, Avaya Aura Orchestration Designer, Proactive Outreach Manager, Avaya IP Deskphones and Proactive Contact.

DevConnect eBooks

- Mastering Communications Enablement with Avaya ACE Web Services
- Mastering Sequenced Application Development with the Avaya ACE Foundation Toolkit
- Mastering Device, Media and Call Control Using Avaya DMCC Dashboard
- Developing Exceptional Multi-Modal Customer Experiences
- Mastering Avaya IP Deskphone Application Development

Training Courses, Tutorials & Technical Webinars

- In-depth training courses on Avaya product interfaces, including Avaya ACE Web Services, Avaya Aura Contact Center APIs, Avaya Aura Orchestration Designer, Avaya Aura® AE Services and Avaya IP Deskphone APIs
- Step-by-step tutorials, including:
 - Setup, Application Initialization, and Event Monitoring using the AE Services DMCC Java SDK
 - Customizing the Avaya Aura Contact Center Multimedia Web Chat Reference Implementation
 - Developing a Multilingual Speech Application using Avaya Aura Orchestration Designer
 - Avaya IP Deskphone Push and Browser Applications Setup
- Video tutorials on topics including Avaya ACE Web services development and use of the Avaya IP Deskphone XML Designer

Tools, Evaluation Kits & Developer Editions

- Avaya Aura Orchestration Designer
- Avaya AE Services DMCC Dashboard
- Avaya IP Deskphone XML Designer
- Avaya ACE Web Services Trainer
- Avaya Aura® Solution for Midsize Enterprise, comprising instances of Avaya Aura core communications components on a single server, for use in a development lab

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.