AVAYA

Avaya Aura®

Avaya Aura® Application Enablement Services

Leveraging the powerful capabilities of Avaya Aura® Communication Manager for your specific enterprise needs

Overview

Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya has developed the Avaya Aura® Platform – a set of seamless components that mesh together to provide comprehensive team and customer engagement solutions that deliver a meaningful impact to your business.

Avaya Aura® Application Enablement Services extends the value of the Avaya Aura Platform by providing application programing interfaces (APIs) that leverage the powerful call processing, media, and administrative features available in Avaya Aura® Communication Manager. This makes full-functionality customization capabilities accessible to corporate application developers, third party independent software vendors (ISVs), authorized business partners, and systems integrators.

Avaya Aura Application Enablement Services provides an enhanced set of telephony application programming interfaces (APIs), protocols, Web Services, and direct IP access to media that expose Avaya Aura® Communication Manager features. It supports standards such as Computer Supported Telecommunications Applications (CSTA), Java Telephony API (JTAPI) and Telephony Server API (TSAPI) to allow Avaya customers to customize their Avaya Aura® Platform to their specific needs. All of these services are integrated into a single, scalable, software application with management, redundancy and fail-over capabilities to support mission-critical business needs.

Extending Avaya Aura application development and customization capabilities to corporate application developers, third party independent software vendors, authorized business partners, and systems integrators.

Using Avaya Aura Application Enablement Services, software developers can write client applications in the programming language or protocol of their choice — enabling customers, ISVs, Business Partners, and DevConnect partners to integrate the Avaya Aura infrastructure with hundreds of communications and business applications.

Avaya Aura Application Enablement Services provides a server-based software solution that enables 3rd party applications from IBM, Microsoft and other vendors to leverage the capabilities of Avaya Aura Communication Manager software. By integrating the Avaya Aura Application Enablement Services platform in the customer's enterprise network, end users can access the set of "click to communicate" features provided by Avaya with seamless integration into their chosen desktop environment.

Avaya Aura Application Enablement Services also integrates Avaya Aura Communication Manager with Avaya's contact center products including Avaya Oceana, Avaya Contact Center Elite, Avaya Aura Contact Center, Avaya Interaction Center, Avaya Proactive Contact and Avaya Voice Portal, to deliver best in class contact center solutions. Using Avaya Aura Application Enablement Services, software developers can deliver added value by developing their own complementary contact center applications.

Key Customer Benefits

- **Improve worker efficiency and productivity** by eliminating manual dialing and driving all communication operations to a single desktop interface.
- **More efficiently develop and integrate applications** for business solutions by leveraging Web Services interfaces.
- **Favorably impact Total Cost of Ownership** with the latest IP-based call recording solutions.
- **Increase uptime for critical applications** and lessen disruptions utilizing a load-balanced and redundant communication link to Avaya Aura Communication Manager.
- **Enterprises can create their own applications** using Software Development Kits (SDKs), training, tools, documentation, and developer support from Avaya.

Feature Summary

Redundancy: Application Enablement Services supports a Geographic Redundant High Availability option which can be deployed on standalone servers or servers deployed in a virtual environment. This capability provides a hot standby server, connected via the LAN or WAN, that automatically replaces the primary server in the event of failure. In addition, to further manage system resiliency, Application Enablement Services offers Software Duplication capability with Avaya Aura Communication Manager creating a quicker synchronization between applications. A VMware Fault Tolerant option is now supported for High Availability.

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Integration with IBM Sametime: Provides click-to-call, click-to-conference, and telephony presence capabilities from IBM Lotus clients. With the Avaya integrated telephony presence feature, Sametime users can see who is on the phone even when that user is not logged into Sametime.

Integration with Microsoft SfB: Which makes possible numerous desktop telephony features such as click-to-call and exchanging Avaya telephony presence with other Microsoft SfB users. These features improve the efficiency and productivity of the enterprise worker by eliminating the manual aspect of dialing numbers and driving all their communication operations to a single desktop interface.

Integration with IBM Websphere CEA: Integrates with IBM Websphere Application Server (WAS) Communications Enabled Applications (CEA) to allow Websphere IT developers to easily and rapidly add Avaya communications capabilities to their applications.

Third-Party Call Control: Provides adjunct control of telephone calls (e.g. third-party call control) through its call control APIs (TSAPI, JTAPI, CallVisor LAN (CVLAN) and DEFINITY LAN Gateway (DLG)) to complete adjunct routing of incoming calls, report various events to an adjunct, provide notification/control for a specific station/call, perform adjunct invocation of switch features and respond to adjunct queries for information.

TSAPI/JTAPI Service: Avaya Aura Application Enablement Services with Avaya Aura Communication Manager and Avaya Aura Session Manager provides the ability to control Avaya SIP, H.323, and TDM endpoints via TSAPI/JTAPI.

Device and Media Control/Fundamental Third-Party Call Control: Device, Media and Call Control (DMCC) exposes the powerful feature set of your Avaya telephony server through an open, standards based, Java, .NET, and Extensible Markup Language (XML) programming interface.

Web Services: Provides the ability for traditional IT application developers to interface with Avaya Aura Communication Manager through standard Web services via Simple Object Access Protocol (SOAP)/XML methods. This provides developers with a familiar way of implementing new and innovative solutions.

Telephony Web Service: Allows telephony functions such as click-to-dial to be incorporated into the customer's current web applications.

System Management Service: Provides a way for applications to programmatically access and administer a subset of administration objects on Avaya Aura Communication Manager. This enables a wide range of applications that can provide value by provisioning Avaya Aura Communication Manager features. System Management Service (SMS) also supports vectors, allowing third-party developers to create SMS applications to administer vectors.

Additional Features

Computer Telephony Integration: Exposes multiple computer telephony integration (CTI) server platforms through a single server while supporting the leading industry APIs including TSAPI, JTAPI, Avaya CVLAN API, DMCC API and DLG. Complete backwards compatibility for all of these APIs helps ensure the Avaya Aura Application Enablement Services platform will serve legacy, as well as current and future application needs.

Software Development Kits: Consists of client API libraries, XML Schema Definitions (XSDs), Web Service Definition Language (WSDL), Java/XML programmer guides, extensive sample applications, and other development tools. The Application Enablement Services SDKs are: TSAPI SDK, TSAPI Client, CVLAN Client, DMCC Java SDK, DMCC XML SDK, DMCC .NET SDK, Telephony Web Svc SDK, JTAPI SDK, and SMS SDK.

Simple Network Management Protocol Support: Provides a standard interface allowing data to be collected by the customer's SNMP Management application, allowing the customer to view performance data from multiple Avaya Aura Application Enablement Services instances along with data from other elements in the customer's network.

Security and High Availability: Provides transport between Avaya Aura Communication Manager and the Avaya Aura Application Enablement Services platform. This application link improves network security and reliability by providing link encryption, redundancy, automatic load balancing and transparent link failover. The application link capabilities are standard with Avaya Aura Application Enablement Services. This greatly enhances end-to-end solution reliability by adding link resiliency to preserve application session continuity during link outages of up to 30 seconds.

Technical Specifications

Deployment Options

- **Software Only:** Includes the various APIs and High Availability
- **Application Enablement Services on Appliance Virtualization Platform:** Includes the Avaya Aura Application Enablement Services software and operating system deployed Avaya Common Server platforms from HP and Dell.
- **Virtualization of Application Enablement Services on VMware, Microsoft Hyper-V and KVM / Nutanix:** Includes the OVA file for installation on supported hypervisors. See the appropriate deployment guides for resource specifications and options.
- **Infrastructure as a Service (IaaS):** vCloud deployments on Amazon Web Services, Microsoft Azure and Google Cloud.

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Requirements and Supported Systems

- Servers: Avaya Common Servers
- Operating System: Red Hat Enterprise Linux 7.4
- TLS 1.2
- Third-Party Integration:
  - IBM Lotus Sametime 8.0 and 8.5
  - Microsoft Office Communicator 2007 Rls 1 and Rls 2
    (also continues to support Microsoft Live Communication Server 2005)
  - Microsoft Lync Server 2012/2013 (Remote Call Control interface)
  - Support for TSAPI clients on Windows 10

Capacity

- 2,000 CTI messages per second
- 8,000 Device Media Call Control (DMCC) clients
- 8 Domain Control Associations
- Microsoft Office Communicator: 20,000 concurrent client applications at 24,000 BHCC (with dedicated Avaya Aura Application Enablement Services server)
- IBM Lotus Sametime: 10,000 concurrent client applications at 12,000 BHCC (with dedicated Avaya Aura® Application Enablement Services server)

Learn More

To learn more about Avaya Aura Application Enablement Services, talk to your Avaya Account Manager or Authorized Partner. Also, visit us at www.avaya.com.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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