



Avaya Solution & Interoperability Test Lab

Application Notes for configuring Cofely Quentris Smile 3.2 with Avaya Aura® Contact Centre R6.4 and Avaya Communication Server 1000E R7.6 - Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for Cofely Quentris Smile 3.2 to successfully interoperate with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Centre R6.4.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the 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 a compliance-tested configuration used to verify the interoperability of Cofely Quentris Smile 3.2 with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Centre R6.4. Cofely Quentris Smile 3.2 is a screen based console or “soft- console” that interfaces directly with the Avaya Communication Server 1000E R7.6 and provides a graphical user interface for call handling. All relevant call information is provided on a single window. Cofely Quentris Smile 3.2 provides call handling capabilities enabling operators to answer, transfer, announce, park, hold and place calls using their Personal Computer. The Cofely Quentris Smile 3.2 main screen holds all information related to a call such as name, number, origin and status.

2. General Test Approach and Test Results

The Cofely Quentris Smile 3.2 (Smile 3) Console is configured on the Avaya Communication Server 1000E R7.6 (CS1000E) as a set of two 2050PC type phone sets in an Automatic Call Distribution (ACD) environment. The Smile 3 console provides management of multiple lines; incoming calls are presented on the ACD key, private calls are presented on a private Directory Number (DN) key. The Smile 3 console is programmed with up to 6 hold keys for queuing incoming calls. The Avaya Aura® Contact Center (Contact Center) is responsible for queuing and routing calls to the available Smile 3 agent. Smile 3 uses the Avaya implementation of Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) to perform directory lookups. Testing was carried out in the Avaya Lab.

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.

2.1. Interoperability Compliance Testing

During interoperability compliance testing the following features of Smile 3 was covered.

- Call handling abilities including Call Answering, Call Transfer, Announce, Call Park, Call Hold / Unhold
- Placing of calls both internally or externally by the Operator
- BLF (Busy Lamp Field) provision of the status of the various internal phone set types
- Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) support for PSTN trunks
- Support for Call Party Name Display
- ATDN, LDN, Private DN, CDN
- Handling of calls to and from Avaya IP UNIStim, SIP, Digital phone sets and Softphones

2.2. Test Results

All tests outlined in the Test Plan document passed successfully. No errors or issues were observed.

2.3. Support

For more information on Cofely Quentris Smile 3.2 and product support visit <http://www.smileconsole.com/>. The following is the contact information for Quentris:

Address: Cofely Quentris (GDF SUEZ)
Rue de la Fusée 60 Raketstraat - B-1130
Brussels
Phone: +32 2 727 15 81
Web: <http://www.quentris-gdfsuez.be/>

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Smile 3 with CS1000E and Contact Center using an IP connection from the Smile 3 connected to the CS1000E as a set of two IP2050 type sets acquired by Contact Center.

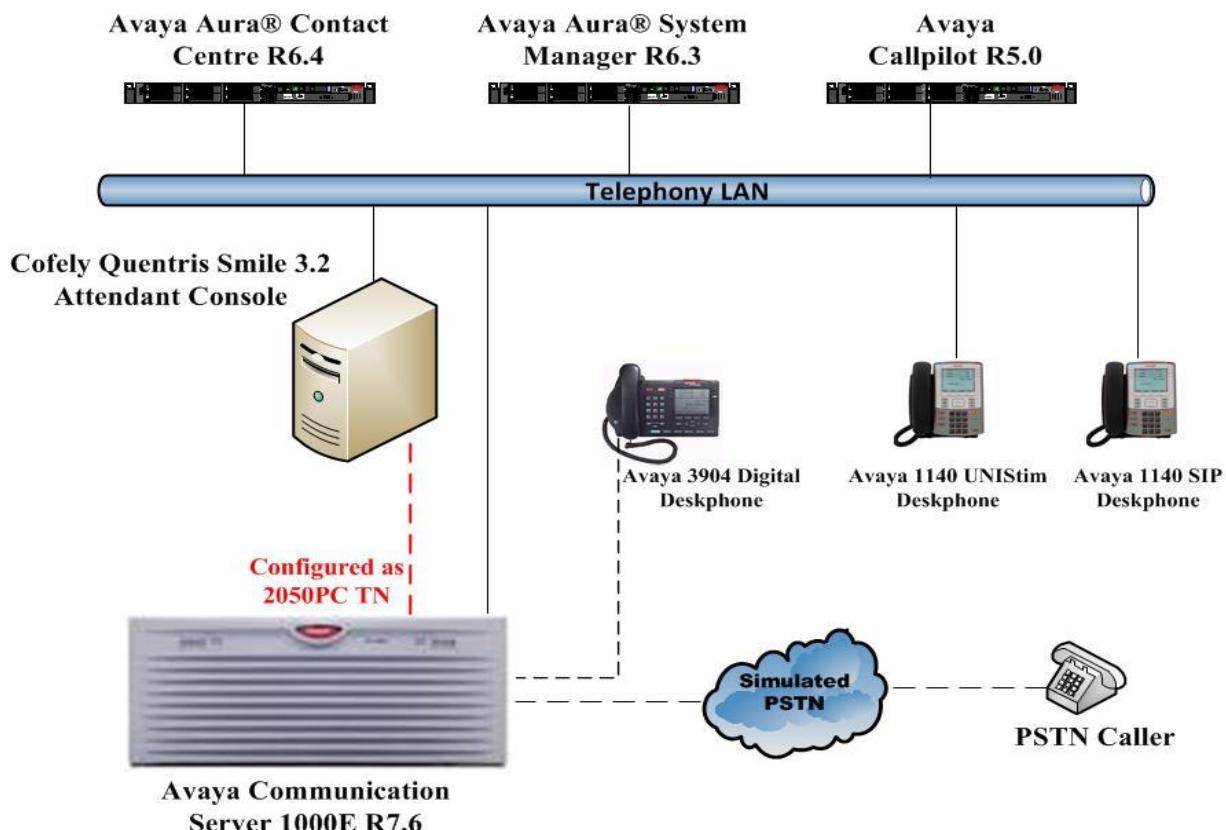


Figure 1: Connection of Cofely Quentris Smile R3.2 with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Centre R6.4

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Contact Center running on a Virtual Server	R6.4 (Service Pack 13)
Avaya Communication Server 1000E running on an Avaya CPPM	R7.6 (See Appendix A for a list of Patches)
Avaya Aura® System Manager running Virtual Server	R6.3.9 [Build 6.3.0.8.5682-6.3.8.4414] [SW Update Rev 6.3.9.1.2482]
Avaya Callpilot 600r Server	Avaya Call Pilot Version 5.00.41 Patch Line-up: CP50041SU08S CP500508G09C
Avaya 1140 UNIStim Deskphone	UNIStim V0625C8D
Avaya 1140 SIP Deskphone	04.03.12.00
Avaya 3904 Digital set	Core Firmware 024 Flash Firmware 094
Cofely Quentris Smile	Version 3.2
Desktop PC (Minimum Specification Pentium Dual Core 2.4GHz, 1GB Ram, 1 USB Hand/Headset)	MS Windows 7

5. Configuration of Avaya Communication Server 1000E

It is assumed that a fully functioning CS1000E is in place with the necessary licensing and with an Embedded LAN connection in place to the Contact Center. For further information on the configuration of CS1000E please see **Section 10** of these Application Notes. An application such as “PuTTY” is used to administer the CS1000E. Open an SSH Session to the Node IP address of the CS1000E,. Log in to the CS1000E Linux application using the appropriate credentials and type **cslogin** (not shown) to gain access to the PBX command line.

Note: A simulated PSTN connection was present on the CS1000E in the form of a QSIG ISDN 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.

5.1.1. Configure the Smile 3 Control Directory Number

Before a new Control Directory Number (CDN) can be created a new Automatic Call Distribution (ACD) Queue must be created. Type **LD 23** at the > prompt to enter overlay 23 and create a **NEW ACD** queue as shown below.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	NEW	New ACD Queue
TYPE	ACD	ACD data block
CUST	0	Customer number
ACDN	3500	Directory Number of the operator queue
MWC	YES	Message Waiting Center
MAXP	2	Maximum Positions.[2 times the number of Smile Consoles].
NCFW	5005	Night DN to send calls when the operator queue is closed.
HOML	NO	Handset On-Hook Means Log out
LABEL_KEY0	NO	Label on ACD key (Key0)

Type **LD 23** at the > prompt to enter overlay 23 and create a **NEW CDN** as shown below. This is a Control Directory Number that is used by the Contact Center in order to route calls.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	NEW	New ACD Queue
TYPE	CDN	Control Directory Number
CUST	0	Customer number
CDN	6200	Directory Number of the operator queue
.....	Return	
DFDN	3500	Default routing ACD Q (enter the ACD Q from above)
.....	Return to end	

Create a dummy ACD Q that will call forward to the CDN created above. Type **LD 23** at the > prompt to enter overlay 23 and create a **NEW ACD** queue as shown below.

Prompt	Response	Description
>	LD 23	Enter Overlay 23
REQ	NEW	New ACD Queue
TYPE	ACD	ACD data block
CUST	0	Customer number
ACDN	1234	Directory Number of the operator queue
MAXP	1	Maximum Positions.[1 is set to ensure that NCFW is used]
NCFW	6200	Call forward all calls to 6200
.....		Return to end)

5.1.2. Configure the Smile 3 Console Terminal Numbers

Enter overlay 11 to add a **NEW 2050PC** type set that will be utilised by the Smile 3 Console. Type **LD 11** at the > prompt to enter the overlay as shown below.

Prompt	Response	Description
>	LD 11	Enter Overlay 11
REQ	NEW	create new agent set
TYPE	2050PC	The Type must be soft phone 2050PC
TN	100 0 0 21	Terminal Number on PBX [loop shelf card unit]
KEM	1	Number of attached IP Phone Key expansion Module [Must be set to 1 for the monitoring of the 6 extra Hold Keys].
ZONE	1	Zone Number which Smile Console belongs.
CLS	CNDA	Call Party Name Display Allowed
CLS	CFXA	Call Forward All Calls to External DN Allowed
CLS	AHA	Automatic Hold Allowed
CLS	DDGD	DN Display on other set Denied
CLS	RECA	IP Phone Call Recording Allowed
CLS	KEM3	Key expansion module equipped
...		
AST	00 04	Associate Set Assignment for Meridian Link applications.
IAPG	1	Group 1 sends out ALL messages for AST set.
KEY 0	ACD 3500	ACD key for the incoming calls
KEY 1	NRD	Not Ready key
KEY 2	MSB	Make Set Busy key
KEY 4	SCR 3510	Private key used to make calls and to receive private calls
KEY 32	SCN 3511	To control and monitor the 1 st call on hold
KEY 33	SCN 3512	To control and monitor the 2 nd call on hold
KEY 34	SCN 3513	To control and monitor the 3 rd call on hold
KEY 35	SCN 3514	To control and monitor the 4 th call on hold
KEY 36	SCN 3515	To control and monitor the 5 th call on hold
KEY 37	SCN 3516	To control and monitor the 6 th call on hold
KEY	45 OVR	Call Override key used for the 'Call Intrusion' facility

The secondary Terminal Number (TN) is configured without a private number (DN) and is set up as follows:

Prompt	Response	Description
>	LD 11	Enter Overlay 11
REQ	NEW	create new agent set
TYPE	2050PC	The Type must be soft phone 2050PC
TN	100 0 0 22	Terminal Number on PBX [loop shelf card unit]
KEM	3	KEM 3 for the Busy Lamp Field information
ZONE	1	Zone Number which Smile 3 console belongs
CLS	CNDA	Call Party Name Display Allowed
CLS	CFXA	Call Forward All Calls to External DN Allowed
CLS	AHA	Automatic Hold Allowed
CLS	DDGD	DN Display on other set Denied
CLS	RECA	IP Phone Call Recording Allowed
CLS	KEM3	Key expansion modules equipped
AST	00 04	Associate Set Assignment for Meridian Link applications
IAPG	1	Group 1 sends out ALL messages for AST set
KEY 0	ACD 3500	ACD key for the incoming calls (ACD Queue + 0 + PositionID)
KEY 1	NRD	Not Ready key
KEY 2	MSB	Make Set Busy key
KEY 3	DWC 3500	Display Waiting Call key used to monitor the ACD Q (3500)
KEY 32	SCN 3511	To control and monitor the 1 st call on hold
KEY 33	SCN 3512	To control and monitor the 2 nd call on hold
KEY 34	SCN 3513	To control and monitor the 3 rd call on hold
KEY 35	SCN 3514	To control and monitor the 4 th call on hold
KEY 36	SCN 3515	To control and monitor the 5 th call on hold
KEY 37	SCN 3516	To control and monitor the 6 th call on hold
KEY 50	SCN 5004	DN 5004 is being monitored for BLF
KEY 51	SCN 5005	DN 5005 is being monitored for BLF
KEY 52	SCN 5010	DN 5010 is being monitored for BLF

5.1.3. Configure the Customer Data Block for the Smile 3 Console

Type **LD 15** to enter the overlay to make changes to the NIT DN as shown below. The prompt **NIT** is changed to the ACD queue of the Smile 3 console. Since the CS1000E has no M2250/CIU defined it will always be in “Nite mode”, callers dialling the console number (LDNs, ATDN, etc...) are routed to the NIT number defined in the customer data block in this case it will be 3500 and will route to the Smile 3 console. The ACD dummy queue is chosen as the NIT1 number and this in turn will route the call to the Contact Center CDN. When the Smile 3 console is out of service the callers dialling the console number will be routed as per the Contact Center routing.

Prompt	Response	Description
>	LD 15	Enter Overlay 15
REQ	CHG	Change existing customer data block
TYPE	NIT_DATA	Night Service options
CUST	0	Customer number
NIT1	1234	ACD Q setup in Section 5.1

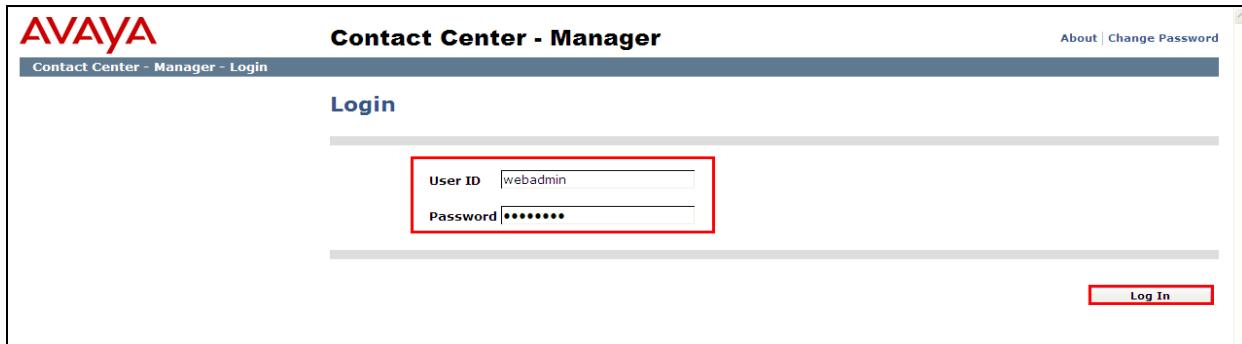
In order to set up the Attendant Directory Number the following configuration must be carried out. The Attendant number is typically 0, 9 or 11. This is the number that all internal callers use to contact the Operator. Type **LD 15** to enter the overlay to make changes to the **ATT_DATA** as shown below and change the **ATDN** to the Attendant Directory Number.

Prompt	Response	Description
>	LD 15	Enter Overlay 15
REQ	CHG	Change existing customer data block
TYPE	ATT_DATA	Attendant Data
CUST	0	Customer number
ATDN	0	Attendant Directory Number. Usually 0, 9 or 11

6. Configure Avaya Aura® Contact Center

In order that Smile 3 can operate in a Contact Centre environment, two contact centre agents with login ID's need to be configured. The agents will require a skillset to be assigned and the Terminal Number (TN) of the Primary and Secondary ACD agent need to be acquired by Contact Center.

Open a web session to the Contact Center server and **Log In** with the proper credentials as shown below.



The screenshot shows the Avaya Contact Center - Manager login interface. At the top left is the AVAYA logo. The main title is "Contact Center - Manager". Below it, a sub-header says "Contact Center - Manager - Login". The central area is titled "Login". It contains two input fields: "User ID" with the value "webadmin" and "Password" with masked entries. Both fields are highlighted with a red border. At the bottom right is a "Log In" button, also highlighted with a red border.

6.1. Adding CS1000E Information

From the **Launchpad** menu select **Configuration**.



The screenshot shows the Avaya Contact Center - Manager launchpad interface. At the top left is the AVAYA logo. The main title is "Contact Center - Manager". Below it, a sub-header says "Launchpad". The central area is titled "Launchpad". It lists several management categories, each preceded by a circular icon: "Contact Center Management", "Access and Partition Management", "Real-Time Reporting", "Historical Reporting", "Call Recording and Quality Monitoring", "Configuration", "Scripting", "Emergency Help", "Outbound", and "Multimedia". The "Configuration" item is highlighted with a red border.

6.1.1. Adding CS1000E Terminal Numbers

The Terminal Numbers created in **Section 5.1.2** must be added and acquired by the Contact Center. Navigate to **Phonesets and Voice Ports** in the left window and the **Phonesets/Voice Ports** window appears. Enter a suitable **Name Type** should be **Not Voice Port** and enter the Terminal Number (TN) of the phoneset for **Address** in the correct format as in the example shown below. Check the **Acquired?** box. Tab to the next line or press **Enter**. If successful a message indicating success will be displayed at the bottom of the page. Both the Primary and Secondary TN should be entered and acquired successfully.

The screenshot shows the Avaya Configuration interface with the title 'Configuration' at the top. The left sidebar shows a tree view with 'AACCC63VMPP' selected. Under 'Phonesets and Voice Ports', several entries are listed, including 'SmileTN1' and 'SmileTN2', which are highlighted with a red border. The main pane displays a table of 'Phonesets/Voice Ports' with columns: Name, Type, Address, Channel, IVR Name, Acquired?, and Status. The 'Acquired?' column contains checked boxes for most entries, except for 'SmileTN1' and 'SmileTN2' which have unchecked boxes. The 'Status' column shows 'Acquired' for most entries and 'Not Acquired' for the two highlighted ones.

Name	Type	Address	Channel	IVR Name	Acquired?	Status
100-0-0-1	Agent	100-0-0-1			<input checked="" type="checkbox"/>	Acquired
100-0-0-17	Agent	100-0-0-17			<input checked="" type="checkbox"/>	Acquired
SmileTN1	Error	100-0-0-21			<input checked="" type="checkbox"/>	Acquired
SmileTN2	Error	100-0-0-22			<input checked="" type="checkbox"/>	Acquired
100-0-0-6	Agent	100-0-0-6			<input checked="" type="checkbox"/>	Acquired
100-0-0-7	Agent	100-0-0-7			<input checked="" type="checkbox"/>	Acquired
Offsite&Agt1	Agent	100-0-2-20			<input checked="" type="checkbox"/>	Acquired
4-0-10-0	Agent	4-0-10-0			<input checked="" type="checkbox"/>	Acquired
4-0-10-1	Agent	4-0-10-1			<input checked="" type="checkbox"/>	Acquired
4-0-10-2	Agent	4-0-10-2			<input checked="" type="checkbox"/>	Acquired
96-0-0-2	Error	96-0-0-2			<input type="checkbox"/>	Not Acquired
96-0-0-4	Error	96-0-0-4			<input type="checkbox"/>	Not Acquired
96-0-0-5	Error	96-0-0-5			<input type="checkbox"/>	Not Acquired
96-0-0-6	Error	96-0-0-6			<input type="checkbox"/>	Not Acquired
*						

6.1.2. Adding CS1000E CDN

The CDN created in **Section 5.1.1** must be added and acquired. Navigate to **CDN (Route Points)** in the left window.

The screenshot shows the Avaya Configuration interface with the title 'Configuration' at the top. The left sidebar shows a tree view with 'AACCC63VMPP' selected. Under 'CDNs (Route Points)', several entries are listed, including 'SMILE', which is highlighted with a red border. The main pane displays a table of 'CDNs (Route Points)' with columns: Name, Number, Call Type, Acquired?, and Status. The 'Acquired?' column contains checked boxes for most entries, except for 'SMILE' which has an unchecked box. The 'Status' column shows 'Acquired' for most entries and 'Not Acquired' for the highlighted one.

Name	Number	Call Type	Acquired?	Status
Helpdesk	3500	Local	<input checked="" type="checkbox"/>	Acquired
Gold_Service	3501	Local	<input checked="" type="checkbox"/>	Acquired
Silver_Service	3502	Local	<input checked="" type="checkbox"/>	Acquired
Bronze_Service	3503	Local	<input checked="" type="checkbox"/>	Acquired
Common_Service	3504	Local	<input checked="" type="checkbox"/>	Acquired
LogicalLookup	6000	Local	<input type="checkbox"/>	Not Acquired
Capita6100	6100	Local	<input checked="" type="checkbox"/>	Acquired
North6101	6101	Local	<input type="checkbox"/>	Acquire Failed
North6102	6102	Local	<input type="checkbox"/>	Acquire Failed
North6103	6103	Local	<input type="checkbox"/>	Acquire Failed
North6104	6104	Local	<input type="checkbox"/>	Acquire Failed
SMILE	6200	Local	<input checked="" type="checkbox"/>	Acquired
*				

6.1.3. Check the phoneset displays

There should be no phoneset display configured for the Smile 3 Console. To check the phoneset displays navigate to **Phoneset Displays** in the left window and ensure that there is none configured as shown below.

1*24 and 1*18 Not Configured	1*16 Not Configured	1*40 Not Configured	1*12(numeric) Not Configured
Skillset skillset name	DNIS DNIS name	DNIS# DNIS number	CDN Source CDN name
CDN# Source CDN number	CLID CLID name	CLID# CLID number	Trunk Trunk member
Route Route Name	Route# Route Number	Queue Queue Time	Label: <input type="text"/>

*Note: A custom label must be followed by one or more configuration labels otherwise it will not be saved.

6.2. Create a Skillset for SMILE

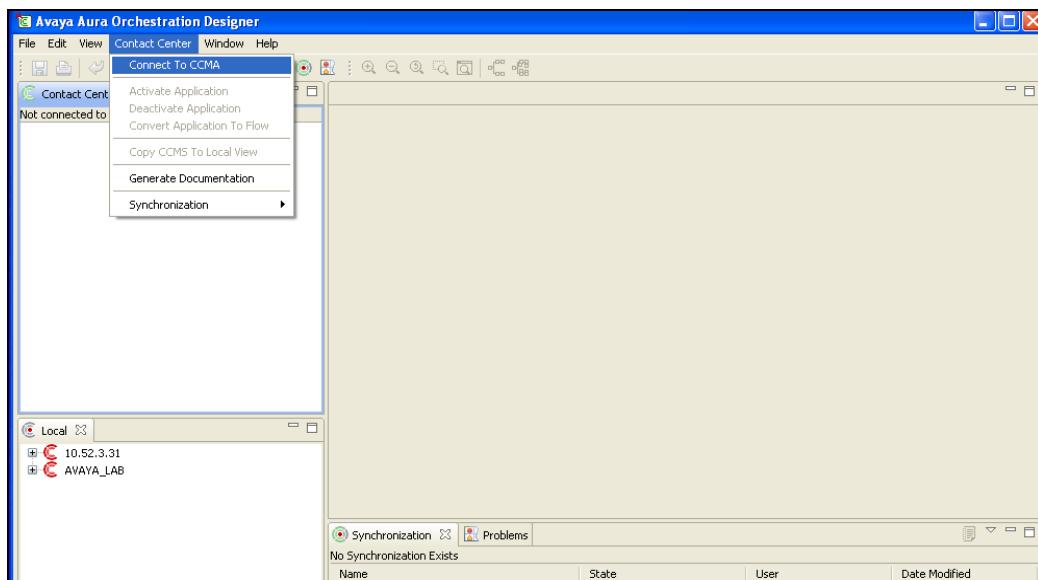
Navigate to **Skillsets** in the left window and enter a new skillset for the Smile 3 console. The example below shows a new skillset called **SMILE**.

Contact Type	Prefix	Skillset Name	Default Activity Code	Threshold Class	Call Age Preference	Map To ACD-DN	Out Of Service Mode
Social_Networking	SN_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice_Mail	VM_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
SMS	SM_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Fax	FX_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Scanned_Document	SD_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
OpenR	OQ_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Outbound	OB_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Web_Communications	WC_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
E-Mail	EM_	Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice		Default_Skillset	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	EmergencyOpp	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Non_EmergencyOpp	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Admin1	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Public	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Helpdesk	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Gold_Service	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Silver_Service	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Bronze_Service	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	Common_Service	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A
Voice	SMILE	00_Skillset_Default_Activity_Code	00_Skillset_Default_Activity_Code	Skillset_Template	First In Queue	N/A	N/A

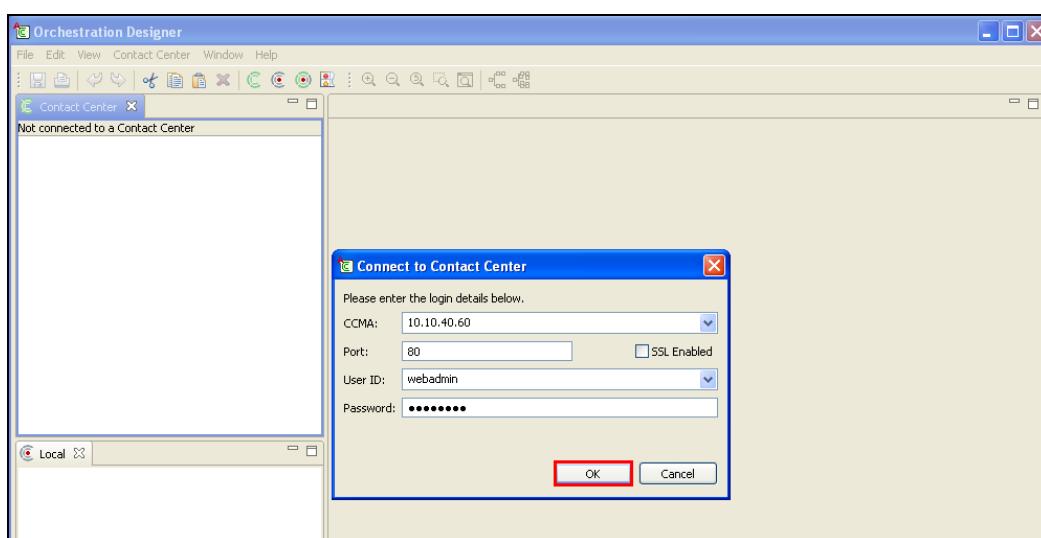
6.3. Create an Application for emergency routing

All routing changes are created 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.

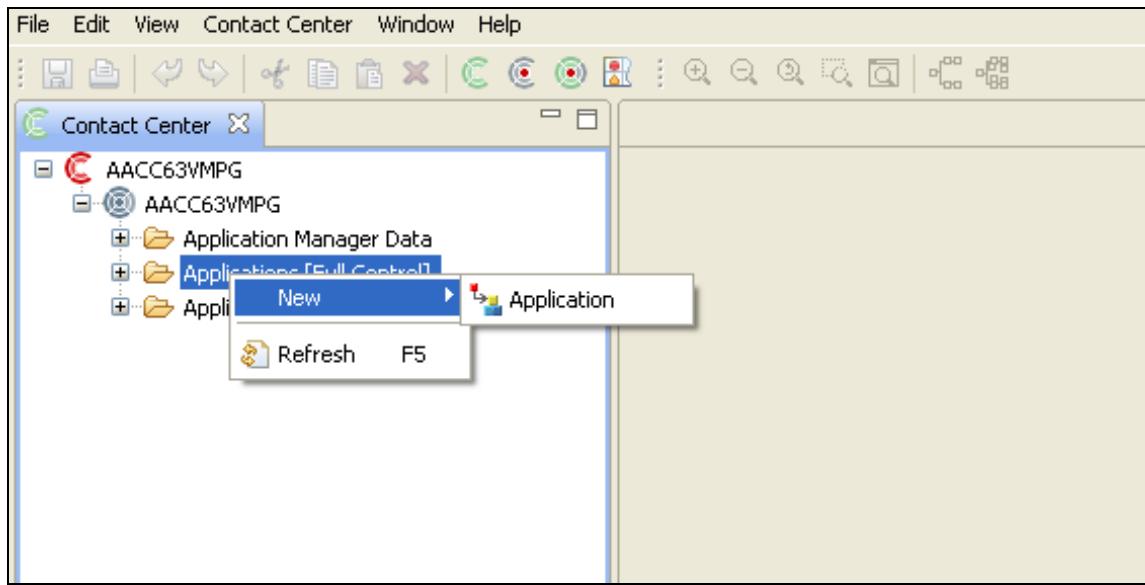
A new application was created for the routing of emergency calls and this is associated with the CDN created on the CS1000E in **Section 5.1.1**. Open Orchestration Designer (not shown) and **Connect to CCMA** as shown below.



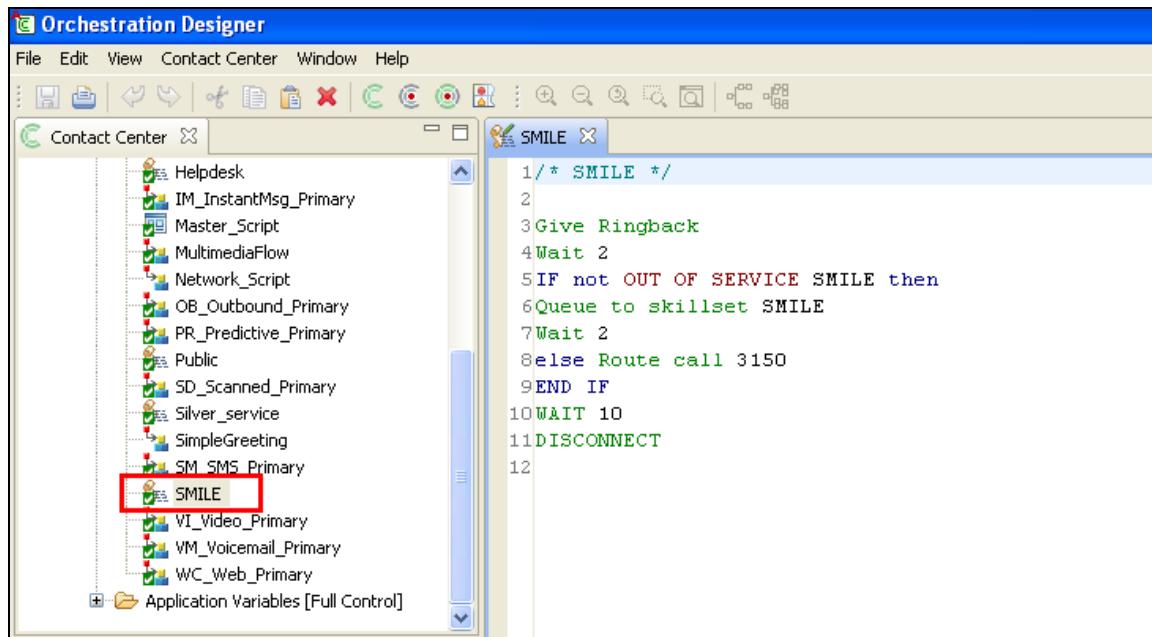
Enter the CCMA credentials and click on OK.



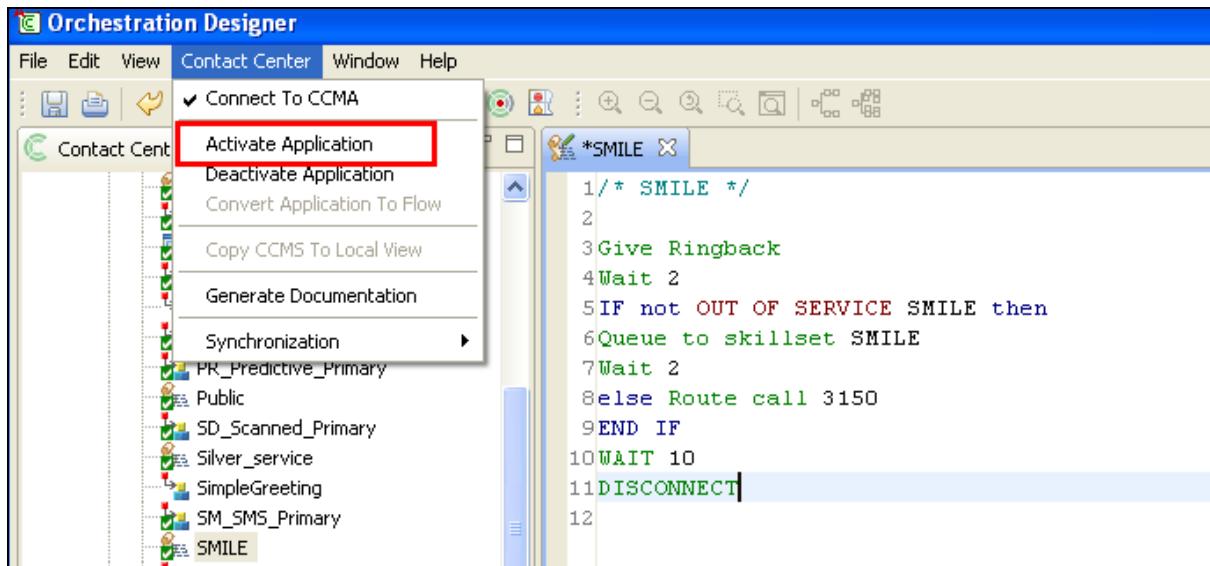
Navigate to **Applications** in the left window and right click and select **New→Application** as shown below.



Below shows an example of a script used to route calls to the skillset **SMILE**.

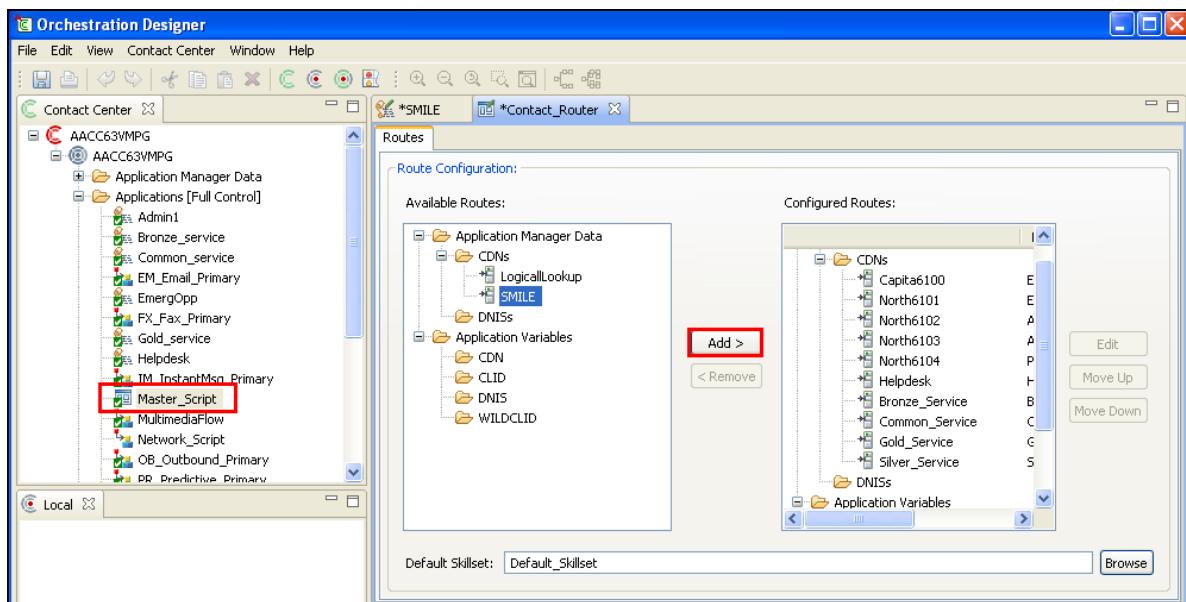


Once this is completed select **Contact Centre** and **Activate Application** as shown below in order to make this active.

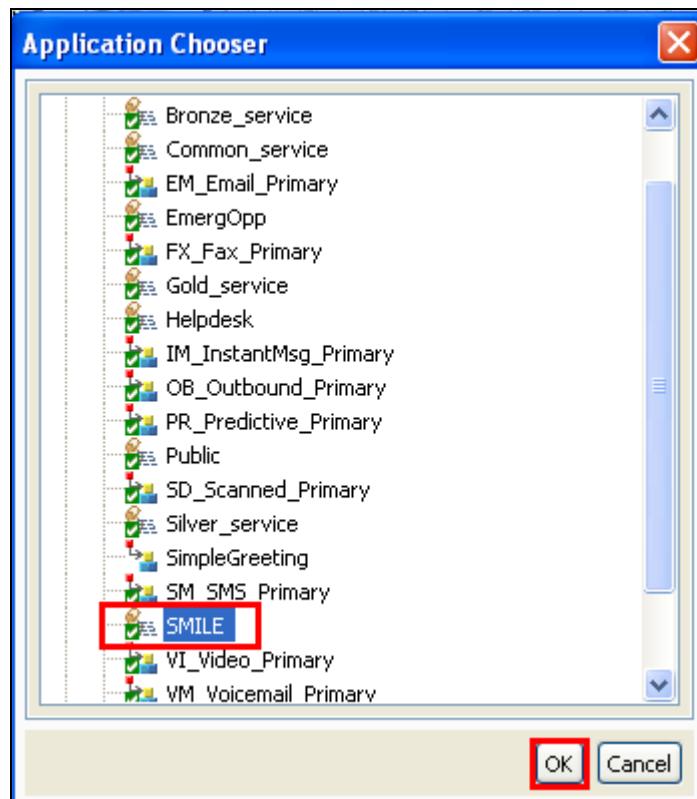


6.3.1. Associate an Application with a CDN

In order to associate an application with a CDN the master script must be 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.

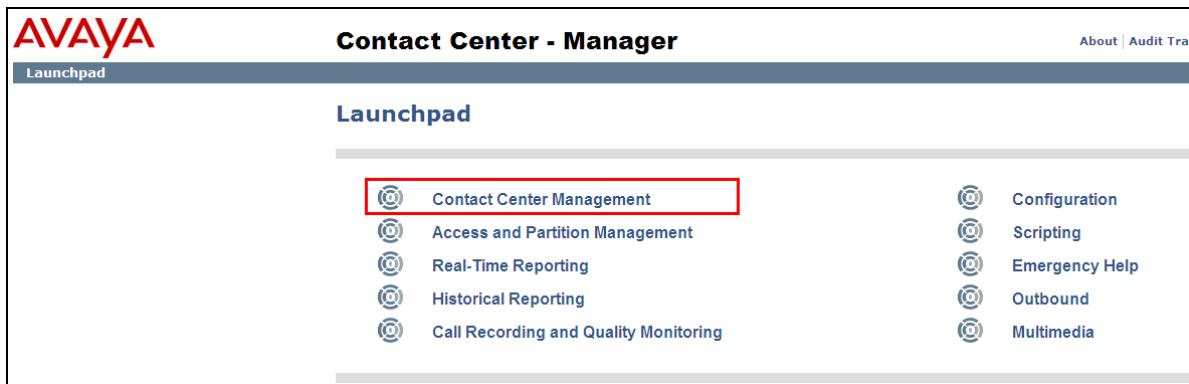


Select the newly created Application **SMILE**, as shown below and click on **OK**.

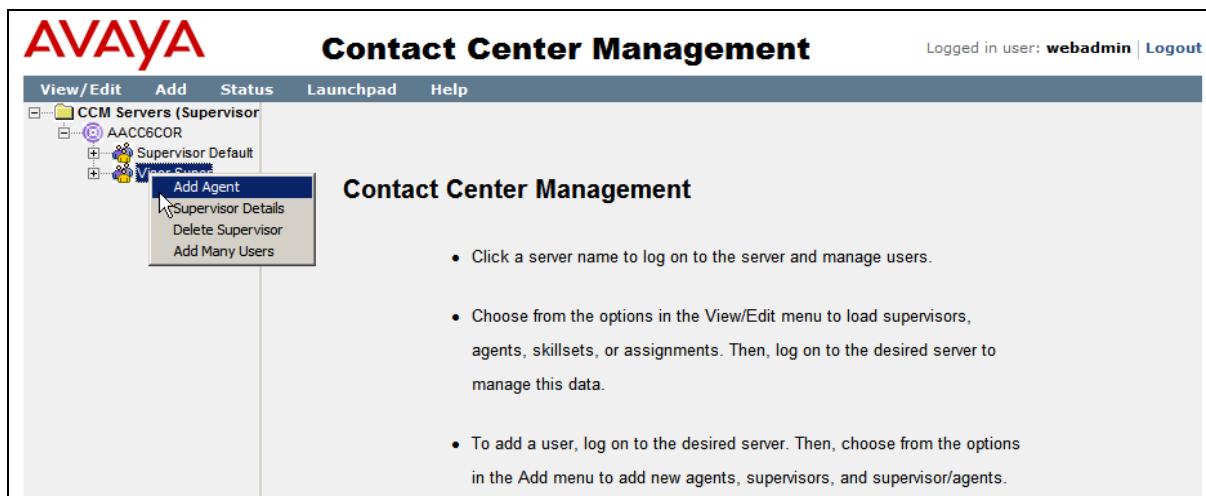


6.4. Create two Contact Centre Agents

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



The **Contact Centre Management** page is presented. Right click on the appropriate supervisor and select **Add Agent**.



On the **Agent Details** page, enter all the **User Details** as shown below. On the same page scroll down to **Skillsets → Assign Skillsets** (not shown). Select the Skillset for the Smile 3 Agent to log into, in the example below **SMILE** was chosen. Click the **Submit** button at the bottom of the page.

Skillset Name (1)	Contact Type	Priority
SMILE	Voice	1

A second contact centre agent is configured to correspond to the Secondary ACD Agent TN. Please follow the same procedure and populate as shown below.

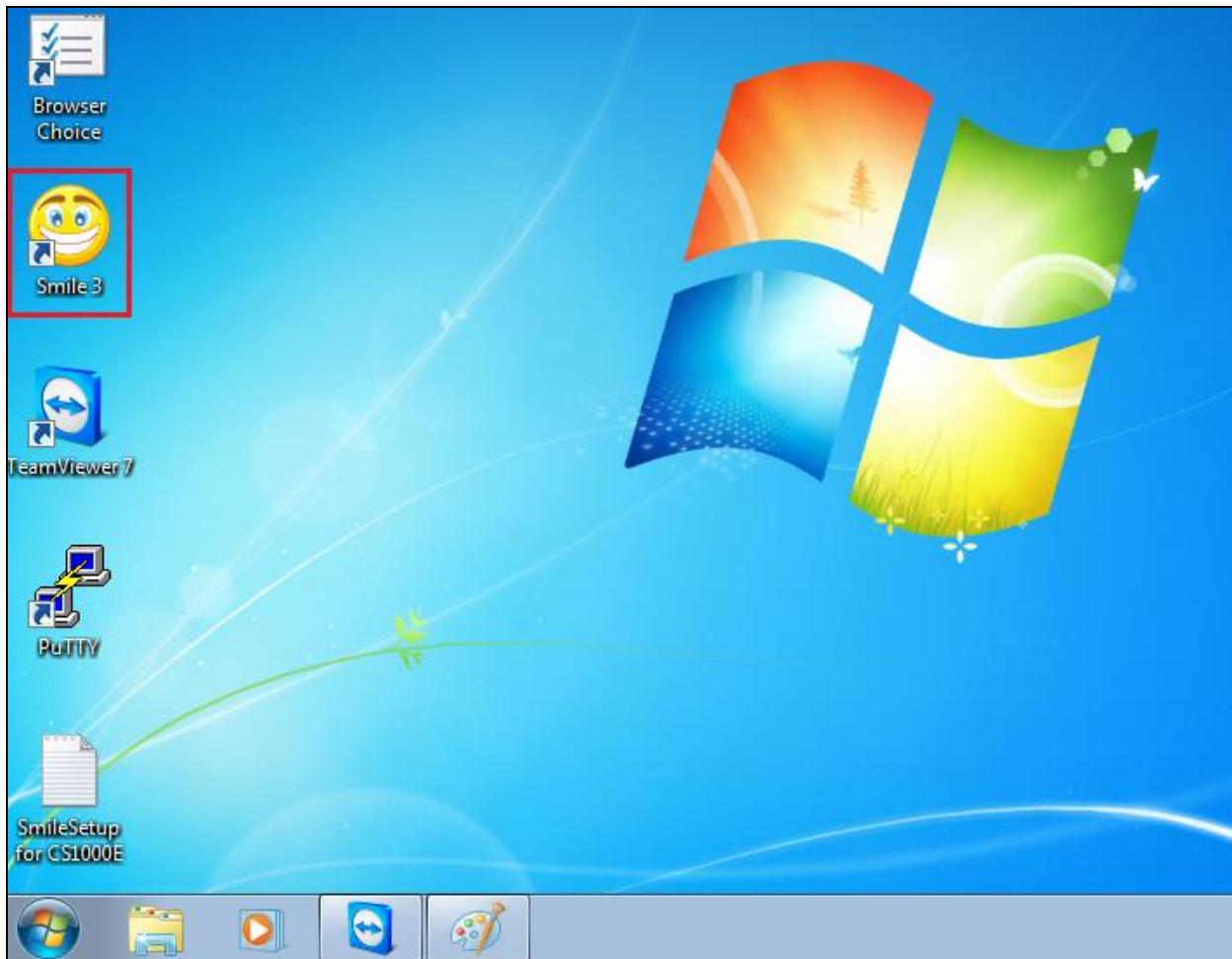
Note: The contact centre agents associated to the Smile 3 operator must have the same skillset definition.

Skillset Name (1)	Contact Type	Priority
SMILE	Voice	1

7. Configure Cofely Quentris Smile 3.2 Console Application

It is expected that the Smile 3 installation and license activation is completed before the following configuration can be executed. For details on how these procedures are carried out please refer to **Section 10** of these Application Notes.

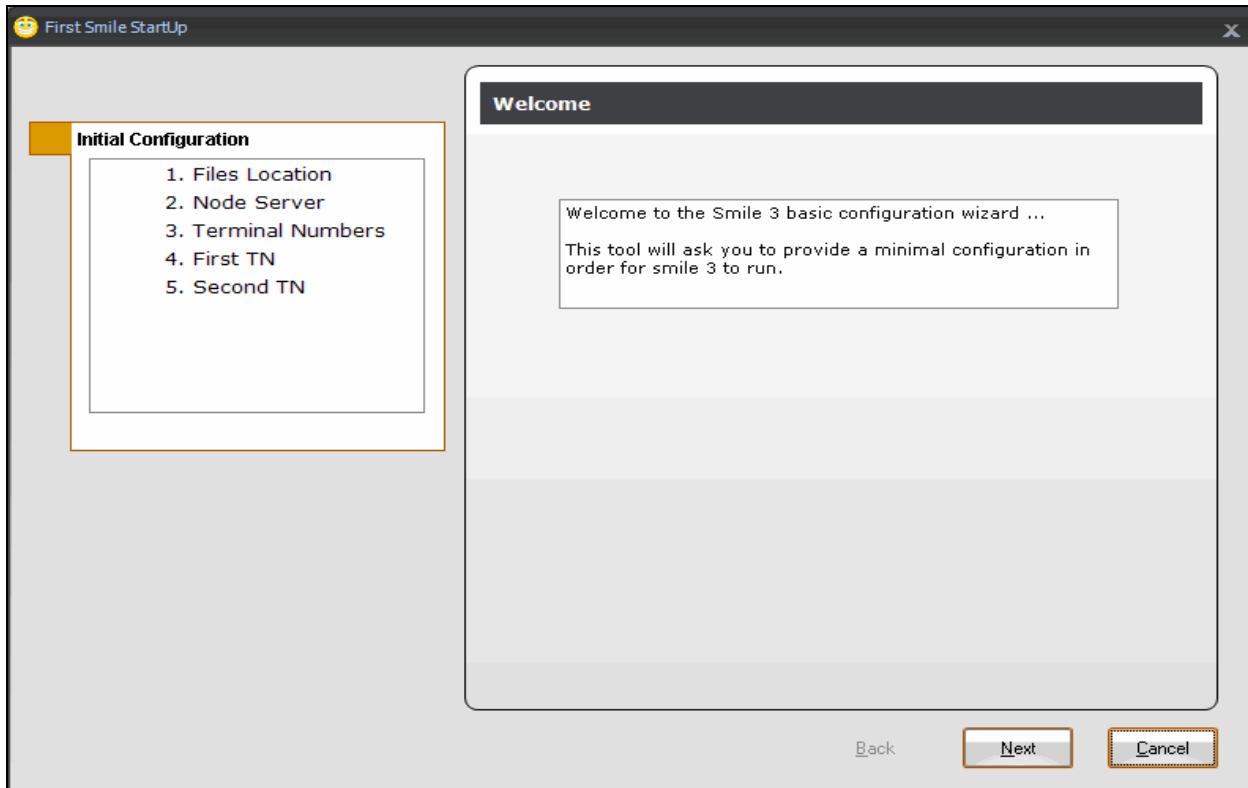
Start the Smile 3 Console using the shortcut. **Smile 3** is also available in the program group of the Operating System.



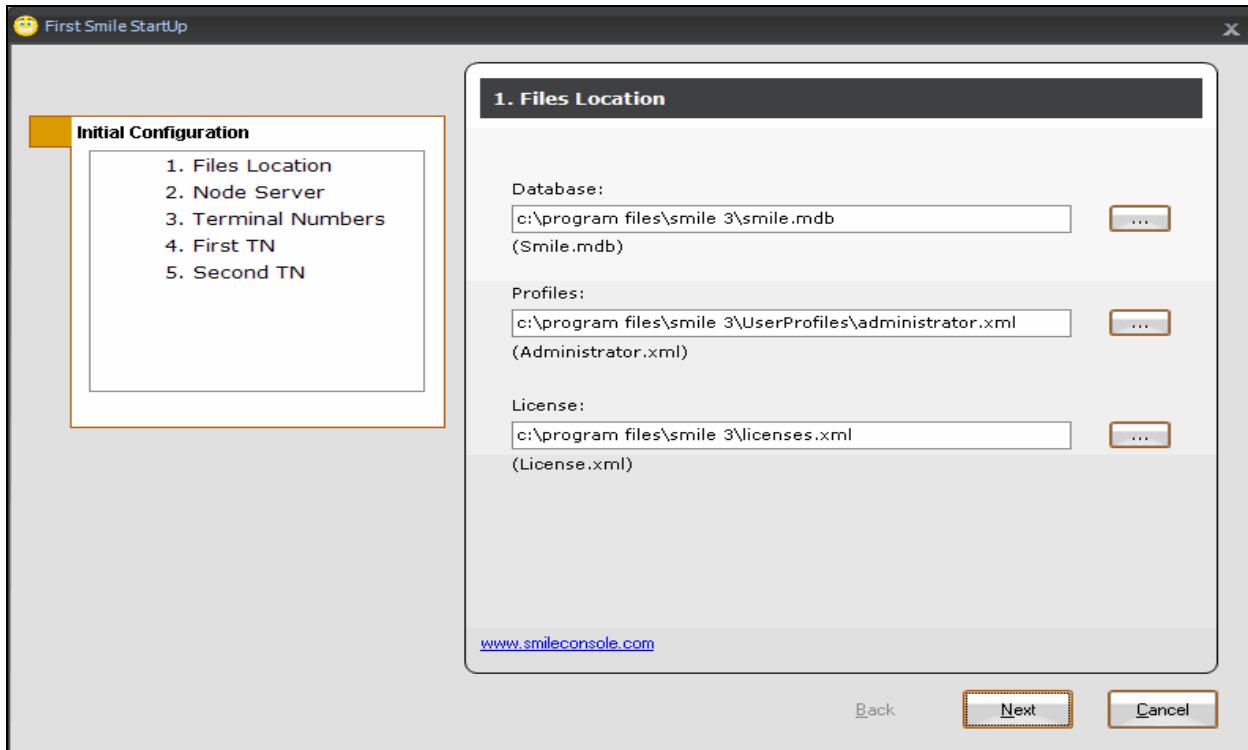
Note: If the Smile 3 Console has not yet been configured and this is the first instance of the running of the Smile 3 Console then a configuration wizard will start and the configuration of the Smile 3 connection to the CS1000E and Contact Center will be performed as outlined in the following **Section 7.1**.

7.1. Configure Cofely Quentris Smile 3.2 using Configuration Wizard

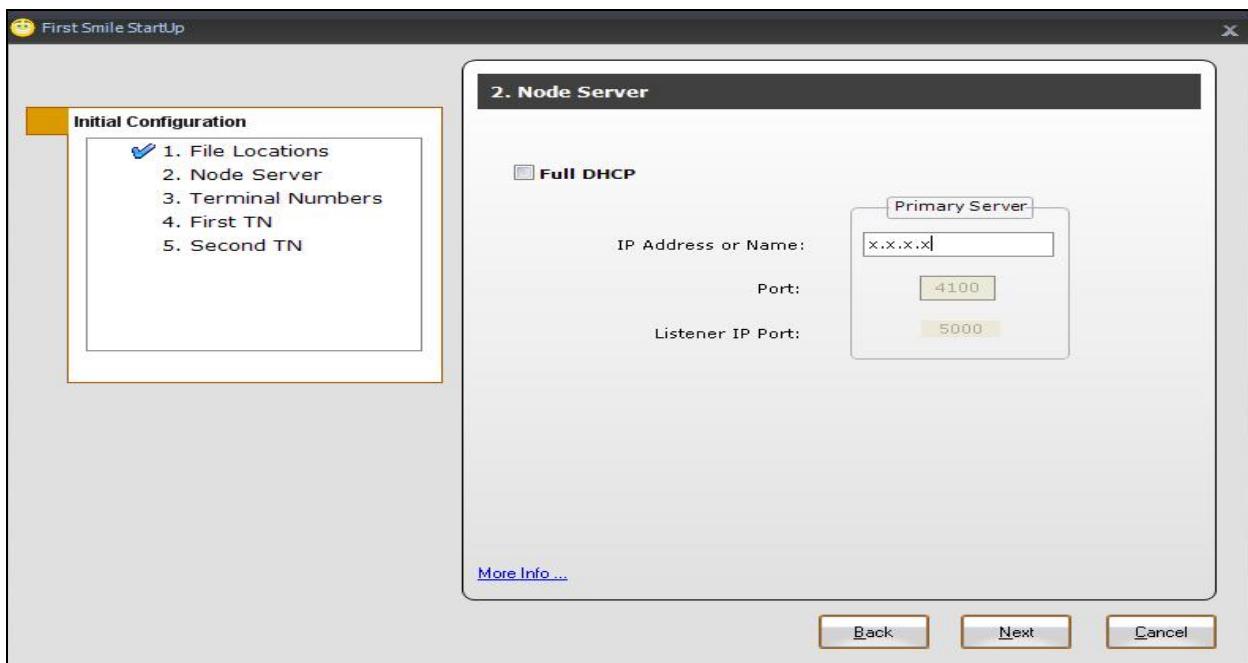
The **Welcome** message appears with first time start-up and a setup wizard allows the initial configuration of the Smile 3 application. Click **Next** to continue through the wizard.



The first configuration screen allows confirmation of the location of Smile 3 related files. Please choose the defaults and click **Next**.



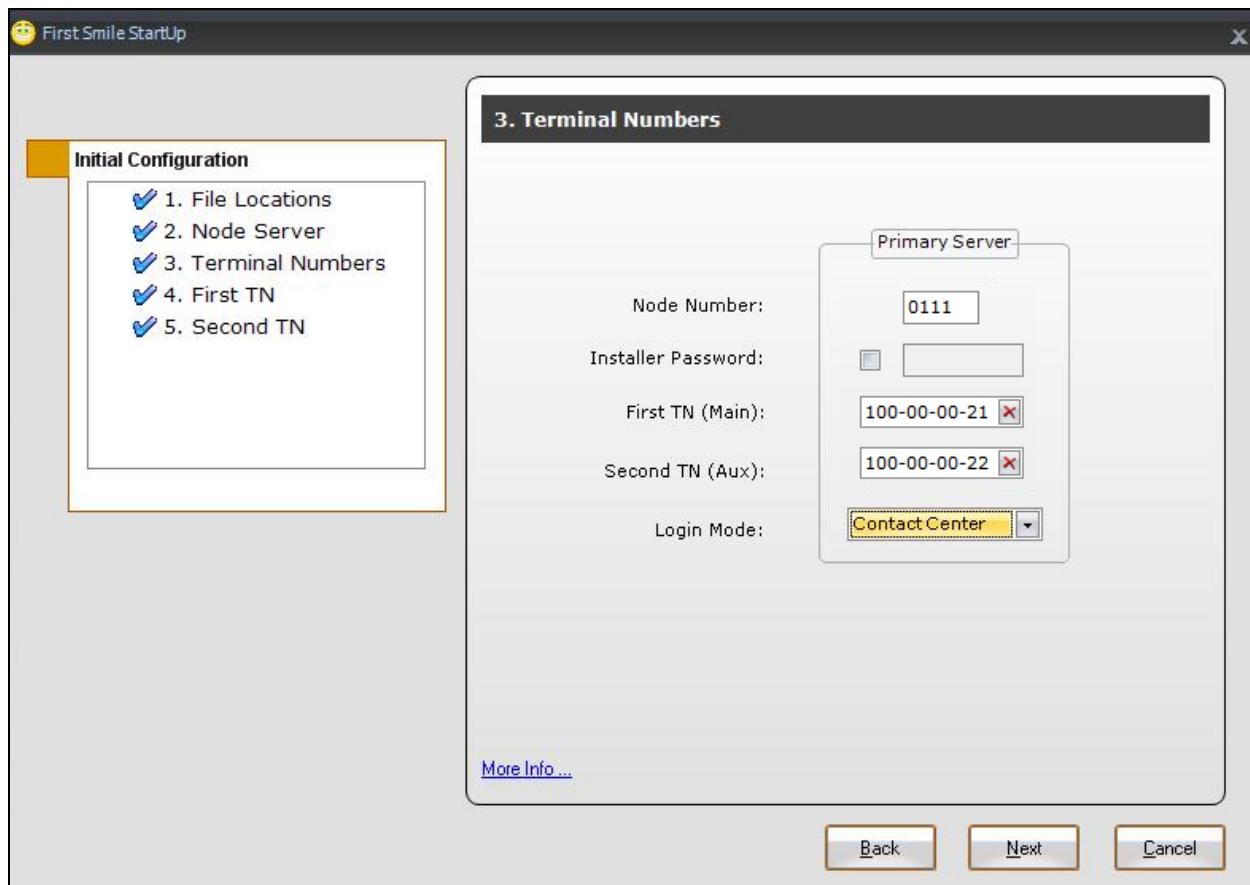
The second configuration screen shows the **Node Server** page. Enter the node IP address of the CS1000E for **IP address or Name**. Click **Next** to continue.



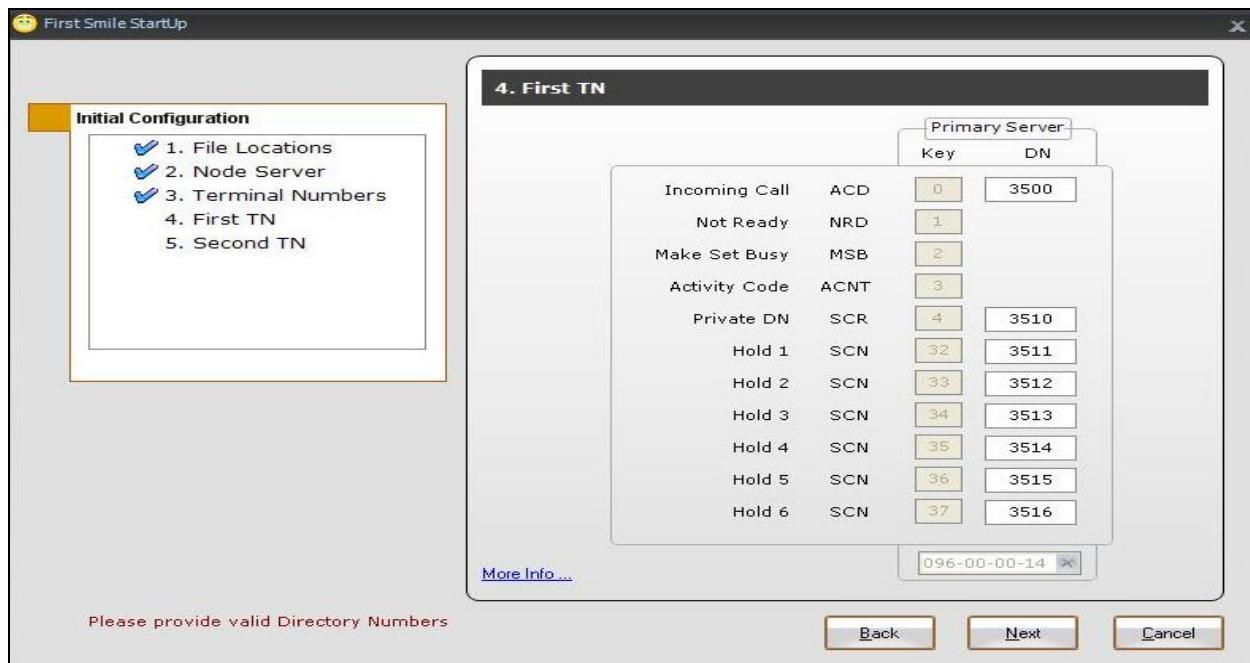
The **Terminal Numbers** configuration page appears. Enter the following information.

- **Node Number** Node number configured for the site
- **First TN (Main)** Primary Terminal Number that was added in **Section 5.1.2**
- **Second TN (Aux)** Second Terminal Number that was added in **Section 5.1.2**
- **Login Mode** To connect the Contact Center select **Contact Center**

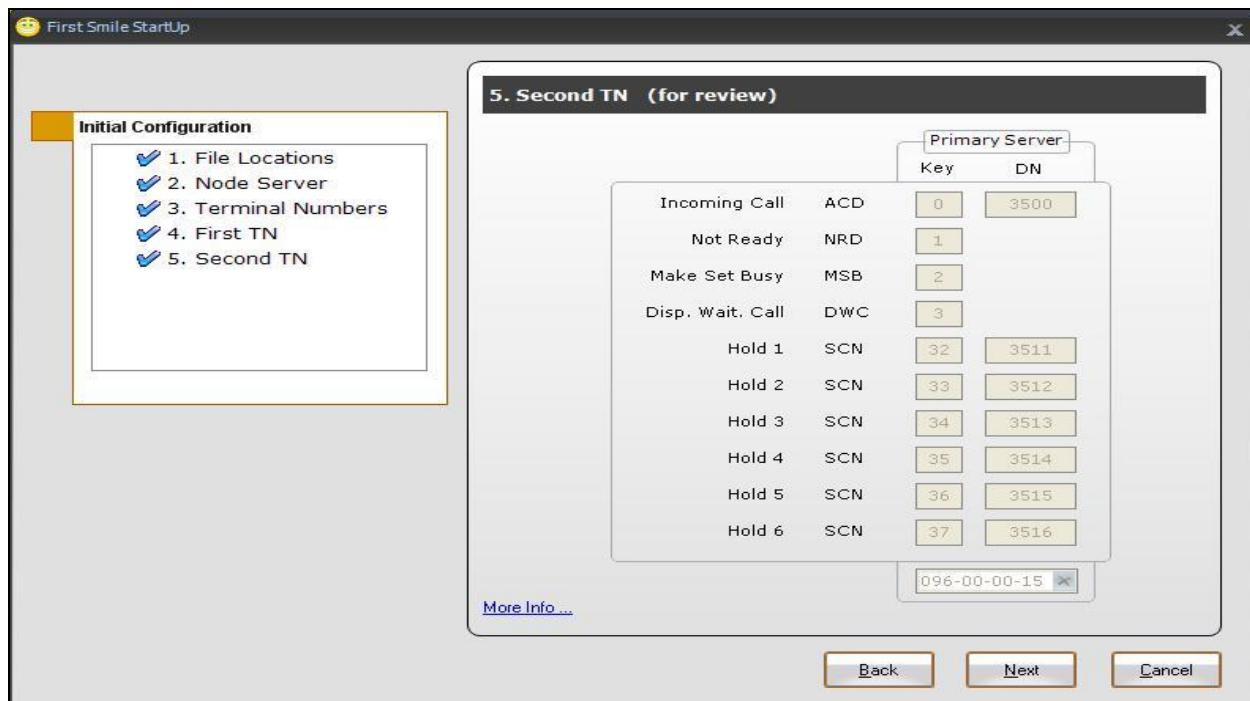
Click **Next** to continue to the following configuration screen.



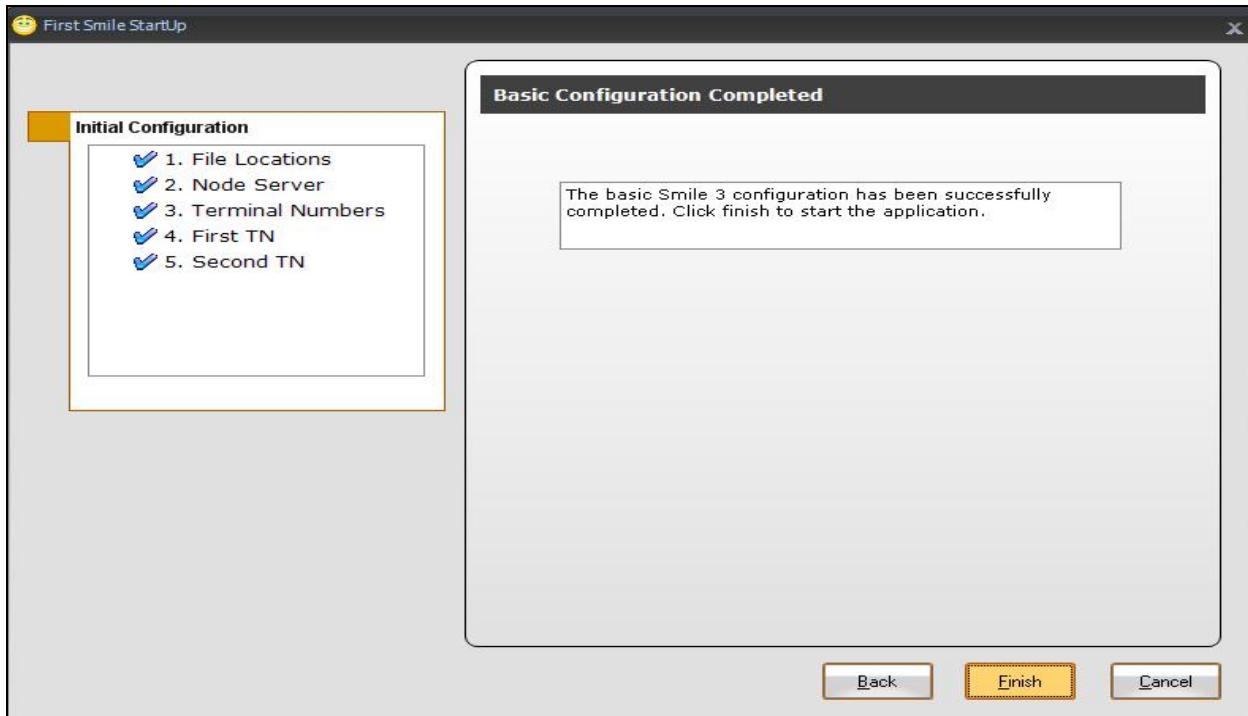
The **First TN** screen appears. On this screen the Smile 3 Console keys are mapped, corresponding to how they are configured on the CS1000E in **Section 5.1.2**. Click **Next** to continue.



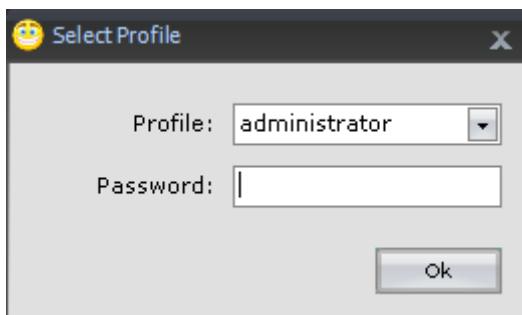
The **Second TN (for review)** screen is displayed. The entries are automatically populated to match the entries of the previous screen. These cannot be changed and this screen is for review only. Click **Next** to go to the next screen.



The final screen appears indicating that the basic configuration has been completed. Click **Finish**.

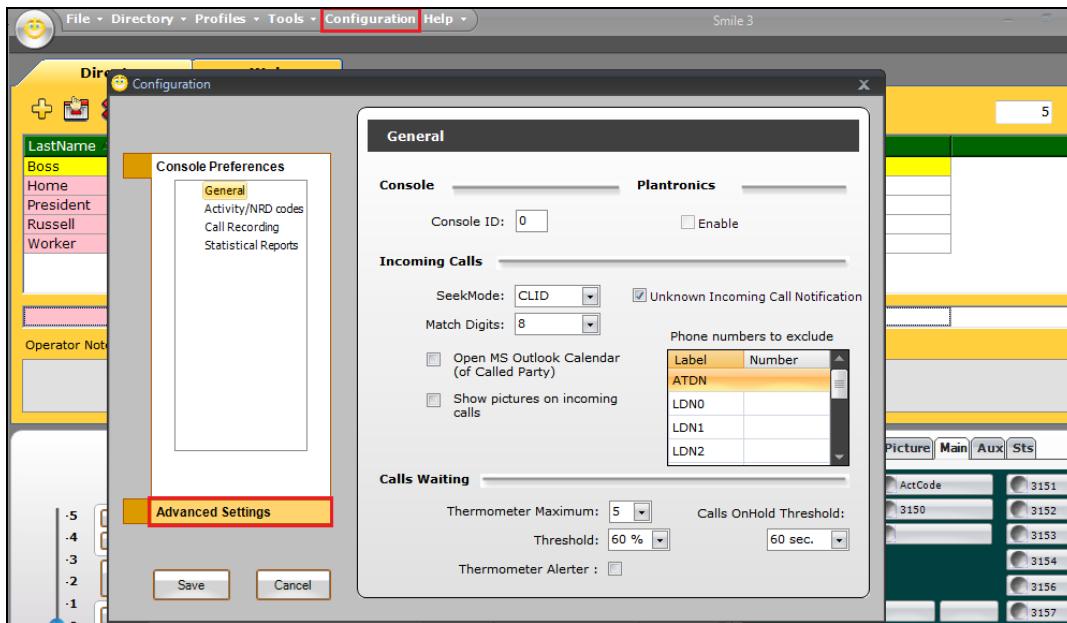


The profile selection window appears. To complete the configuration it is necessary to log in initially as the **administrator** using the appropriate password. Click **OK**.

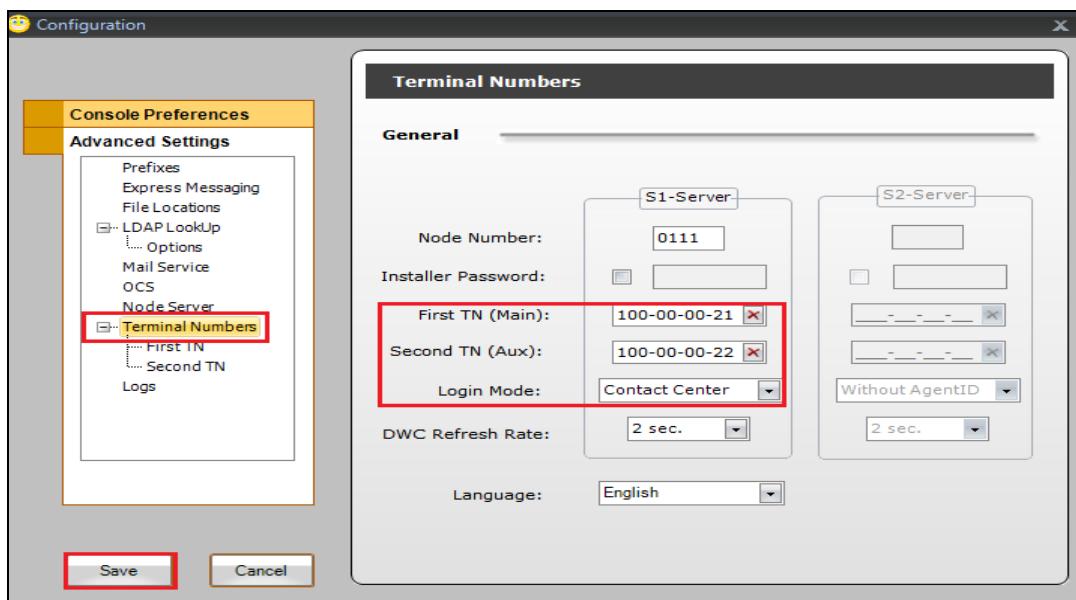


7.2. Manual configuration of Cofely Quentris Smile 3.2

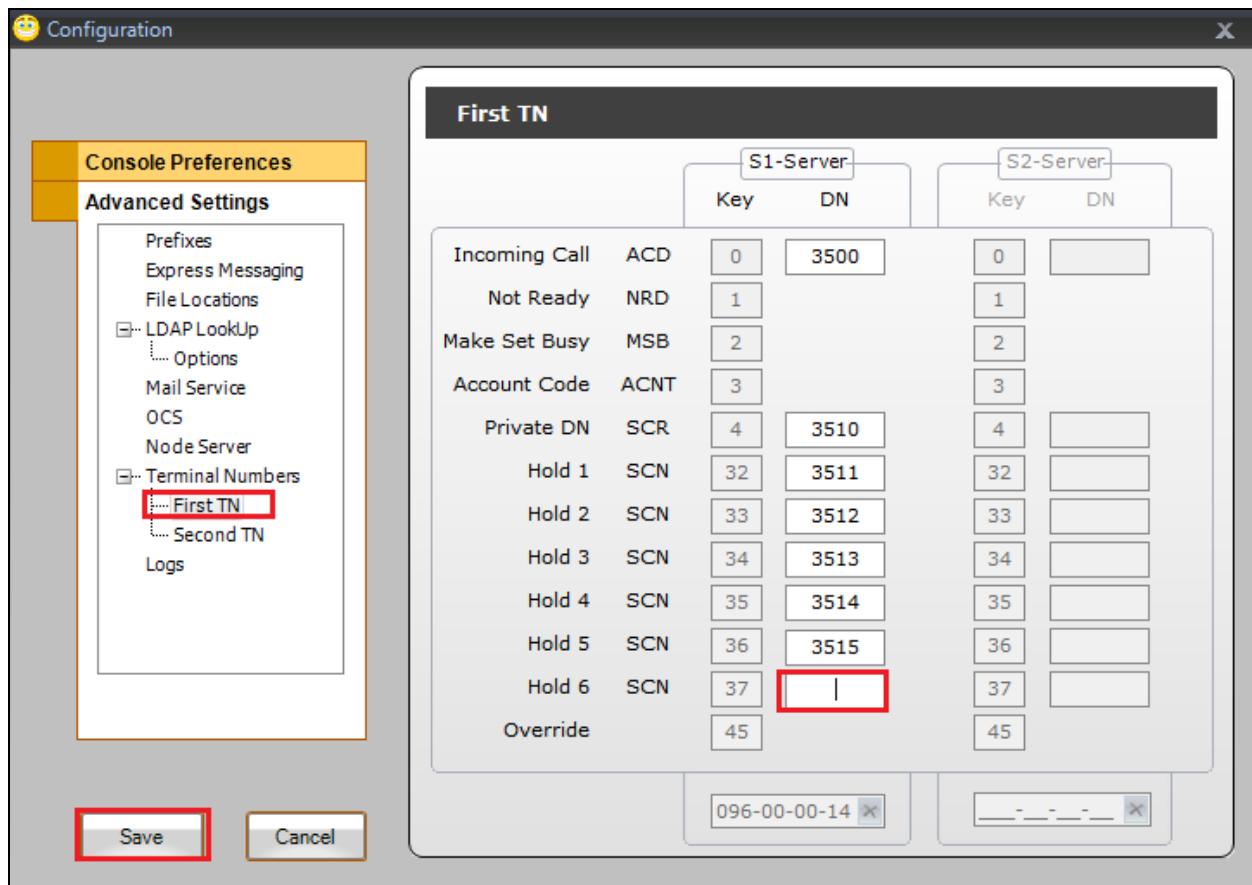
If a change needs to be made to the Smile 3 console after the completion of the initial configuration through the configuration wizard then this can be done by clicking on **Configuration** at the top of the screen and this will open the **Configuration window** as shown below. At the bottom left of this window click on **Advanced Settings**.



Click on **Terminal Numbers** in the left window in order to amend the Terminal Number (TN) of the 2050PC that was created in **Section 5.1.2**. The **Login Mode** may also be changed here. Click on **Save** once this is completed.



The configuration of the keys can be changed by clicking on each TN by clicking on either **First TN** or **Second TN** in the left window and changing the keys as shown below. Click on **Save** once all the done.

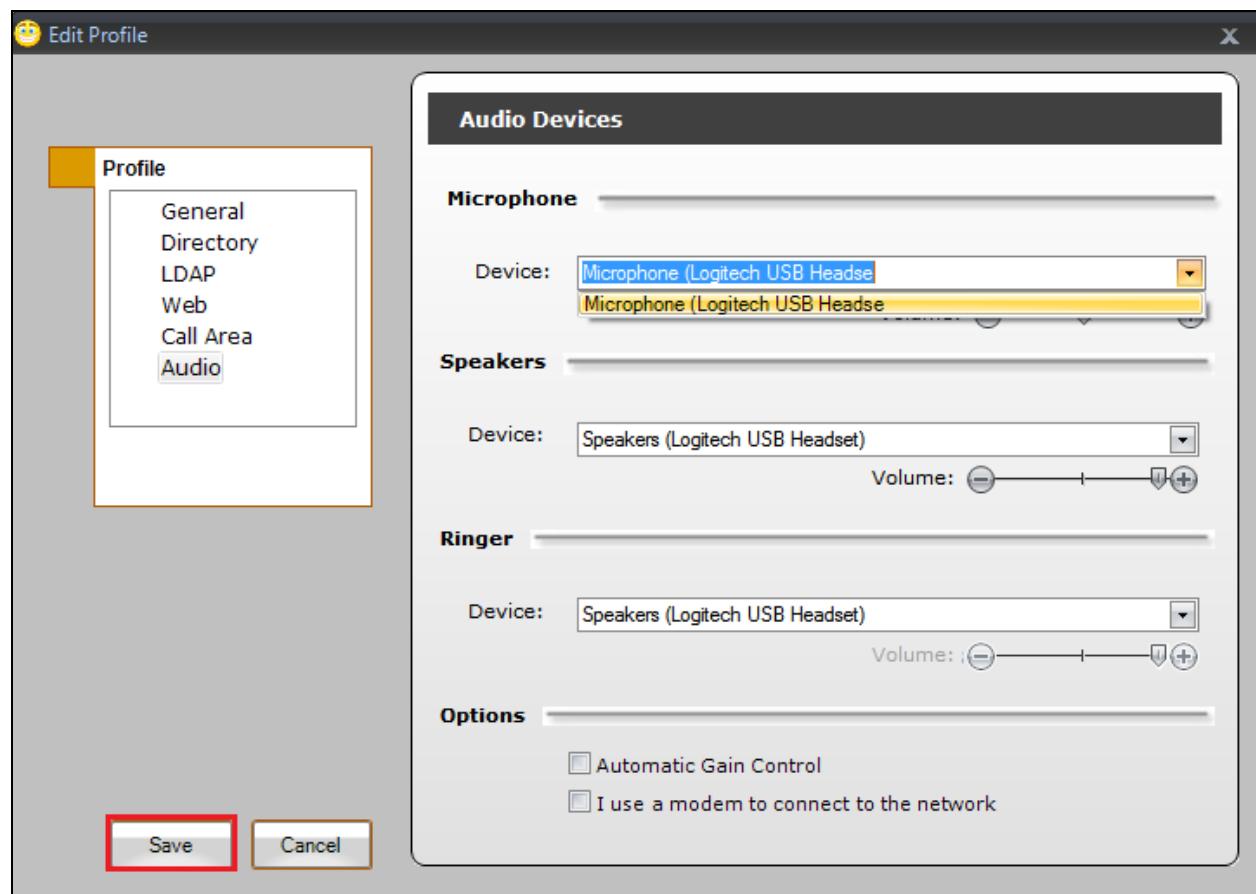


7.3. Configure the Audio Device

To configure the audio device select **Edit** from the **Profiles** menu.



The **Edit Profile** window appears. If a USB audio device is attached it will appear in the drop down menu. Please select the appropriate device and click **Save**.

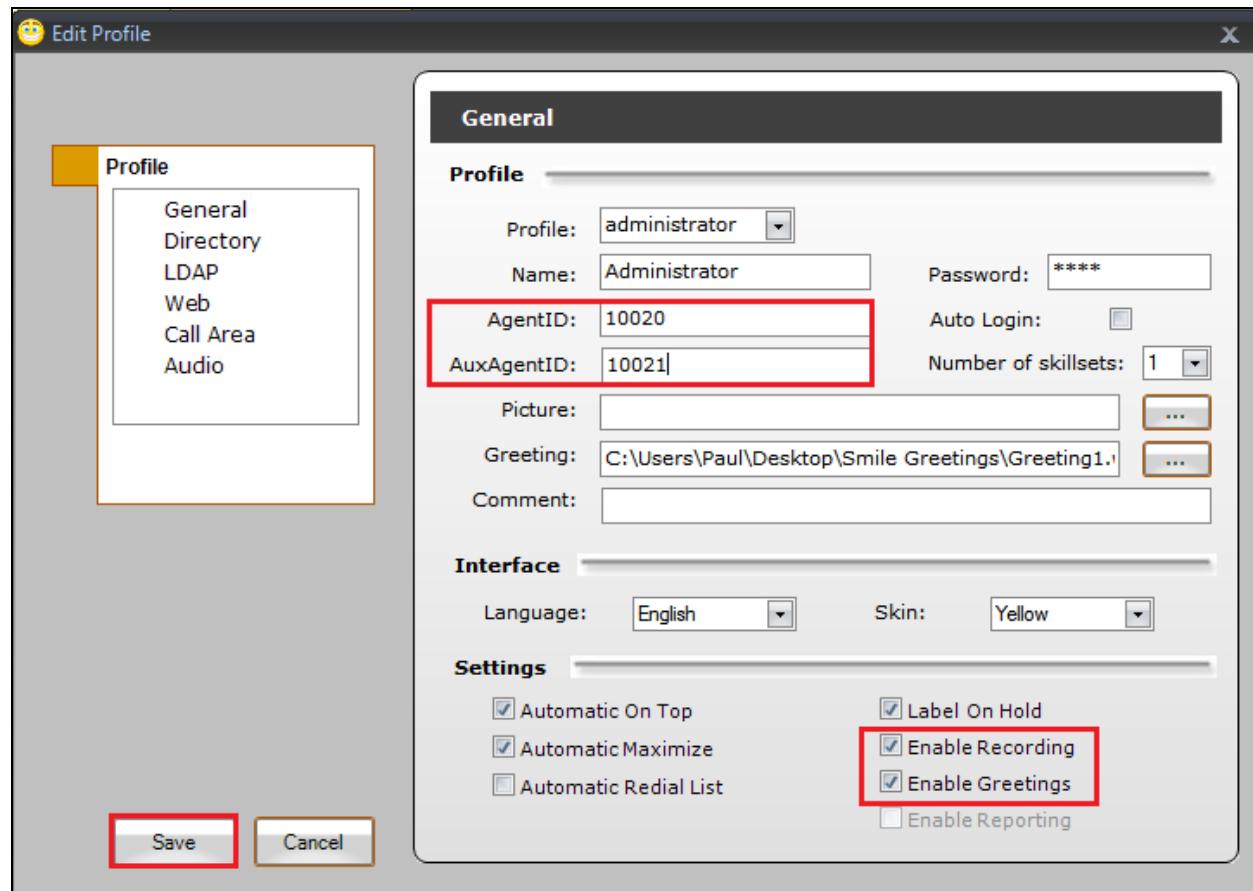


7.4. Configure Agent ID for ACD Queue Login

On the console screen Select Edit from the Profiles menu.



The **Edit Profile** window is presented. Select **Profile → General**. Enter the **Agent ID**, this will be the same ID as configured in **Section 6.4** for the primary Smile 3 Agent. Note the **AuxAgentID** will be the Agent ID of the second Smile 3 Agent configured in **Section 6.4**. Specify the number of skillsets assigned to the operator as defined in **Section 6.4**. Click on the **Save** button once completed.

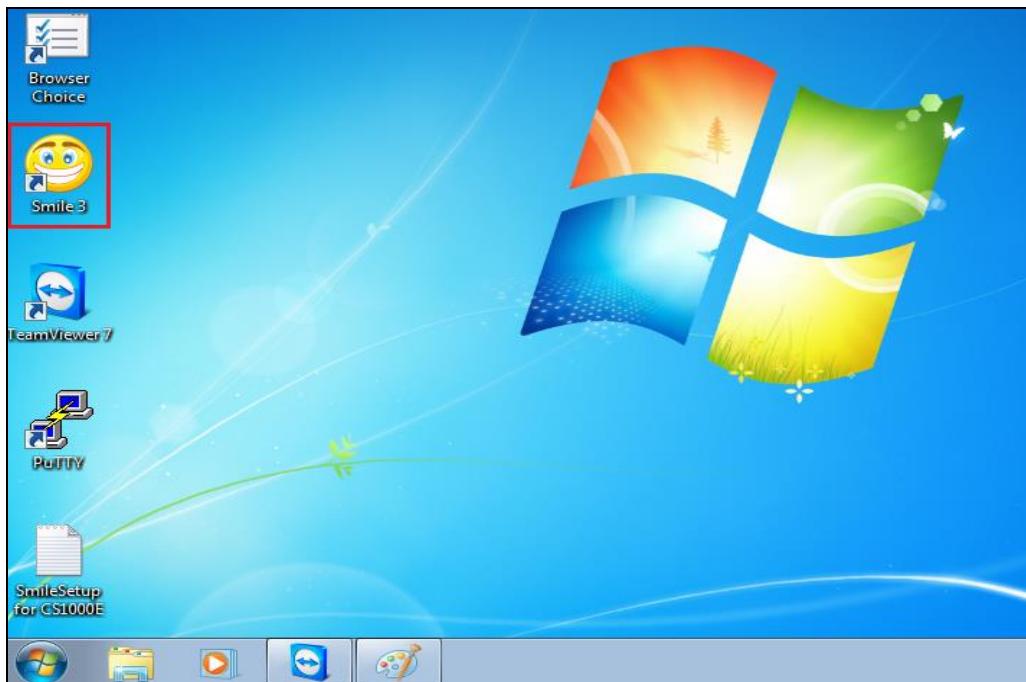


8. Verification Steps

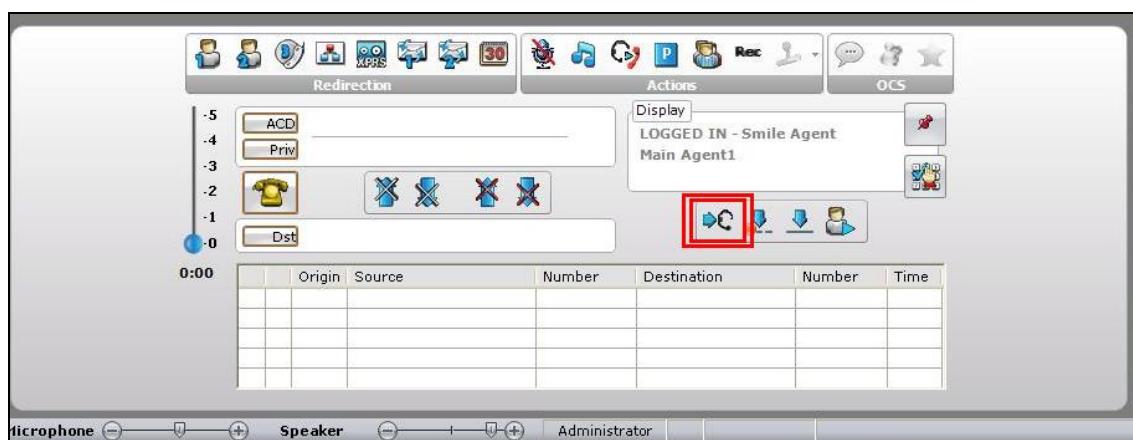
To ensure that Smile 3, CS1000E and Contact Center have been integrated successfully, open the Contact Center Real-Time Display to monitor the successful log in of the agent from the Smile 3 console. Then make a call to a Control Directory Number (CDN) and ensure that the agent logged into the Smile 3 console is presented with the call and has the correct skillset displayed.

8.1. Agent login from Smile 3 Console

Launch the Smile 3 console as shown below.



Click on the login button as highlighted below. Note the **Display** showing agent is logged in successfully.



8.2. Check Real-Time Displays on Avaya Aura® Contact Centre

Open the **Real Time Reporting** by selecting it from the **Launchpad** menu.

The screenshot shows the 'Contact Center - Manager' interface with a 'Launchpad' menu. The 'Real-Time Reporting' option is highlighted with a red box. Other options include 'Contact Center Management', 'Access and Partition Management', 'Historical Reporting', 'Call Recording and Quality Monitoring', 'Prompt Management', 'Configuration', 'Scripting', 'Emergency Help', 'Outbound', and 'Multimedia'.

Select the **Standard_Agent_Display** in the left pane and click the **Launch Display** button on the right pane.

The screenshot shows the 'Real-Time Reporting' interface. In the left pane, under 'Public Tabular Displays', the 'Standard_Agent_Display' is selected and highlighted with a red box. In the right pane, there is a 'Launch Display' button which is also highlighted with a red box. Below it, text says 'Launch the Standard_Agent_Display.' There is also a 'Make Private Copy' button and a field to 'Type the name of your private display:' containing 'AACC63VMPG_Standard_Agent_Display'. A note at the bottom states '(Note: Each of your private displays must have a unique name.)'

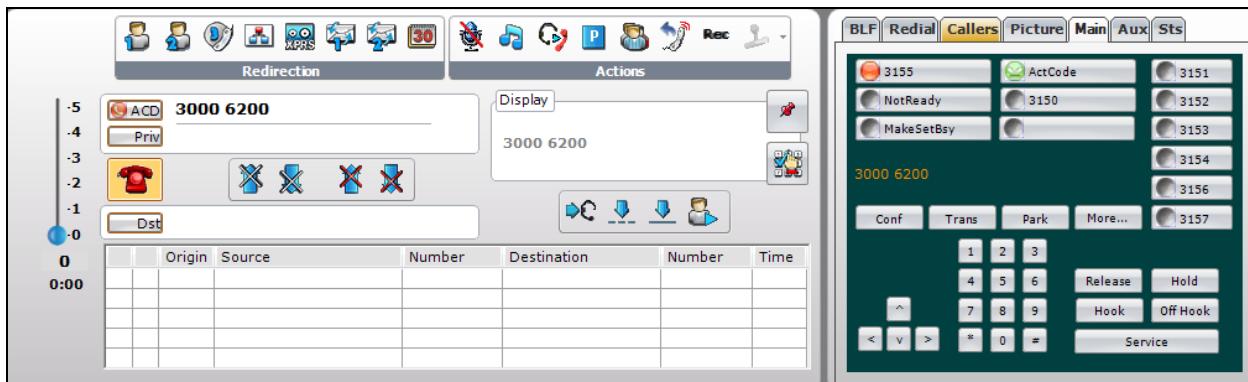
On the Contact Center Server **Standard Agent Display** window the corresponding agent has an **In Contacts Status** of **Idle** and is thereby ready to receive calls.

The screenshot shows the 'Standard Agent Display (AACC63VMPG)' window. It displays a table with columns: Agt ID, Agt First Name, Agt Last Name, Pos ID, Supr First Name, Supr Last Name, Ans SklSet, and In Contacts Status. Two rows are shown: one for agent 10021 with status 'Idle' and one for agent 10022 with status 'Not Ready'. A message at the bottom says 'Moving Window, refreshing every 1 second' and 'Page 1 of 1'.

Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status
10021	Smile1	First TN	3160	PGTest	Supervisor		Idle
10022	Smile 2	Second TN	3161	PGTest	Supervisor		Not Ready

8.3. Present calls to Smile 3 Agent

Make a call to the Contact Centre Control Directory Number (CDN). The call should be presented as shown. Note the CDN **6200** and the CLID **3000** as shown in the example below.



The Standard Agent Display shows the correct skillset name in the **Ans SklSet** column and a status of **Active**.

Standard Agent Display (AACC63VMPG) - Windows Internet Explorer								
▼ Header Export								
Standard Agent Display (AACC63VMPG) M 								
Agt ID	Agt First Name	Agt Last Name	Pos ID	Supr First Name	Supr Last Name	Ans SklSet	In Contacts Status	Walkav
10021	Smile1	First TN	3160 PGTest	Supervisor	SMILE	Active		
10022	Smile 2	Second TN	3161 PGTest	Supervisor		Not Ready		

Moving Window, refreshing every 1 second
Page 1 of 1

9. Conclusion

The interoperation of Cofely Quentris Smile 3.2 with Avaya Communication Server 1000E R7.6 and Avaya Aura® Contact Center R6.4 was successful. All test cases passed successfully and no issues were found as per **Section 2.2**.

10. Additional References

Additional Avaya product documentation is available at <http://support.avaya.com>.

- [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 6.4*
- [3] *Unified Communications Management Common Services Fundamentals Avaya Communication Server 1000, Doc # NN43001-116, 05.08*
- [4] *Element Manager System Reference –Administration Avaya Communication Server 1000 Doc # NN43001-632, 05.04*

Information on the installation and configuration of Smile 3.2 can be found at

<http://www.smileconsole.com>.

- [5] *The Quentris Smile R3.2 Technical Guide, Smile 3.2.5 (15 October 2013)*

Appendix A

Linux Patches on Avaya Communication Server 1000E R7.6

Product Release: 7.65.16.00

In system patches: 0

In System service updates: 26

PATCH#	IN_SERVICE	DATE	SPECINS	REMOVABLE	NAME
2	Yes	27/08/13	NO	YES	cs1000-dmWeb-7.65.16.21-01.i386.000
3	Yes	28/08/13	NO	yes	cs1000-snmp-7.65.16.00-01.i686.000
4	Yes	28/08/13	NO	YES	cs1000-nrsm-7.65.16.00-03.i386.000
5	Yes	28/08/13	NO	YES	cs1000-oam-logging-7.65.16.01-01.i386.000
6	Yes	28/08/13	NO	yes	cs1000-cs1000WebService_6-0-7.65.16.21-00.i386.000
7	Yes	28/08/13	NO	YES	cs1000-sps-7.65.16.21-01.i386.000
8	Yes	28/08/13	NO	YES	cs1000-pd-7.65.16.21-00.i386.000
9	Yes	28/08/13	NO	YES	cs1000-shared-carrdtct-7.65.16.21-01.i386.000
10	Yes	28/08/13	NO	YES	cs1000-shared-tpselect-7.65.16.21-01.i386.000
11	Yes	28/08/13	NO	YES	cs1000-emWebLocal_6-0-7.65.16.21-01.i386.000
12	Yes	28/08/13	NO	yes	cs1000-dbcom-7.65.16.21-00.i386.000
13	Yes	28/08/13	NO	YES	cs1000-csmWeb-7.65.16.21-05.i386.000
14	Yes	28/08/13	NO	YES	cs1000-shared-xmsg-7.65.16.21-00.i386.000
15	Yes	28/08/13	NO	YES	cs1000-vtrk-7.65.16.21-29.i386.000
16	Yes	28/08/13	NO	YES	cs1000-tps-7.65.16.21-05.i386.000
17	Yes	28/08/13	NO	YES	cs1000-mscAnnc-7.65.16.21-02.i386.001
18	Yes	28/08/13	NO	YES	cs1000-mscAttn-7.65.16.21-04.i386.001
19	Yes	28/08/13	NO	YES	cs1000-mscConf-7.65.16.21-02.i386.001
20	Yes	28/08/13	NO	YES	cs1000-mscMusc-7.65.16.21-02.i386.001
21	Yes	28/08/13	NO	YES	cs1000-mscTone-7.65.16.21-03.i386.001
22	Yes	28/08/13	NO	YES	cs1000-bcc-7.65.16.21-21.i386.000
23	Yes	28/08/13	NO	YES	cs1000-Jboss-Quantum-7.65.16.21-3.i386.000
24	Yes	28/08/13	NO	YES	cs1000-emWeb_6-0-7.65.16.21-06.i386.000
25	Yes	10/12/13	NO	yes	cs1000-cs-7.65.P.100-01.i386.001
26	Yes	10/12/13	YES	yes	cs1000-linuxbase-7.65.16.21-08.i386.000
27	Yes	10/12/13	NO	YES	cs1000-patchWeb-7.65.16.21-06.i386.000

[paul@cs1kpg1 ~]\$

Call Server Patches on Avaya Communication Server 1000E R7.6

IN-SERVICE PEPS						
PAT#	CR #	PATCH REF #	NAME	DATE	FILENAME	SPECINS
000	wi01052968	ISS1:1OF1	p32540_1	18/08/2014	p32540_1.cpl	NO
001	wi01045058	ISS1:1OF1	p32214_1	18/08/2014	p32214_1.cpl	NO
002	wi01085855	ISS1:1OF1	p32658_1	18/08/2014	p32658_1.cpl	NO
003	wi01053314	ISS1:1OF1	p32555_1	18/08/2014	p32555_1.cpl	NO
004	wi01060382	iss1:1of1	p32623_1	18/08/2014	p32623_1.cpl	YES
005	wi01070580	ISS1:1OF1	p32380_1	18/08/2014	p32380_1.cpl	NO
006	wi01101876	ISS1:1OF1	p32858_1	18/08/2014	p32858_1.cpl	NO
007	wi01061481	ISS1:1OF1	p32382_1	18/08/2014	p32382_1.cpl	NO
008	wi01124074	ISS1:1OF1	p32989_1	18/08/2014	p32989_1.cpl	NO
009	wi01099300	iss1:1of1	p32704_1	18/08/2014	p32704_1.cpl	NO
010	wi01035976	ISS1:1OF1	p32173_1	18/08/2014	p32173_1.cpl	NO
011	wi01065922	ISS1:1OF1	p32516_1	18/08/2014	p32516_1.cpl	NO
012	WI01121737	ISS1:1OF1	p32939_1	21/08/2014	p32939_1.cpl	NO
013	wi01041453	ISS1:1OF1	p32587_1	18/08/2014	p32587_1.cpl	NO
014	wi01096842	ISS1:1OF1	p32731_1	18/08/2014	p32731_1.cpl	NO
015	WI0110261	ISS1:1OF1	p32758_1	18/08/2014	p32758_1.cpl	NO
016	wi01064599	iss1:1of1	p32580_1	18/08/2014	p32580_1.cpl	NO
017	wi01098783	ISS1:1OF1	p32748_1	18/08/2014	p32748_1.cpl	NO
018	wi01072027	ISS1:1OF1	p32689_1	18/08/2014	p32689_1.cpl	NO
019	wi01059388	iss1:1of1	p32628_1	18/08/2014	p32628_1.cpl	NO
020	wi01104410	ISS1:1OF1	p32801_1	18/08/2014	p32801_1.cpl	NO
021	wi00933195	ISS1:1OF1	p32491_1	18/08/2014	p32491_1.cpl	NO
022	wi01150771	ISS1:1OF1	p33210_1	21/08/2014	p33210_1.cpl	NO
023	wi01065118	ISS1:1OF1	p32397_1	18/08/2014	p32397_1.cpl	NO
024	wi01063864	ISS1:1OF1	p32410_1	18/08/2014	p32410_1.cpl	YES
025	wi01096712	ISS1:1OF1	p32708_1	18/08/2014	p32708_1.cpl	NO
026	wi01075359	ISS1:1OF1	p32671_1	18/08/2014	p32671_1.cpl	NO
027	wi01080753	ISS1:1OF1	p32518_1	18/08/2014	p32518_1.cpl	NO
028	wi01070473	ISS1:1OF1	p32413_1	18/08/2014	p32413_1.cpl	NO
029	wi01075355	ISS1:1OF1	p32594_1	18/08/2014	p32594_1.cpl	NO
030	wi01071379	ISS1:1OF1	p32522_1	18/08/2014	p32522_1.cpl	NO
031	wi01070756	ISS1:1OF1	p32444_1	18/08/2014	p32444_1.cpl	NO
032	wi01075353	ISS1:1OF1	p32613_1	18/08/2014	p32613_1.cpl	NO
033	wi01062607	ISS1:1OF1	p32503_1	18/08/2014	p32503_1.cpl	NO
034	wi01068851	ISS1:1OF1	p32439_1	18/08/2014	p32439_1.cpl	NO
035	wi01144354	ISS1:1OF1	p33117_1	21/08/2014	p33117_1.cpl	NO
036	wi01092300	ISS1:1OF1	p32692_1	18/08/2014	p32692_1.cpl	NO
037	wi01063263	ISS1:1OF1	p32573_1	18/08/2014	p32573_1.cpl	NO
038	wi01087528	ISS1:1OF1	p32700_1	18/08/2014	p32700_1.cpl	NO
039	wi01150846	ISS1:1OF1	p33157_1	21/08/2014	p33157_1.cpl	NO
040	wi01039280	ISS1:1OF1	p32423_1	18/08/2014	p32423_1.cpl	NO
041	wi01068669	ISS1:1OF1	p32333_1	18/08/2014	p32333_1.cpl	NO
042	wi01069441	ISS1:1OF1	p32097_1	18/08/2014	p32097_1.cpl	NO
043	wi01058621	ISS1:1OF1	p32339_1	18/08/2014	p32339_1.cpl	NO
044	wi01146804	ISS1:1OF1	p33132_1	21/08/2014	p33132_1.cpl	NO
045	wi01070465	iss1:1of1	p32562_1	18/08/2014	p32562_1.cpl	NO
046	wi01053920	ISS1:1OF1	p32303_1	18/08/2014	p32303_1.cpl	NO
047	wi00897254	ISS1:1OF1	p31127_1	18/08/2014	p31127_1.cpl	NO
048	wi01057403	ISS1:1OF1	p32591_1	18/08/2014	p32591_1.cpl	NO
049	wi01066991	ISS1:1OF1	p32449_1	18/08/2014	p32449_1.cpl	NO
050	wi01094305	ISS1:1OF1	p32640_1	18/08/2014	p32640_1.cpl	NO

051	wi01060611	ISS1:1OF1	p32809_1	18/08/2014	p32809_1.cpl	NO
052	wi01137694	ISS1:1OF1	p33081_1	21/08/2014	p33081_1.cpl	NO
053	wi01060241	ISS1:1OF1	p32381_1	18/08/2014	p32381_1.cpl	NO
054	wi01034307	ISS1:1OF1	p32615_1	18/08/2014	p32615_1.cpl	NO
055	wi01052428	ISS1:1OF1	p32606_1	18/08/2014	p32606_1.cpl	NO
056	wi00884716	ISS1:1OF1	p32517_1	18/08/2014	p32517_1.cpl	NO
057	wi01070468	iss1:1of1	p32418_1	18/08/2014	p32418_1.cpl	NO
058	wi01091447	ISS1:1OF1	p32675_1	18/08/2014	p32675_1.cpl	NO
059	wi01156999	ISS1:1OF1	p33180_1	21/08/2014	p33180_1.cpl	NO
060	wi01132599	ISS1:1OF1	p33025_1	18/08/2014	p33025_1.cpl	NO
061	wi01065125	ISS1:1OF1	p32416_1	18/08/2014	p32416_1.cpl	NO
062	wi01056633	ISS1:1OF1	p32322_1	18/08/2014	p32322_1.cpl	NO
063	wi01078721	ISS1:1OF1	p32553_1	18/08/2014	p32553_1.cpl	NO
064	wi01053597	ISS1:1OF1	p32304_1	18/08/2014	p32304_1.cpl	NO
065	wi01132883	ISS1:1OF1	p33030_1	18/08/2014	p33030_1.cpl	NO
066	wi01025156	ISS1:1OF1	p32136_1	18/08/2014	p32136_1.cpl	NO
067	wi01088775	ISS1:1OF1	p32659_1	18/08/2014	p32659_1.cpl	NO
068	wi01114038	ISS1:1OF1	p32869_1	18/08/2014	p32869_1.cpl	NO
069	wi01075360	iss1:1of1	p32602_1	18/08/2014	p32602_1.cpl	NO
070	wi01053195	ISS1:1OF1	p32297_1	18/08/2014	p32297_1.cpl	NO
071	wi01043367	ISS1:1OF1	p32232_1	18/08/2014	p32232_1.cpl	NO
072	wi01082456	ISS1:1OF1	p32596_1	18/08/2014	p32596_1.cpl	NO
073	wi01089519	ISS1:1OF1	p32665_1	18/08/2014	p32665_1.cpl	NO
074	wi01105888	ISS1:1OF1	p32794_1	18/08/2014	p32794_1.cpl	NO
075	wi01132215	ISS1:1OF1	p33084_1	21/08/2014	p33084_1.cpl	NO
076	wi01035980	ISS1:1OF1	p32558_1	18/08/2014	p32558_1.cpl	NO
077	wi01087543	ISS1:1OF1	p32662_1	18/08/2014	p32662_1.cpl	NO
078	wi01060826	ISS1:1OF1	p32379_1	18/08/2014	p32379_1.cpl	NO
079	wi01167427	ISS1:1OF1	p33264_1	21/08/2014	p33264_1.cpl	NO
080	wi01034961	ISS1:1OF1	p32144_1	18/08/2014	p32144_1.cpl	NO
081	wi01142525	ISS1:1OF1	p33096_1	21/08/2014	p33096_1.cpl	NO
082	WI01077073	ISS1:1OF1	p32534_1	18/08/2014	p32534_1.cpl	NO
083	wi01133985	ISS1:1OF1	p33049_1	18/08/2014	p33049_1.cpl	NO
084	wi01138714	ISS2:1OF1	p33065_2	21/08/2014	p33065_2.cpl	NO
085	wi01130836	ISS1:1OF1	p33008_1	18/08/2014	p33008_1.cpl	YES
086	wi01118928	ISS1:1OF1	p32922_1	18/08/2014	p32922_1.cpl	NO
087	wi01070585	ISS1:1OF1	p32383_1	18/08/2014	p32383_1.cpl	NO
088	wi01071296	ISS1:1OF1	p32836_1	18/08/2014	p32836_1.cpl	NO
089	wi01089355	ISS1:1OF1	p32674_1	18/08/2014	p32674_1.cpl	YES
090	wi01119312	ISS1:1OF1	p32919_1	18/08/2014	p32919_1.cpl	NO
091	wi01134952	ISS1:1OF1	p33039_1	18/08/2014	p33039_1.cpl	NO
092	wi01124477	ISS1:1OF1	p32963_1	18/08/2014	p32963_1.cpl	NO
093	wi01156086	ISS1:1OF1	p33269_1	21/08/2014	p33269_1.cpl	NO
094	wi01115894	ISS1:1OF1	p32910_1	18/08/2014	p32910_1.cpl	NO
095	wi01101385	ISS1:1OF1	p32773_1	18/08/2014	p32773_1.cpl	YES
096	wi01115450	ISS1:1OF1	p32888_1	18/08/2014	p32888_1.cpl	NO
097	wi01075538	ISS1:1OF1	p32469_1	18/08/2014	p32469_1.cpl	NO
098	wi01159931	ISS1:1OF1	p33231_1	21/08/2014	p33231_1.cpl	YES
099	wi01126552	ISS1:1OF1	p32975_1	18/08/2014	p32975_1.cpl	NO
100	wi01144066	ISS1:1OF1	p33114_1	21/08/2014	p33114_1.cpl	NO
101	wi01129028	ISS1:1OF1	p33016_1	18/08/2014	p33016_1.cpl	NO
102	wi01099724	ISS1:1OF1	p32742_1	18/08/2014	p32742_1.cpl	YES
103	wi01129098	ISS1:1OF1	p32951_1	18/08/2014	p32951_1.cpl	NO
104	wi01146254	ISS1:1OF1	p33127_1	21/08/2014	p33127_1.cpl	NO
105	WI01108562	ISS1:1OF1	p32832_1	18/08/2014	p32832_1.cpl	NO
106	wi01094727	ISS1:1OF1	p32848_1	18/08/2014	p32848_1.cpl	NO
107	wi01096967	ISS1:1OF1	p32735_1	18/08/2014	p32735_1.cpl	NO
108	wi01022598	ISS1:1OF1	p32066_1	18/08/2014	p32066_1.cpl	NO
109	wi01126454	ISS1:1OF1	p32973_1	18/08/2014	p32973_1.cpl	NO
110	wi01051200	ISS1:1OF1	p32290_1	18/08/2014	p32290_1.cpl	NO
111	wi01127640	ISS1:1OF1	p32992_1	18/08/2014	p32992_1.cpl	NO
112	wi01128512	ISS1:1OF1	p32997_1	18/08/2014	p32997_1.cpl	NO

113	wi01122174	ISS1:1OF1	p32936_1	18/08/2014	p32936_1.cpl	NO
114	wi01097598	ISS1:1OF1	p32797_1	18/08/2014	p32797_1.cpl	NO
115	wi01095462	ISS1:1OF1	p32723_1	18/08/2014	p32723_1.cpl	NO
116	wi01108828	ISS1:1OF1	p32831_1	18/08/2014	p32831_1.cpl	NO
117	wi01104473	ISS1:1OF1	p32818_1	18/08/2014	p32818_1.cpl	NO
118	wi01079444	ISS1:1OF1	p32564_1	18/08/2014	p32564_1.cpl	NO
119	wi01109251	ISS1:1OF1	p32827_1	18/08/2014	p32827_1.cpl	NO
120	wi01092443	ISS1:1OF1	p32676_1	18/08/2014	p32676_1.cpl	NO
121	wi01099292	ISS1:1OF1	p32886_1	18/08/2014	p32886_1.cpl	NO
122	wi01104867	ISS1:1OF1	p32828_1	18/08/2014	p32828_1.cpl	NO
123	wi01080963	ISS1:1OF1	p32626_1	18/08/2014	p32626_1.cpl	YES
124	wi01065115	ISS1:1OF1	p32523_1	18/08/2014	p32523_1.cpl	NO
125	wi01081510	ISS1:1OF1	p32582_1	18/08/2014	p32582_1.cpl	NO
126	wi01110593	ISS1:1OF1	p32849_1	18/08/2014	p32849_1.cpl	NO
127	wi01099606	iss1:1of1	p32713_1	18/08/2014	p32713_1.cpl	NO
128	wi01123389	ISS1:1OF1	p33045_1	18/08/2014	p33045_1.cpl	NO
129	wi01072062	ISS1:1OF1	p32776_1	18/08/2014	p32776_1.cpl	NO
130	wi01136194	ISS1:1OF1	p33051_1	21/08/2014	p33051_1.cpl	NO
131	wi01045144	ISS1:1OF1	p33202_1	21/08/2014	p33202_1.cpl	NO
132	wi01128596	ISS1:1OF1	p33000_1	18/08/2014	p33000_1.cpl	NO
133	wi01090535	ISS1:1OF1	p32519_1	18/08/2014	p32519_1.cpl	NO
134	wi01127447	ISS1:1OF1	p32990_1	18/08/2014	p32990_1.cpl	NO
135	wi01132244	ISS1:1OF1	p33041_1	18/08/2014	p33041_1.cpl	NO
136	wi01097786	ISS1:1OF1	p33086_1	21/08/2014	p33086_1.cpl	NO
137	wi01093118	ISS1:1OF1	p32496_1	18/08/2014	p32496_1.cpl	NO
138	wi01108262	ISS1:1OF1	p32865_1	18/08/2014	p32865_1.cpl	YES
139	wi01098433	ISS1:1OF1	p32736_1	18/08/2014	p32736_1.cpl	NO
140	wi01115807	ISS1:1OF1	p32895_1	18/08/2014	p32895_1.cpl	YES
141	wi01159009	ISS1:1OF1	p33098_1	21/08/2014	p33098_1.cpl	YES
142	wi01136429	ISS1:1OF1	p33037_1	21/08/2014	p33037_1.cpl	NO
143	wi01119086	ISS1:1OF1	p32917_1	18/08/2014	p32917_1.cpl	NO
144	wi01132204	ISS1:1OF1	p32501_1	18/08/2014	p32501_1.cpl	NO
145	wi01058378	ISS1:1OF1	p32344_1	18/08/2014	p32344_1.cpl	NO
146	wi01088797	ISS1:1OF1	p32844_1	18/08/2014	p32844_1.cpl	NO
147	wi00937672	ISS1:1OF1	p31276_1	18/08/2014	p31276_1.cpl	NO
148	wi01098905	ISS1:1OF1	p32556_1	18/08/2014	p32556_1.cpl	NO
149	wi01120705	ISS1:1OF1	p32930_1	18/08/2014	p32930_1.cpl	NO
150	wi01120406	ISS1:1OF1	p32956_1	18/08/2014	p32956_1.cpl	NO
151	wi01083896	ISS1:1OF1	p32937_1	18/08/2014	p32937_1.cpl	NO
152	wi01130815	ISS1:1OF1	p33017_1	18/08/2014	p33017_1.cpl	NO
153	wi01113374	ISS1:1OF1	p32874_1	18/08/2014	p32874_1.cpl	NO
154	wi01145002	ISS1:1OF1	p33186_1	21/08/2014	p33186_1.cpl	NO
155	wi01104627	ISS1:1OF1	p32819_1	18/08/2014	p32819_1.cpl	NO
156	wi01137003	ISS1:1OF1	p33053_1	18/08/2014	p33053_1.cpl	NO
157	wi01093071	ISS1:1OF1	p32701_1	18/08/2014	p32701_1.cpl	NO
158	wi01068751	ISS1:1OF1	p32445_1	18/08/2014	p32445_1.cpl	NO
159	wi01134602	ISS1:1OF1	p32398_1	18/08/2014	p32398_1.cpl	NO
160	wi01102093	ISS1:1OF1	p32760_1	18/08/2014	p32760_1.cpl	NO
161	wi01101969	ISS1:1OF1	p32726_1	18/08/2014	p32726_1.cpl	NO
162	wi01133106	ISS1:1OF1	p33032_1	18/08/2014	p33032_1.cpl	NO
163	wi01070279	ISS1:1OF1	p32262_1	18/08/2014	p32262_1.cpl	NO
164	wi01107601	ISS1:1OF1	p32970_1	18/08/2014	p32970_1.cpl	NO
165	wi01088915	ISS1:1OF1	p32638_1	18/08/2014	p32638_1.cpl	NO
166	wi01130348	ISS1:1OF1	p33014_1	18/08/2014	p33014_1.cpl	NO
167	wi01077639	ISS1:1OF1	p32883_1	18/08/2014	p32883_1.cpl	NO
168	wi01125238	ISS1:1OF1	p32971_1	18/08/2014	p32971_1.cpl	NO
169	wi01000087	ISS1:1OF1	p32014_1	18/08/2014	p32014_1.cpl	NO
170	wi01119100	ISS1:1OF1	p32925_1	18/08/2014	p32925_1.cpl	NO
171	wi01132902	ISS1:1OF1	p33028_1	18/08/2014	p33028_1.cpl	NO
172	wi01053950	ISS1:1OF1	p32654_1	18/08/2014	p32654_1.cpl	YES
173	wi01082824	ISS1:1OF1	p32467_1	18/08/2014	p32467_1.cpl	NO
174	wi01109345	ISS1:1OF1	p32830_1	18/08/2014	p32830_1.cpl	NO

175	wi01073725	ISS1:1OF1	p32552_1	18/08/2014	p32552_1.cpl	NO
176	wi01149017	ISS1:1OF1	p33145_1	21/08/2014	p33145_1.cpl	NO
177	wi01099810	ISS1:1OF1	p32796_1	18/08/2014	p32796_1.cpl	NO
178	wi01134354	ISS1:1OF1	p33031_1	18/08/2014	p33031_1.cpl	NO
179	wi01127527	ISS1:1OF1	p32988_1	18/08/2014	p32988_1.cpl	YES
180	wi01095255	ISS1:1OF1	p33027_1	18/08/2014	p33027_1.cpl	NO
181	wi01121374	ISS1:1OF1	p31107_1	18/08/2014	p31107_1.cpl	NO
182	wi01102475	ISS1:1OF1	p32782_1	18/08/2014	p32782_1.cpl	YES
183	wi01120458	ISS1:1OF1	p32929_1	18/08/2014	p32929_1.cpl	NO
184	wi01118320	ISS1:1OF1	p32753_1	18/08/2014	p32753_1.cpl	NO
185	wi01133960	ISS1:1OF1	p33034_1	18/08/2014	p33034_1.cpl	NO
186	wi01075540	ISS1:1OF1	p32492_1	18/08/2014	p32492_1.cpl	NO
187	wi01112655	ISS1:1OF1	p32870_1	18/08/2014	p32870_1.cpl	NO
188	wi01106658	ISS1:1OF1	p32812_1	18/08/2014	p32812_1.cpl	NO
189	wi01021522	ISS1:1OF1	p32863_1	18/08/2014	p32863_1.cpl	NO
190	wi01089807	ISS1:1OF1	p32957_1	18/08/2014	p32957_1.cpl	NO
191	wi01083036	ISS1:1OF1	p32571_1	18/08/2014	p32571_1.cpl	NO
192	wi01102091	ISS1:1OF1	p32744_1	18/08/2014	p32744_1.cpl	YES
193	wi01149384	ISS1:1OF1	p33147_1	21/08/2014	p33147_1.cpl	NO
194	wi01119863	ISS1:1OF1	p32923_1	18/08/2014	p32923_1.cpl	NO
195	wi01071996	ISS1:1OF1	p32461_1	18/08/2014	p32461_1.cpl	NO
196	wi01094832	iss1:1of1	p32718_1	18/08/2014	p32718_1.cpl	NO
197	wi01115369	ISS1:1OF1	p32889_1	18/08/2014	p32889_1.cpl	NO
198	wi01137737	ISS1:1OF1	p33055_1	18/08/2014	p33055_1.cpl	NO
199	wi01163826	ISS1:1OF1	p33229_1	21/08/2014	p33229_1.cpl	NO
200	wi01065248	ISS1:1OF1	p32412_1	18/08/2014	p32412_1.cpl	NO
201	wi01132222	ISS1:1OF1	p33023_1	18/08/2014	p33023_1.cpl	NO
202	wi01127874	ISS1:1OF1	p25747_1	18/08/2014	p25747_1.cpl	NO
203	wi01118819	ISS1:1OF1	p32954_1	18/08/2014	p32954_1.cpl	NO
204	wi01096907	ISS1:1OF1	p32733_1	18/08/2014	p32733_1.cpl	NO
205	wi01111194	ISS1:1OF1	p32821_1	18/08/2014	p32821_1.cpl	NO
206	wi01113712	ISS1:1OF1	p32877_1	18/08/2014	p32877_1.cpl	NO
207	wi01100508	ISS1:1OF1	p32761_1	18/08/2014	p32761_1.cpl	NO
208	wi01096910	ISS1:1OF1	p32734_1	18/08/2014	p32734_1.cpl	NO
209	wi01071659	ISS1:1OF1	p32589_1	18/08/2014	p32589_1.cpl	NO
210	wi01075149	ISS1:1OF1	p32475_1	18/08/2014	p32475_1.cpl	NO
211	wi01144609	ISS1:1OF1	p33119_1	21/08/2014	p33119_1.cpl	NO
212	wi01068922	ISS1:1OF1	p32454_1	18/08/2014	p32454_1.cpl	NO
213	wi01166065	ISS1:1OF1	p33241_1	21/08/2014	p33241_1.cpl	NO
214	wi01102296	ISS1:1OF1	p32780_1	18/08/2014	p32780_1.cpl	NO
215	wi01076948	ISS1:1OF1	p32526_1	18/08/2014	p32526_1.cpl	YES
216	wi01088055	ISS1:1OF1	p32607_1	18/08/2014	p32607_1.cpl	NO
217	wi01114695	ISS1:1OF1	p32885_1	18/08/2014	p32885_1.cpl	NO
218	wi01146766	ISS1:1OF1	p33131_1	21/08/2014	p33131_1.cpl	NO
219	wi01150596	ISS1:1OF1	p33154_1	21/08/2014	p33154_1.cpl	NO
220	wi01139981	ISS1:1OF1	p33083_1	21/08/2014	p33083_1.cpl	NO
221	wi01163362	ISS1:1OF1	p33224_1	21/08/2014	p33224_1.cpl	YES
222	wi01134211	ISS1:1OF1	p33077_1	21/08/2014	p33077_1.cpl	NO
223	wi01153104	ISS1:1OF1	p33174_1	21/08/2014	p33174_1.cpl	NO
224	wi01153896	ISS1:1OF1	p33185_1	21/08/2014	p33185_1.cpl	NO
225	wi01150083	ISS1:1OF1	p33152_1	21/08/2014	p33152_1.cpl	NO
226	wi01151870	ISS1:1OF1	p33162_1	21/08/2014	p33162_1.cpl	YES
227	wi01096718	ISS1:1OF1	p33138_1	21/08/2014	p33138_1.cpl	YES
228	wi01136640	ISS1:1OF1	p33052_1	21/08/2014	p33052_1.cpl	NO
229	wi01164281	ISS1:1OF1	p33232_1	21/08/2014	p33232_1.cpl	NO
230	wi01165461	ISS1:1OF1	p33237_1	21/08/2014	p33237_1.cpl	NO
231	wi01171467	ISS1:1OF1	p33270_1	21/08/2014	p33270_1.cpl	NO
232	wi01142100	ISS1:1OF1	p33090_1	21/08/2014	p33090_1.cpl	NO
233	wi01170424	ISS1:1OF1	p33260_1	21/08/2014	p33260_1.cpl	NO
234	wi01142792	ISS1:1OF1	p33099_1	21/08/2014	p33099_1.cpl	NO
235	wi01155909	ISS1:1OF1	p33192_1	21/08/2014	p33192_1.cpl	NO
236	wi01119736	ISS1:1OF1	p33094_1	21/08/2014	p33094_1.cpl	NO

237	wi01160967	ISS1:1OF1	p33213_1	21/08/2014	p33213_1.cpl	NO
238	wi01165870	ISS1:1OF1	p33238_1	21/08/2014	p33238_1.cpl	NO
239	WI11032038	ISS1:1OF1	p33022_1	21/08/2014	p33022_1.cpl	NO
240	wi01138136	ISS1:1OF1	p33191_1	21/08/2014	p33191_1.cpl	NO
241	wi01163521	ISS1:1OF1	p33226_1	21/08/2014	p33226_1.cpl	NO
242	wi01152195	ISS1:1OF1	p33163_1	21/08/2014	p33163_1.cpl	YES
243	wi01068011	ISS1:1OF1	p33182_1	21/08/2014	p33182_1.cpl	NO
244	wi01147091	ISS1:1OF1	p33137_1	21/08/2014	p33137_1.cpl	NO
245	wi01151898	ISS1:1OF1	p33175_1	21/08/2014	p33175_1.cpl	NO
246	wi01147983	ISS1:1OF1	p33141_1	21/08/2014	p33141_1.cpl	NO
247	wi01163048	ISS1:1OF1	p33223_1	21/08/2014	p33223_1.cpl	YES
248	wi01165881	ISS1:1OF1	p33239_1	21/08/2014	p33239_1.cpl	NO
249	wi01134799	ISS1:1OF1	p33069_1	21/08/2014	p33069_1.cpl	NO
250	wi01146543	ISS1:1OF1	p33097_1	21/08/2014	p33097_1.cpl	NO
251	wi01150802	ISS1:1OF1	p33156_1	21/08/2014	p33156_1.cpl	NO
252	wi01154253	ISS1:1OF1	p33206_1	21/08/2014	p33206_1.cpl	NO
253	wi01143987	ISS1:1OF1	p33134_1	21/08/2014	p33134_1.cpl	NO
254	WI01154952	ISS1:1OF1	p33184_1	21/08/2014	p33184_1.cpl	NO
255	wi01157590	ISS1:1OF1	p33252_1	21/08/2014	p33252_1.cpl	NO
256	wi01146289	ISS1:1OF1	p33146_1	21/08/2014	p33146_1.cpl	NO
257	wi01153039	ISS1:1OF1	p17588_1	21/08/2014	p17588_1.cpl	NO
258	wi01153844	ISS1:1OF1	p33172_1	21/08/2014	p33172_1.cpl	NO
259	wi01135146	ISS1:1OF1	p33033_1	21/08/2014	p33033_1.cpl	NO
260	wi01146705	ISS1:1OF1	p33129_1	21/08/2014	p33129_1.cpl	NO
261	wi01154485	ISS1:1OF1	p33194_1	21/08/2014	p33194_1.cpl	NO
MDP>LAST SUCCESSFUL MDP REFRESH :2014-08-21 08:43:42(Local Time)						
MDP>USING DEPLIST ZIP FILE DOWNLOADED :2014-08-20 11:48:22(est)						

Appendix B

Avaya Communication Server 1000E R7.6 Automatic Call Distribution Queue

```
REQ prt
TYPE acd
CUST 0
ACDN 3500

TYPE ACD
CUST 0
ACDN 3500
MWC YES
MAXP 2
SDNB NO
BSCW NO
ISAP NO
AACQ NO
RGAI NO
ACAA NO
FRRT
SRRT
NRRT
FROA NO
CALP POS
ICDD NO
NCFW 3000
FNCF NO
CWTT NONE
HMSB YES
ACPQ NO
FORC NO
RTQT 0
SPCP NO
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 NO
DAL NO
RPRT YES
RAGT 4
DURT 30
RSND 4
```

```
FCTH 20
CRQS 100
CCBA NO
SIPQ NO
IVR NO
OBSC NO
OBPT 5
CWNT NONE
```

Avaya Communication Server 1000E R7.6 Control Directory Number

```
REQ prt
TYPE cdn
CUST 0
CDN 6200

TYPE CDN
CUST 0
CDN 6200
FRRT
SRRT
FROA NO
UUI NO
MURT
CDSQ NO
DFDN 3500
NAME NO
CMB NO
CEIL 2047
CLRO NO
OVFL NO
TDNS NO
RPRT YES
AACQ YES
ASID 17
SFNB 11 15 16 17 18 19 33 34 35 36 37 38 39
USFB 1 2 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
```

Avaya Communication Server 1000E R7.6 2050PC Terminal Numbers

Smile Console TN 1

```
>ld 20

PT0000
REQ: prt
TYPE: tn
TYPE TNB
TN 96 0 0 14
SPWD
DATE
PAGE
DES

DES SMILE3
TN 96 0 00 14 VIRTUAL
TYPE 2050PC
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
KEM 3
CFG_ZONE 00010
CUR_ZONE 00010
MRT
ERL 0
ECL 0
FDN
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
XLST
SCPW
SFLT NO
CAC_CIS 0
CAC_MFC 0
CLS UNR FBD WTA LPR MTD FND HTD TDD HFA CRPD
      MWD LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
      POD SLKD CCSD SWD LND CNDA
      CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
      ICDD CDMD LLCN MCTD CLBD AUTU
      GPUD DPUD DNDA CFXA ARHD FITD CNTD CLTD ASCD
      CPFA CPTA ABDD CFHD FICD NAID DNAA RDIA BUZZ AGRD MOAD
      UDI RCC HBTD AHA IPND DDGD NAMA MIND PRSD NRWD NRCD NROD
      DRDD EXRO
      USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
      FDSD NOVD VOLA VOUD CDMR PRED RECA MCDD T87D SBMD
      KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD VMSA
CPND_LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
```

```
AST 00 04
IAPG 1
AACS YES
ACQ AS: TN
ASID 17
FCTB
ITNA NO
DGRP
PRI 01
MLWU_LANG 0
MLNG ENG
DNDR 0
KEY 00 ACD 3500 0 3160
AGN
    ANIE 0
    01 NRD
    02 MSB
    03 ACNT
    04 SCR 3510 0      MARP
    CPND
        CPND_LANG ROMAN
        NAME 0 Operator
        XPLN 27
        DISPLAY_FMT FIRST, LAST
    ANIE 0
05
06
07
08
09
10
11
12
13
14
15
16
17 TRN
18 AO6
19 CFW 16
20 RGA
21 PRK
22 RNP
23
24 PRS
25 CHG
26 CPN
27
28
29
30
31
KEM 1 PAGE 0
32 SCN 3511 0      MARP
    CPND
        CPND_LANG ROMAN
        NAME 0 Operator
        XPLN 27
        DISPLAY_FMT FIRST, LAST
    ANIE 0
33 SCN 3512 0      MARP
    CPND
```

```

CPND_LANG ROMAN
NAME 0 Operator
XPLN 27
DISPLAY_FMT FIRST, LAST
ANIE 0
34 SCN 3513 0      MARP
CPND
CPND_LANG ROMAN
NAME 0 Operator
XPLN 27
DISPLAY_FMT FIRST, LAST
ANIE 0
35 SCN 3514 0      MARP
CPND
CPND_LANG ROMAN
NAME 0 Operator
XPLN 27
DISPLAY_FMT FIRST, LAST
ANIE 0
36 SCN 3515 0      MARP
CPND
CPND_LANG ROMAN
NAME 0 Operator
XPLN 27
DISPLAY_FMT FIRST, LAST
ANIE 0
37 SCN 3516 0      MARP
CPND
CPND_LANG ROMAN
NAME 0 Operator
XPLN 27
DISPLAY_FMT FIRST, LAST
ANIE 0
38
39
40
41
42
43
44
45 OVR
46
47
48
49
KEM 2 PAGE 0 : NO KEYS CONFIGURED
KEM 3 PAGE 0 : NO KEYS CONFIGURED
DATE 2 SEP 2014

```

Smile Console TN 2

```
REQ: prt
TYPE: tn
TYPE TNB
TN 96 0 0 15
SPWD
DATE
PAGE
DES

DES SMILE3
TN 96 0 00 15 VIRTUAL
TYPE 2050PC
CDEN 8D
CTYP XDLC
CUST 0
NUID
NHTN
KEM 3
CFG_ZONE 00010
CUR_ZONE 00010
MRT
ERL 0
ECL 0
FDN
TGAR 0
LDN NO
NCOS 0
SGRP 0
RNPG 0
SCI 0
SSU
XLST
SCPW
SFLT NO
CAC_CIS 0
CAC_MFC 0
CLS UNR FBD WTA LPR MTD FND HTD TDD HFA CRPD
      MWD LMPN RMMRD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
      POD SLKD CCSD SWD LND CNDA
      CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
      ICDD CDMD LLCN MCTD CLBD AUTU
      GPUD DPUD DNDD CFXA ARHD FITD CNTD CLTD ASCD
      CPFA CPTA ABDD CFHD FICD NAID DNAA RDIA BUZZ AGRD MOAD
      UDI RCC HBTD AHA IPND DDGD NAMA MIND PRSD NRWD NRCD NROD
      DRDD EXRO
      USMD USRD ULAD CCBD RTDD RBDD RBHD PGND OCBD FLXD FTTC DNDY DNO3 MCBN
      FDSD NOVD VOLA VOUD CDMR PRED RECA MCDD T87D SBMD
      KEM3 MSNV FRA PKCH MUTA MWTD DVLD CROD ELCD VMSA
CPND_LANG ENG
HUNT
PLEV 02
PUID
UPWD
DANI NO
SPID NONE
AST 00
IAPG 1
AACs YES
ACQ AS: TN
```

```
ASID 17
FCTB
ITNA NO
DGRP
PRI 01
MLWU_LANG 0
MLNG ENG
DNDR 0
KEY 00 ACD 3500 0 3161
AGN
    ANIE 0
    01 NRD
    02 MSB
    03 DWC 3500
    04
    05
    06
    07
    08
    09
    10
    11
    12
    13
    14
    15
    16
    17 TRN
    18 AO6
    19 CFW 16
    20 RGA
    21 PRK
    22 RNP
    23
    24 PRS
    25 CHG
    26 CPN
    27
    28
    29
    30
    31
KEM 1 PAGE 0
32 SCN 3511 0
CPND
    CPND_LANG ROMAN
        NAME 0 Operator
        XPLN 27
        DISPLAY_FMT FIRST, LAST
    ANIE 0
33 SCN 3512 0
CPND
    CPND_LANG ROMAN
        NAME 0 Operator
        XPLN 27
        DISPLAY_FMT FIRST, LAST
    ANIE 0
34 SCN 3513 0
CPND
    CPND_LANG ROMAN
        NAME 0 Operator
        XPLN 27
```

```

        DISPLAY_FMT FIRST, LAST
ANIE 0
35 SCN 3514 0
CPND
    CPND_LANG ROMAN
    NAME 0 Operator
    XPLN 27
    DISPLAY_FMT FIRST, LAST
ANIE 0
36 SCN 3515 0
CPND
    CPND_LANG ROMAN
    NAME 0 Operator
    XPLN 27
    DISPLAY_FMT FIRST, LAST
ANIE 0
37 SCN 3516 0
CPND
    CPND_LANG ROMAN
    NAME 0 Operator
    XPLN 27
    DISPLAY_FMT FIRST, LAST
ANIE 0
38
39
40
41
42
43
44
45
46
47
48
49
KEM 2 PAGE 0
50 SCN 3000 0
CPND
    CPND_LANG ROMAN
    NAME President 3000
    XPLN 27
    DISPLAY_FMT FIRST, LAST
ANIE 0
51 SCN 3001 0
CPND
    CPND_LANG ROMAN
    NAME Boss 3001
    XPLN 27
    DISPLAY_FMT FIRST, LAST
ANIE 0
52 SCN 3006 0
CPND
    CPND_LANG ROMAN
    NAME Home 3006
    XPLN 27
    DISPLAY_FMT FIRST, LAST
ANIE 0
53 SCN 3007 0
CPND
    CPND_LANG ROMAN
    NAME Worker 3007
    XPLN 27

```

```
DISPLAY_FMT FIRST, LAST
ANIE 0
54
55
56
57
58
59
60
61
62
63
64
65
66
67
KEM 3 PAGE 0 : NO KEYS CONFIGURED
DATE 3 SEP 2014
```

NACT

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