



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for configuring Avaya Aura® Communication Manager R6.2 and Avaya Aura® Application Enablement Services R6.2 to interoperate with Presence Technology Presence Recording R9.2 - Issue 1.0**

## **Abstract**

These Application Notes describe the configuration steps for Presence Technology Presence Recording to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. Presence Technology Presence Recording is part of the Presence Technology Presence Suite, a multi-channel contact management suite which handles voice, text chat, email and web contact mechanisms. Presence Technology Presence Recording integrates with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services using single step conferencing implemented via DMCC over TSAPI.

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 compliance tested configuration using Presence Technology Presence Recording and Avaya Aura® Communication Manager with Avaya Aura® Application Enablement Services (AES). Presence Technology Presence Recording is a component of Presence Technology Presence Suite, a multi-channel contact management suite able to handle voice, e-mail and web chat contact mechanisms. Presence Technology Presence Recording uses Avaya Aura® Communication Manager's Single Step Conferencing (SSC) feature via the Device, Media, and Call Control (DMCC) service provided by the Avaya Aura® Application Enablement Services (AES) to capture the audio and call details for recording agent calls. Presence Technology Presence Recording uses the Avaya Aura® Application Enablement Services DMCC service to register a pool of virtual IP softphones that are used as "recorders". Target agents, whose calls are to be recorded, are configured in the Presence Technology Presence Recording administration tool. When a target agent places or receives a call, SSC is used to conference in a "recorder" to capture the audio stream and call details.

# 2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of Presence Recording to carry out call recording in a variety of scenarios using DMCC with AES and Communication Manager.

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

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- Call Hold
- Drop
- Blind Transfer
- Consultative Transfer
- Blind 3-way Conference
- Supervised Conference
- Bridged Appearances
- Intra switch call
- Inbound trunk call
- Outbound trunk call
- Malicious Call
- Multiple simultaneous calls
- No Answer, Engaged, Unobtainable
- Fax, Answering Machine
- Manual call clear

The serviceability testing focused on verifying the ability of Presence Recording to recover from disconnection and reconnection to the Avaya solution.

## 2.2. Test Results

All functionality and serviceability test cases were completed successfully.

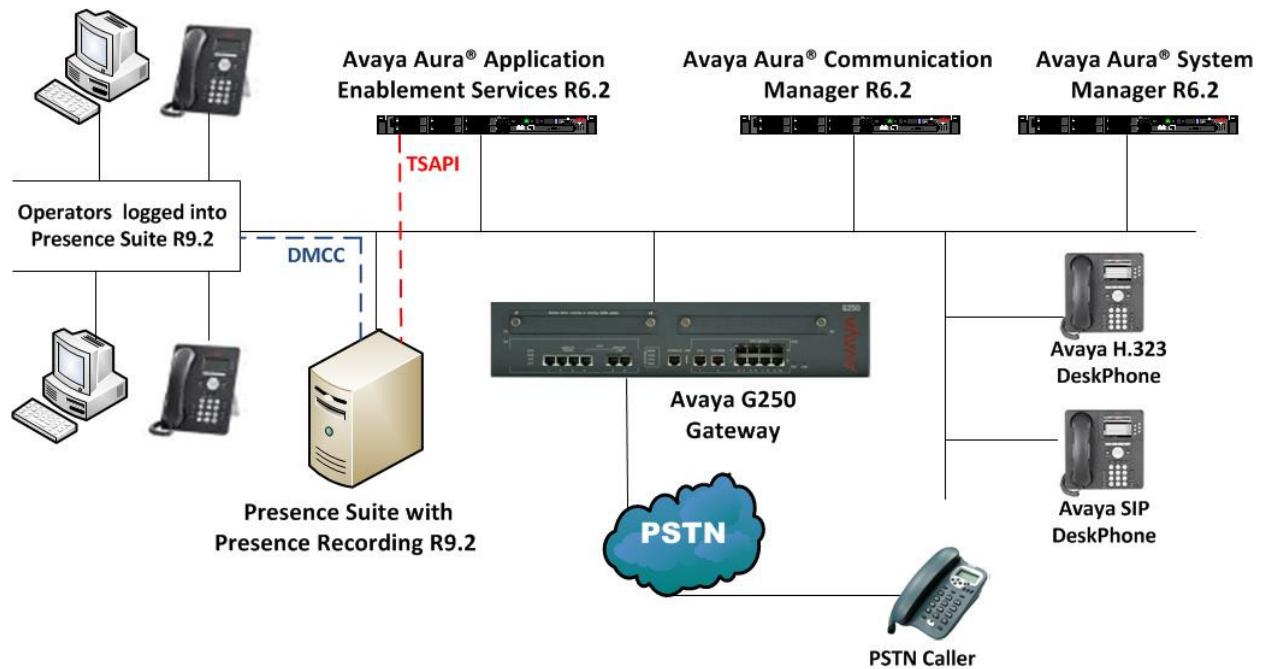
## 2.3. Support

Technical support can be obtained for Presence Technology Presence Suite as follows:

- Email: [support@presenceco.com](mailto:support@presenceco.com)
- Website: [www.presenceco.com](http://www.presenceco.com)
- Phone: +34 93 10 10 300

### 3. Reference Configuration

**Figure 1** shows the network topology during interoperability testing. Avaya S8800 Server running Communication Manager with an Avaya G250 Media Gateway was used as the hosting PBX. Presence Suite with the Presence Recording component and Presence Agent PC's are connected to the LAN and recording is performed using the Single Step Conference feature of Communication Manager using DMCC provided by AES.



**Figure 1: Avaya Aura® Communication Manager with Avaya Aura® Application Enablement Services, and Presence Technology Presence Suite Server with Presence Recording component configuration**

## 4. Equipment and Software Validated

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

• Equipment/Software	• Release/Version
Avaya Aura® System Manager running on Avaya S8800 Server	R6.2 SP2
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.2 SP2
Avaya Aura® Application Enablement Services running on Avaya S8800 Server	R6.2 SP2
Avaya G250 Gateway	R6.2
Avaya 96xx Series Deskphone	96xx H.323 Release 3.1 SP2
Avaya 96xx Series Deskphone	96xx SIP Release 2.6 SP3
Presence Server running Presence Recording on Windows XP SP3	R9.2
Presence Client running on Windows XP	R9.2

## 5. Configure Avaya Aura® Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT). The configuration described in this section can be summarized as follows:

- Configure Recorder/Playback Pool Stations

### 5.1. Configure Recorder/Playback Pool Stations

Presence Recording uses the Single Step Conferencing method to conference “recorders” with the agent calls in order to capture the call audio. Use the command **add station** to configure a station for each of the recording pool stations. On **Page 1** enter a descriptive **Name** and **Security Code**, set the **Port** to **IP**, set the **Type** to **4624** and set **IP SoftPhone** to **y**. Repeat according to the maximum number of call to be recorded simultaneously. These extensions can also be configured on Presence Recording for the playback of recordings. Configure sufficient stations to accommodate for the maximum number of simultaneous recording playback channels required.

<b>add station 2800</b>		<b>Page 1 of 6</b>
STATION		
Extension: 2800	Lock Messages? n	BCC: 0
<b>Type: 4624</b>	<b>Security Code: 1234</b>	TN: 1
<b>Port: IP</b>	Coverage Path 1:	COR: 1
<b>Name: Presenceco Recorder 1</b>	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 1591	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english		
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	<b>IP SoftPhone? y</b>	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	

## 6. Configure Presence Suite Presence Recording

The Presence Recording component of Presence Suite must be configured in order to connect with AES. The application notes assume that the Presence Server has already been properly configured and the AES user was set up. The AES credentials used for the Presence Server configuration can be reused here. Refer to **Section 9** for documentation on the configuration of Presence Suite.

### 6.1. Configure Telephony, Storage and CTI Parameters

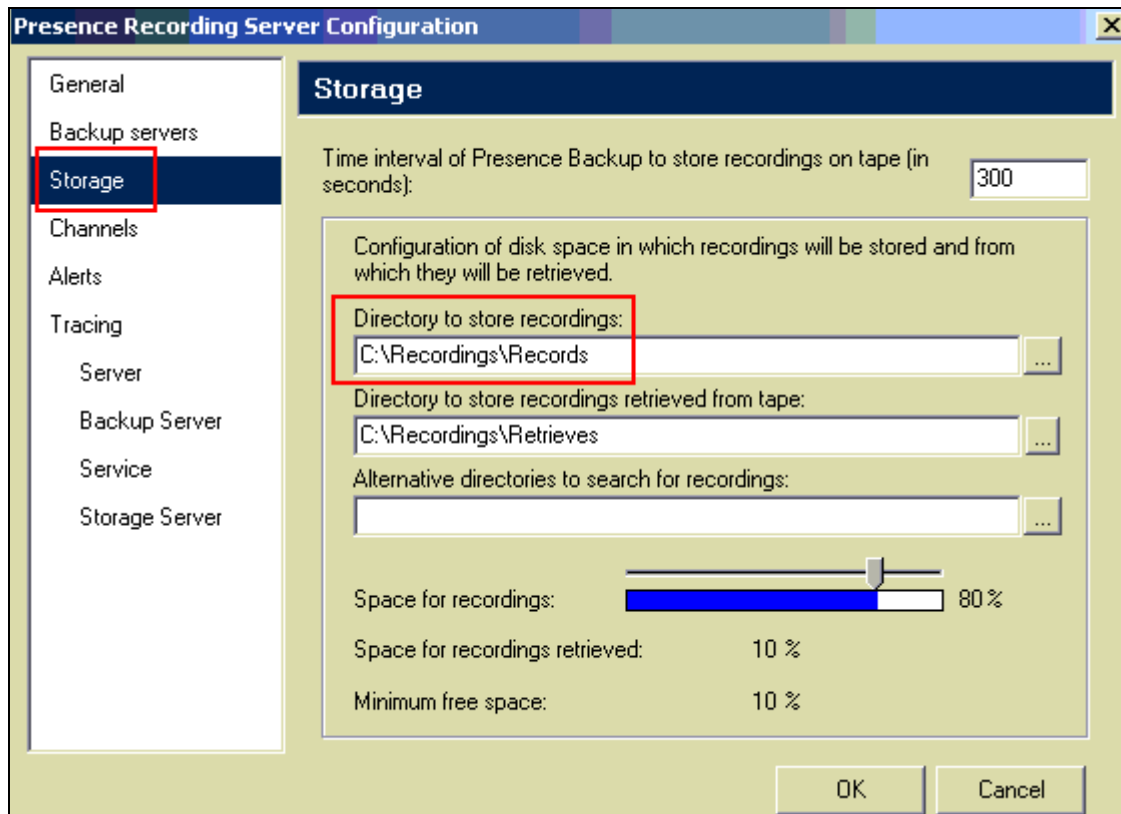
From the Presence server, navigate to **C:\Presence\** and double click on **precservercfg.exe** (not shown), the screen below will appear. In the **Ports** section, configure a **Recording Server** port, enter the **IP address** of the Presence Server and the port used for connection. Tick the **Integrated with Presence Server** box, and select **DMCC extensions** from the **Channel type** drop-down box.

The screenshot shows the 'Presence Recording Server Configuration' dialog box. The 'General' tab is selected in the left-hand menu. The 'General' section on the right contains the following fields and options:

- ☐ Configure Recording Server as slave
- Ports** section:
  - Recording Server: 6111 (highlighted with a red box)
  - Backup Recording Server: 6120
- Presence Server** section (highlighted with a red box):
  - ☒ Integrated with Presence Server
  - IP address: 192.168.50.154
  - Port: 6100
- Channel type: DMCC extensions (selected in the dropdown menu)
- Maximum recording duration (in seconds). '0' for unlimited duration: 0
- ☐ Encrypt recording files

At the bottom right are 'OK' and 'Cancel' buttons.

Click on **Storage** in the left-hand pane and enter an appropriate directory in the **Director to store recordings** field.

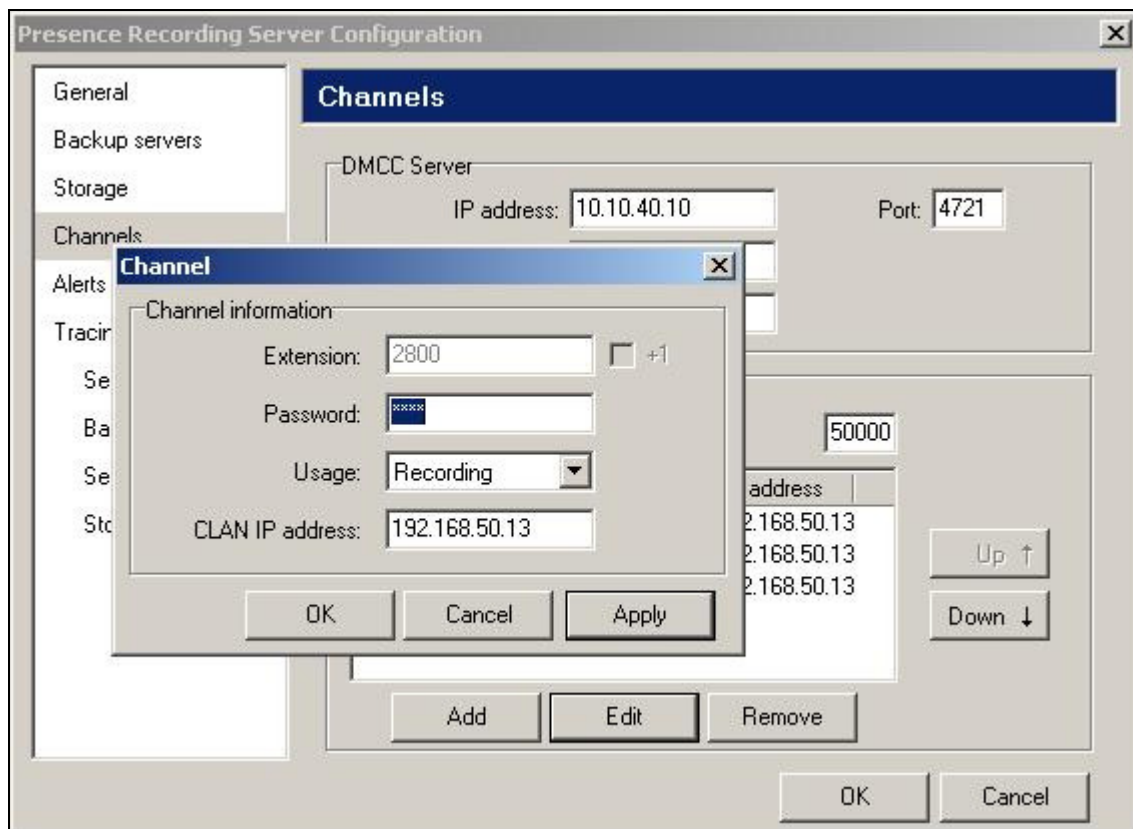


Click on **Channels** in the left-hand pane. In the **DMCC Server** section enter the IP address of the AES server and the AES user configured for the Presence Suite installation, enter the port configured for connectivity to AES (the default is **4721**). In the **DMCC channel configuration** section, click **Add**.

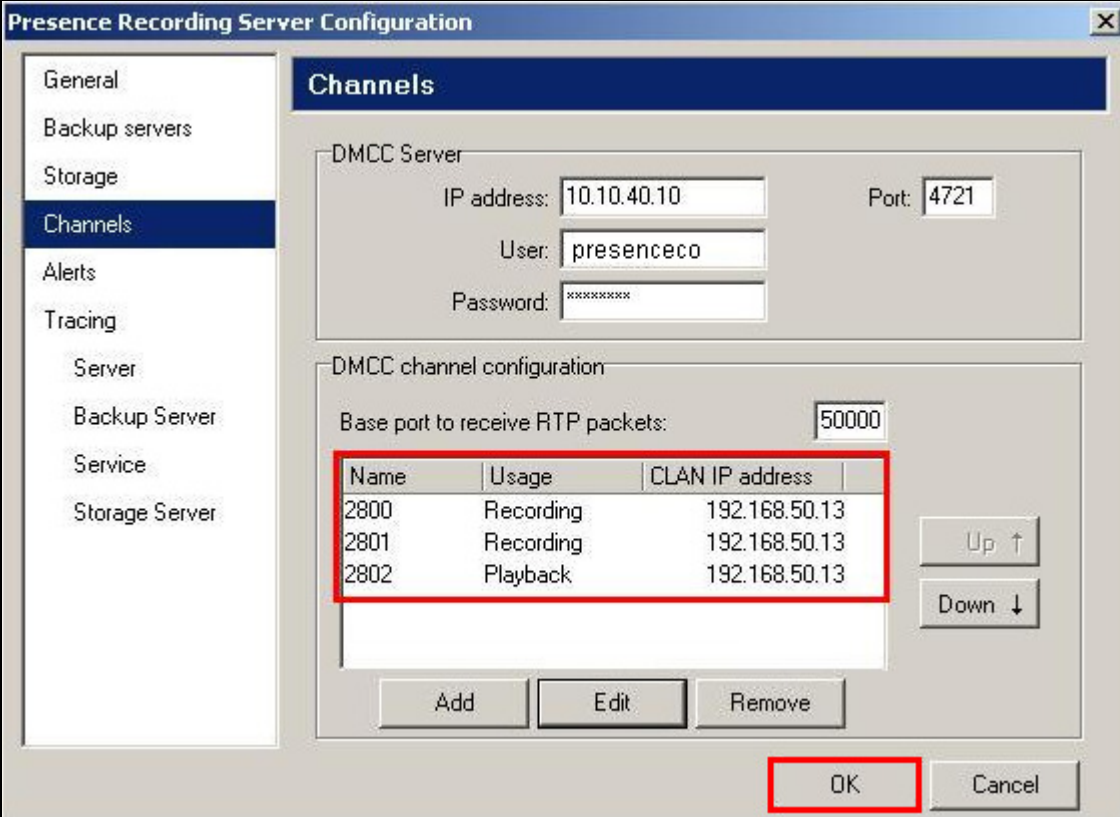
The screenshot shows the 'Presence Recording Server Configuration' dialog box with the 'Channels' tab selected. The left-hand pane lists various configuration sections: General, Backup servers, Storage, Channels (selected), Alerts, Tracing, Server, Backup Server, Service, and Storage Server. The main area is divided into two sections: 'DMCC Server' and 'DMCC channel configuration'. The 'DMCC Server' section is highlighted with a red box and contains fields for IP address (10.10.40.10), Port (4721), User (presenceco), and Password (masked with asterisks). The 'DMCC channel configuration' section contains a field for 'Base port to receive RTP packets' (50000) and a table with columns 'Name', 'Usage', and 'CLAN IP address'. Below the table are 'Up' and 'Down' buttons. At the bottom of the dialog, the 'Add' button is highlighted with a red box, along with 'Edit', 'Remove', 'OK', and 'Cancel' buttons.

Name	Usage	CLAN IP address
------	-------	-----------------

Enter a valid recording channel **Extension** and **Password** as configured in **Section 5.1**. Enter the **CLAN IP address** and select **Recording** from the **Usage** drop-down box. Click **OK** when done. Repeat as necessary. For playback channels, select **Playback** from the **Usage** drop-down box.



The screen shown below will appear, displaying all recording and playback channels, click **OK** when done.



The screenshot shows the 'Presence Recording Server Configuration' window with the 'Channels' tab selected. The left sidebar contains a tree view with the following items: General, Backup servers, Storage, Channels (selected), Alerts, Tracing, Server, Backup Server, Service, and Storage Server. The main area is divided into two sections: 'DMCC Server' and 'DMCC channel configuration'. The 'DMCC Server' section has fields for IP address (10.10.40.10), Port (4721), User (presenceco), and Password (masked with asterisks). The 'DMCC channel configuration' section has a 'Base port to receive RTP packets' field set to 50000. Below this is a table with three columns: Name, Usage, and CLAN IP address. The table contains three rows: 2800 (Recording, 192.168.50.13), 2801 (Recording, 192.168.50.13), and 2802 (Playback, 192.168.50.13). To the right of the table are 'Up ↑' and 'Down ↓' buttons. Below the table are 'Add', 'Edit', and 'Remove' buttons. At the bottom right are 'OK' and 'Cancel' buttons. Red rectangles highlight the table and the 'OK' button.

**DMCC Server**

IP address: 10.10.40.10 Port: 4721

User: presenceco

Password: xxxxxxxx

**DMCC channel configuration**

Base port to receive RTP packets: 50000

Name	Usage	CLAN IP address
2800	Recording	192.168.50.13
2801	Recording	192.168.50.13
2802	Playback	192.168.50.13

Up ↑

Down ↓

Add Edit Remove

OK Cancel

## 6.2. Configure Recording Plan

Recording plans must be configured according to the call recordings required. Using the Presence Supervisor application, click on **Recordings → Plans → New** (not shown). In the displayed **Plan Inbound service recording plan** window, assign an identifying **Name** and set the **Percentage to record** as required, in this case **100 %**. Configure the **Start** and **End** parameters as appropriate.

The screenshot shows the 'Plan My test' dialog box with the 'General' tab selected. The left-hand pane shows 'General', 'Services', and 'Groups'. The 'General' tab is active, showing the following fields:

- Name: Inbound service recording plan
- Resource profile: General
- Percentage to record: 100 %
- Start: ☐ Immediately ☒ Date 11/12/2012 14:39
- End: ☒ Indeterminate ☐ Date
- ☐ Allow the agent to pause recordings
- ☐ Allow the agent to stop recordings

Buttons at the bottom: OK, Cancel, Apply.

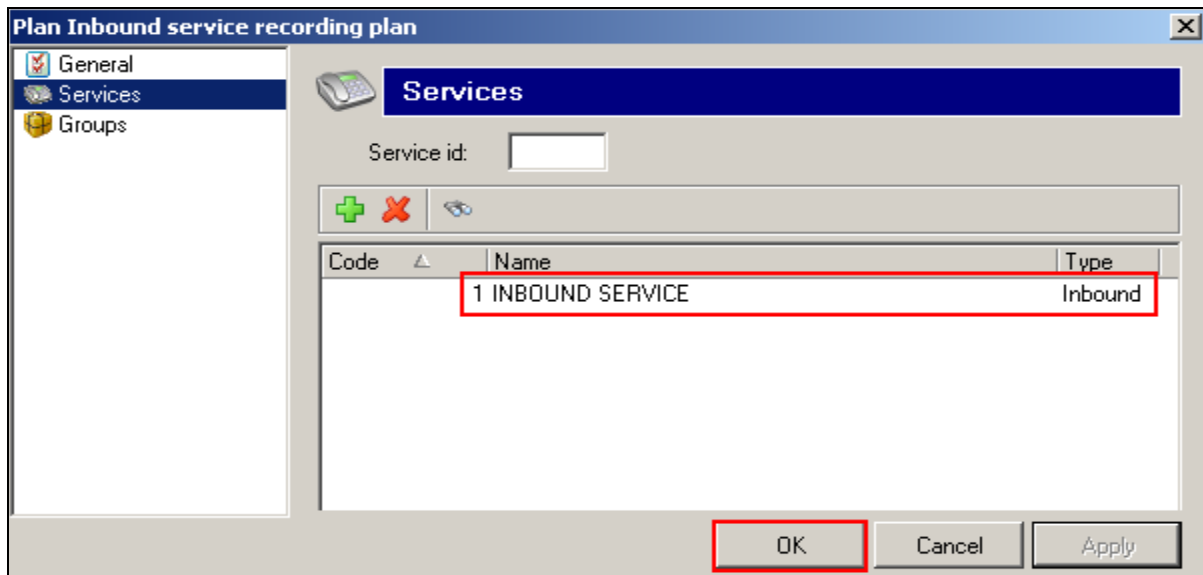
Click on **Services** in the left-hand pane, enter **1** in the **Service ID** box and click the plus icon.

The screenshot shows the 'Plan Inbound service recording plan' dialog box with the 'Services' tab selected. The left-hand pane shows 'General', 'Services', and 'Groups'. The 'Services' tab is active, showing the following fields:

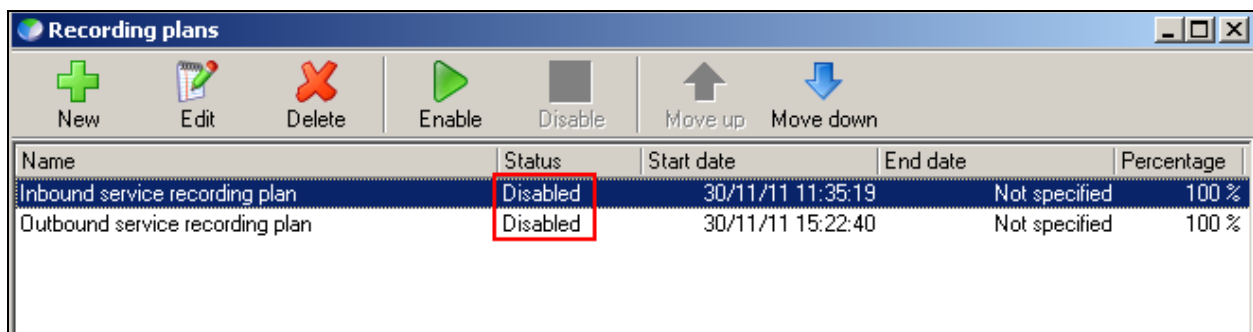
- Service id: 1
- Buttons: +, X, and a refresh icon
- Table with columns: Code, Name, Type

Buttons at the bottom: OK, Cancel, Apply.

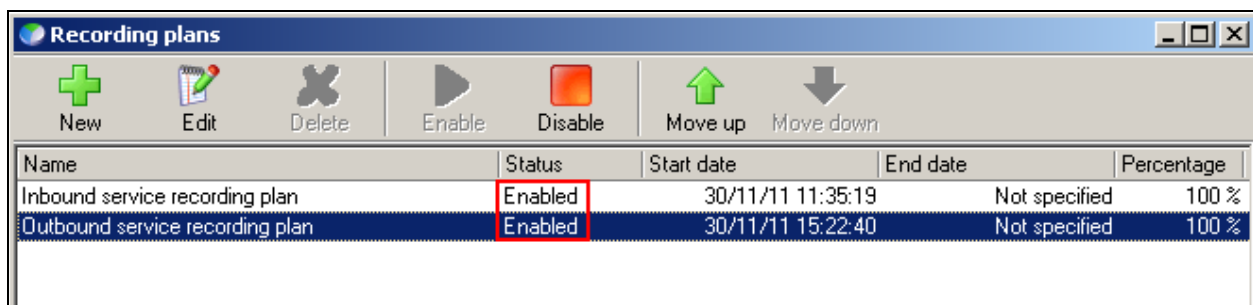
This will add the relevant configured service to the recording plan, in this case **INBOUND SERVICE**. Click **OK** when done. Repeat as necessary for additional recording plans.



The screen below will be displayed, summarizing the added recording plans. Note that the status shows **Disabled**.



Select each one in turn and click **Enable**, the status will now appear as **Enabled**.



Calls that are placed via either of these Services will be recorded according to the recording plan configured above.

## 7. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the Avaya and Presence Technology solution.

### 7.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can validate that the communication between Communication Manager and AES is functioning correctly. Check the AESVCS link status with AES by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

status aesvcs cti-link						
AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	4	no	aes62vmpg	<b>established</b>	18	18

### 7.2. Verify TSAPI Link and DMCC

#### 7.2.1. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** to display the **TSAPI Link Details** screen. Verify the status of the TSAPI link by checking that the **Status** is **Talking** and the **State** is **Online**.

**AVAYA**

**Application Enablement Services**  
Management Console

Welcome: User craft  
Last login: Fri Jan 11 14:46:18 2013 from 10.10.16.62  
Number of prior failed login attempts: 1  
HostName/IP: aes62vmpg.devconnect.local/10.10.40  
Server Offer Type: SWONLY  
SW Version: r6-2-0-18-0  
Server Date and Time: Fri Jan 11 14:52:47 UTC 2013

Status | Status and Control | TSAPI Service Summary

Home | Help | Log

▶ AE Services

▶ Communication Manager Interface

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▼ Status and Control

■ CVLAN Service Summary

■ DLG Services Summary

■ DMCC Service Summary

■ Switch Conn Summary

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
	1	CM62VMPG	1	Talking	Fri Jan 11 14:52:07 2013	Online	16	0	8	7	30

Online Offline

For service-wide information, choose one of the following:

TSAPI Service Status TLink Status User Status

## 7.2.2. Verify Avaya Aura® Application Enablement Services DMCC Service

The following steps are carried out on AES to validate that the communication link between AES and the Presence Recording server is functioning correctly. Verify the status of the DMCC service by selecting **Status → Status and Control → DMCC Service Summary**. The **DMCC Service Summary – Session Summary** screen is displayed as shown below. It shows a connection to the Presence Recording server, IP address **192.168.50.154**. The **Application** is shown as **precserver.exe**, and the **Far-end Identifier** is given as the IP address **192.168.50.154** as expected. The **User** is shown as the user created for the CTI user for Presence Server, in this case **Presenceco**.

**AVAYA**

**Application Enablement Services**  
Management Console

Number of prior failed login attempts: 0  
HostName/IP: aes62vmpg.devconnect.local/10.10.40.10  
Server Offer Type: SWONLY  
SW Version: r6-2-0-18-0  
Server Date and Time: Mon Mar 11 15:47:09 UTC 2013

Status | Status and Control | DMCC Service SummaryHome | Help | Logout

AE Services

Communication Manager Interface

Licensing

Maintenance

Networking

Security

Status

Alarm Viewer

Logs

Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

Switch Conn Summary

TSAPI Service Summary

User Management

Utilities

Help

**DMCC Service Summary - Session Summary**

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)  
Generated on Fri Feb 10 10:45:27 GMT 2012  
Service Uptime: 10 days, 18 hours 14 minutes  
Number of Active Sessions: 1  
Number of Sessions Created Since Service Boot: 7  
Number of Existing Devices: 3  
Number of Devices Created Since Service Boot: 21

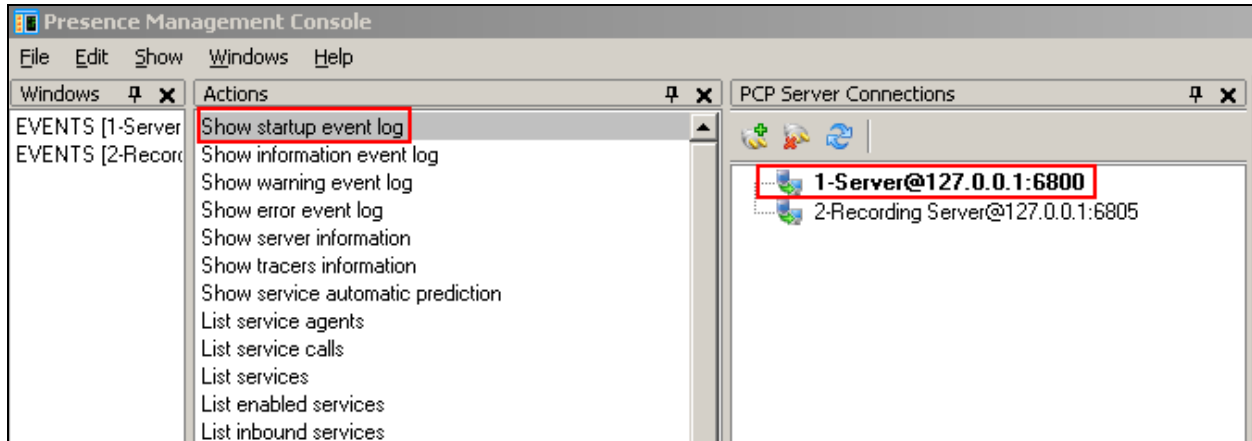
	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	B3D574CE7D7ABFCB3 3F6BE32A9D860A8-6	Presenceco	precserver.exe	192.168.50.154	XML Unencrypted	3

Terminate Sessions Show Terminated Sessions

Item 1-1 of 1

### 7.3. Verify Presence Suite CTI Connection

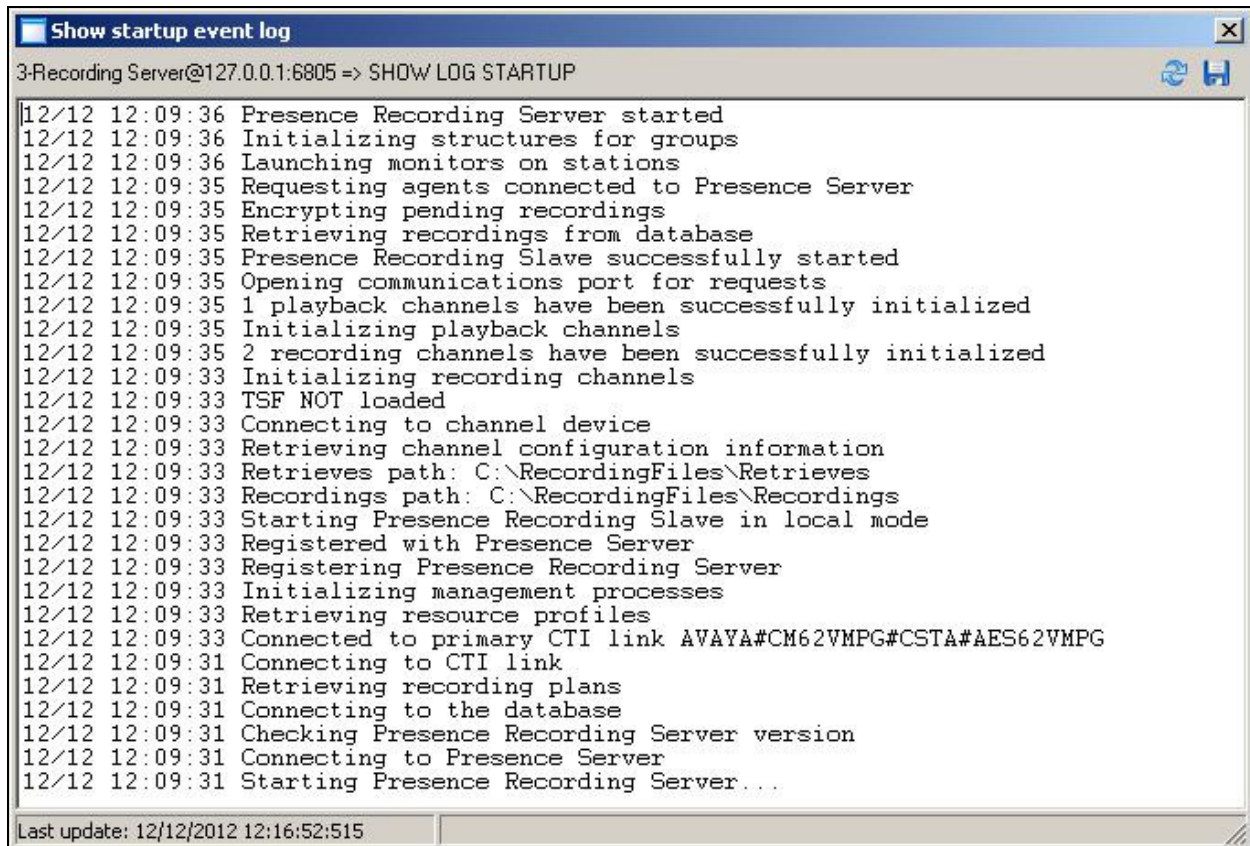
One of the available methods to confirm correct startup is a startup log which can be accessed from Presence Management Console. Navigate to **C: → Presence → pmconsole.exe** (not shown). A startup log commences when the Presence Server is trying to load and connect to AES. Click on the item named **Server@127.0.0.1:6800** in the **PCP Server Connections** pane of the Management Console. To open the startup event log, double click **Show startup event log** in the **Actions** pane.



Verify successful CTI connection and service startup.



Repeat the above for the item named **Recording Server@127.0.0.1:6805**.



```
3-Recording Server@127.0.0.1:6805 => SHOW LOG STARTUP

12/12 12:09:36 Presence Recording Server started
12/12 12:09:36 Initializing structures for groups
12/12 12:09:36 Launching monitors on stations
12/12 12:09:35 Requesting agents connected to Presence Server
12/12 12:09:35 Encrypting pending recordings
12/12 12:09:35 Retrieving recordings from database
12/12 12:09:35 Presence Recording Slave successfully started
12/12 12:09:35 Opening communications port for requests
12/12 12:09:35 1 playback channels have been successfully initialized
12/12 12:09:35 Initializing playback channels
12/12 12:09:35 2 recording channels have been successfully initialized
12/12 12:09:33 Initializing recording channels
12/12 12:09:33 TSF NOT loaded
12/12 12:09:33 Connecting to channel device
12/12 12:09:33 Retrieving channel configuration information
12/12 12:09:33 Retrieves path: C:\RecordingFiles\Retrieves
12/12 12:09:33 Recordings path: C:\RecordingFiles\Recordings
12/12 12:09:33 Starting Presence Recording Slave in local mode
12/12 12:09:33 Registered with Presence Server
12/12 12:09:33 Registering Presence Recording Server
12/12 12:09:33 Initializing management processes
12/12 12:09:33 Retrieving resource profiles
12/12 12:09:33 Connected to primary CTI link AVAYA#CM62VMPPG#CSTA#AES62VMPPG
12/12 12:09:31 Connecting to CTI link
12/12 12:09:31 Retrieving recording plans
12/12 12:09:31 Connecting to the database
12/12 12:09:31 Checking Presence Recording Server version
12/12 12:09:31 Connecting to Presence Server
12/12 12:09:31 Starting Presence Recording Server....

Last update: 12/12/2012 12:16:52:515
```

## 7.4. Verify Presence Recording Capture and Playback

Using Presence Supervisor, click **Recordings** → **Play**, visually verify correct recording detail as shown below.

Presence Supervisor - [Recording playback]

Monitors  
Outbound  
Inbound  
Agents  
Mail  
Internet  
**Recordings**  
Groups  
Plans  
**Play**  
Reports

Queries  
Description: My query

Recordings for query My query

Audio	ID	Date	Service	Group id	Extension	Agent	Duration	Total duration	Phone	Call type	Record id	Attached data	Type
	4	11/12/12 14:34:55	200	0	2011	4400	0:00:10	0:00:11	89111	I	6201		On de
	5	11/12/12 14:37:57	200	0	2011	4400	0:02:10	0:02:10	89111	I	6202		Reco
	6	11/12/12 14:39:50	200	0	2013	4401	0:00:16	0:00:17	89112	I	6204		Reco
	7	11/12/12 14:43:02	200	0	2011	4400	0:00:15	0:00:16	89111	I	6205		Reco
	8	11/12/12 14:44:47	200	0	2011	4400	0:00:26	0:00:27	89111	I	6208		Reco
	9	11/12/12 14:45:49	200	0	2011	4400	0:00:22	0:00:24	89111	I	6209		Reco
	10	11/12/12 14:46:06	200	0	2013	4401	0:00:19	0:00:19	2011	I	6210		Reco
	12	11/12/12 14:48:16	200	0	2013	4401	0:00:15	0:00:15	89111	I	6211		Reco
	13	11/12/12 14:48:42	200	0	2011	4400	0:00:08	0:00:09	89111	I	6212		Reco
	14	11/12/12 14:50:06	200	0	2011	4400	0:00:28	0:00:29	89111	I	6213		Reco
	15	11/12/12 14:50:27	200	0	2011	4400	0:00:07	0:00:08	89112	O	6213		Reco
	16	11/12/12 14:52:36	200	0	2011	4400	0:00:11	0:00:11	89111	I	6214		Reco
	17	11/12/12 14:54:19	200	0	2011	4400	0:00:41	0:00:42	89111	I	6215		Reco
	18	11/12/12 14:54:34	200	0	2011	4400	0:00:25	0:00:26	4401	O	6215		Reco
	20	11/12/12 14:57:04	200	0	2013	4401	0:00:37	0:00:38	89111	I	6217		Reco
	21	11/12/12 14:57:33	200	0	2011	4400	0:00:08	0:00:08	2013	I	6218		Reco
	23	11/12/12 14:59:00	200	0	2011	4400	0:00:32	0:00:32	89111	I	6219		Reco
	24	11/12/12 14:59:14	200	0	2011	4400	0:00:18	0:00:19	89112	O	6219		Reco
	25	11/12/12 15:00:47	200	0	2011	4400	0:00:34	0:00:35	89111	I	6220		Reco
	26	11/12/12 15:01:09	200	0	2011	4400	0:00:13	0:00:13	89112	O	6220		Reco
	27	11/12/12 15:02:30	200	0	2011	4400	0:00:21	0:00:21	89111	I	6221		Reco
	28	11/12/12 15:31:26	100	0	2011	4400	0:00:15	0:00:24	89111	O	6211		Reco
	29	11/12/12 15:35:51	100	0	2013	4401	0:00:20	0:00:29	89111	O	6213		Reco
	30	11/12/12 15:36:00	100	0	2011	4400	0:00:19	0:00:19	89112	O	6214		Reco
	31	11/12/12 15:44:28	200	0	2011	4400	0:00:07	0:00:08	89111	I	6222		On de
	32	11/12/12 15:45:42	200	0	2011	4400	0:00:28	0:00:29	89111	I	6223		On de
	33	11/12/12 15:45:54	200	0	2013	4401	0:00:10	0:00:10	89112	I	6224		On de
	34	11/12/12 15:49:27	200	0	2011	4400	0:00:13	0:00:13	89111	I	6225		Reco
	35	11/12/12 15:58:05		1	2014	0	0:00:10	0:00:11	89111	I	0		Reco
	36	11/12/12 16:09:37	200	0	2011	4400	0:00:26	0:00:26	89111	I	6230		Reco
	37	11/12/12 16:10:27	200	0	2013	4401	0:00:37	0:00:37	89111	I	6231		On de
	38	11/12/12 16:11:13	200	0	2011	4400	0:00:06	0:00:07	2013	I	6232		On de
	39	11/12/12 16:13:43	200	0	2011	4400	0:00:07	0:00:08	89111	I	6233		On de

No. of recordings: 57    Current pos.: 1    Last update: 12/12/2012 12:17:24

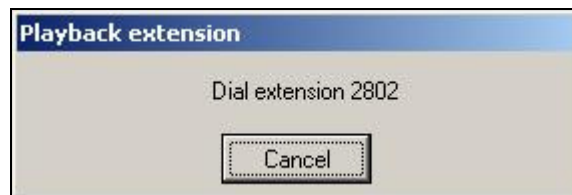
Related recordings

Audio	ID	Date	Service	Group id	Extension	Agent	Duration	Total duration	Phone	Call type	Record id	Attached data	Type
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Intelligent Routing

Server: PRESENCE\_SERVER

Double click on the recording to be played, the pop up shown below will be displayed with the prompt to dial a playback extension,



Dial the number shown and manually confirm accurate, clear and audible call recording playback. The screen below will be displayed allowing playback control.



## 8. Conclusion

These Application Notes describe the configuration steps required for Presence Technology Presence Recording to successfully interoperate with Avaya Aura® Communication Manager R6.2 using Avaya Aura® Application Enablement Services R6.2. All feature functionality and serviceability test cases were completed successfully as outlined in **Section 2.2**.

## 9. Additional References

This section references the Avaya and Presence Suite product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

- [1] *Administering Avaya Aura® Communication Manager*, Document ID 03-300509
- [2] *Avaya Aura® Communication Manager Feature Description and Implementation*, Document ID 555-245-205
- [3] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 6.2*

The following documentation is available on request from Presence: [www.presenceco.com](http://www.presenceco.com)

- [4] *ACD Sys Presence Administrator Manual Presence Suite*, V9.2
- [5] *Presence Installation Guides Presence Software*, V9.2
- [6] *PBX/ACD Requirements Presence Software*, V9.2

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