



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya Aura[®] Contact Center R6.2 to WEBTEXT.com SMS V2.0 – Issue 1.0

Abstract

These Application Notes describe how to configure Avaya Aura[®] Contact Center R6.2 to utilize the WEBTEXT.com service. WEBTEXT.com is a Service Provider which uses a SMS Gateway to translate text messages to Email. Avaya Aura[®] Contact Center Agents using the MultiMedia component to retrieve emails from the WEBTEXT POP3 host server. These emails are tagged as SMS contacts. Agents can reply to these SMS contacts using email, the emails are then translated to SMS by the WEBTEXT service and sent to the original mobile phone user.

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 how to configure Avaya Aura® Contact Center R6.2 to utilize the WEBTEXT.com service.

WEBTEXT.com is a web-based, Application to Person (A2P) and Announcement & Notification (A&N) Software as a Service provider (SaaS), delivering on-line messaging services in real-time to businesses and organizations world-wide. Using the WEBTEXT.com service, mobile phone users are able to send text messages to a business, which in turn are translated to email. The emails are placed on a WEBTEXT.com POP3 host which is associated with the MultiMedia component of Avaya Aura® Contact Center. The emails from this source are tagged as SMS contacts and enter a queue, allowing Agents to handle the text messages originating from mobile phone users.

Agents are able to reply to SMS contacts using email. The email is sent to an SMTP host provided by WEBTEXT.com and translated to SMS and sent to the original mobile phone user. The operation of the WEBTEXT.com service is totally transparent to end-users.

2. General Test Approach and Test Results

The general test approach was to configure Avaya Aura® Contact Center R6.2, with a number of CoResident components:

- Contact Center Manager Server (CCMS)
- Contact Center Manager Administrator (CCMA)
- Contact Center MultiMedia (CCMM)
- Contact Center License Manager (LM)
- Contact Center Toolkit (CCT)
- Agent Desktop (AAAD)

As the testing involved was related to Contact Center MultiMedia only there was no requirement for any Voice Agents, or a requirement for a PABX. For completeness the Contact Center had an Application Module Link (AML) to an Avaya Communication Server 1000E R7.5. An Avaya Aura® Session Manager 6.1 was used for registration of SIP Endpoints. An Avaya Aura® System Manager was used to manage the Session Manager. The configuration of the AML or the Avaya Communication Server is outside the scope of this document. For the proposed compliance testing Encoding UTF-8 was used.

2.1. Interoperability Compliance Testing

The compatibility tests included the following.

- Testing the connection from the Contact Center MultiMedia component to the WEBTEXT.com POP3 and SMTP hosts
- Inbound and Outbound text messages in a number of scenarios. Text messages with both less than and greater than 160 characters
- Text messages containing Latin1 characters
- Ensuring Realtime and Historical Reports were correct

2.2. Test Results

Tests were performed to validate interoperability between the Contact Center and WEBTEXT.com. All the test cases passed successfully.

Note: Replies can only be made to text messages. No text messages can be originated by the Contact Center.

2.3. Support

For technical support for WEBTEXT.com, please use the following:

TOLL FREE (USA/CA)	+ 1.855.247.3232
TEL (UK)	+44 (0)203 3285053
TEL (IRL)	+353 (0)1 247 9000
Email:	support@webtext.com
Web:	www.webtext.com

For technical support for Avaya products please use <http://support.avaya.com>.

3. Reference Configuration

Figure 1 shows the network topology used during compliance testing. All WEBTEXT.com and the mobile phone network equipment was located outside the test Lab. The Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Communication Server 1000E and the Avaya Aura® Contact Center were installed in the Test Lab. The Contact Center had two Network Interface Cards (NIC), one NIC was connected to the Enterprise LAN for the AML connection to the Communication Server 1000E, the second NIC was connected to the Avaya Area Subnet to allow access to the Internet.

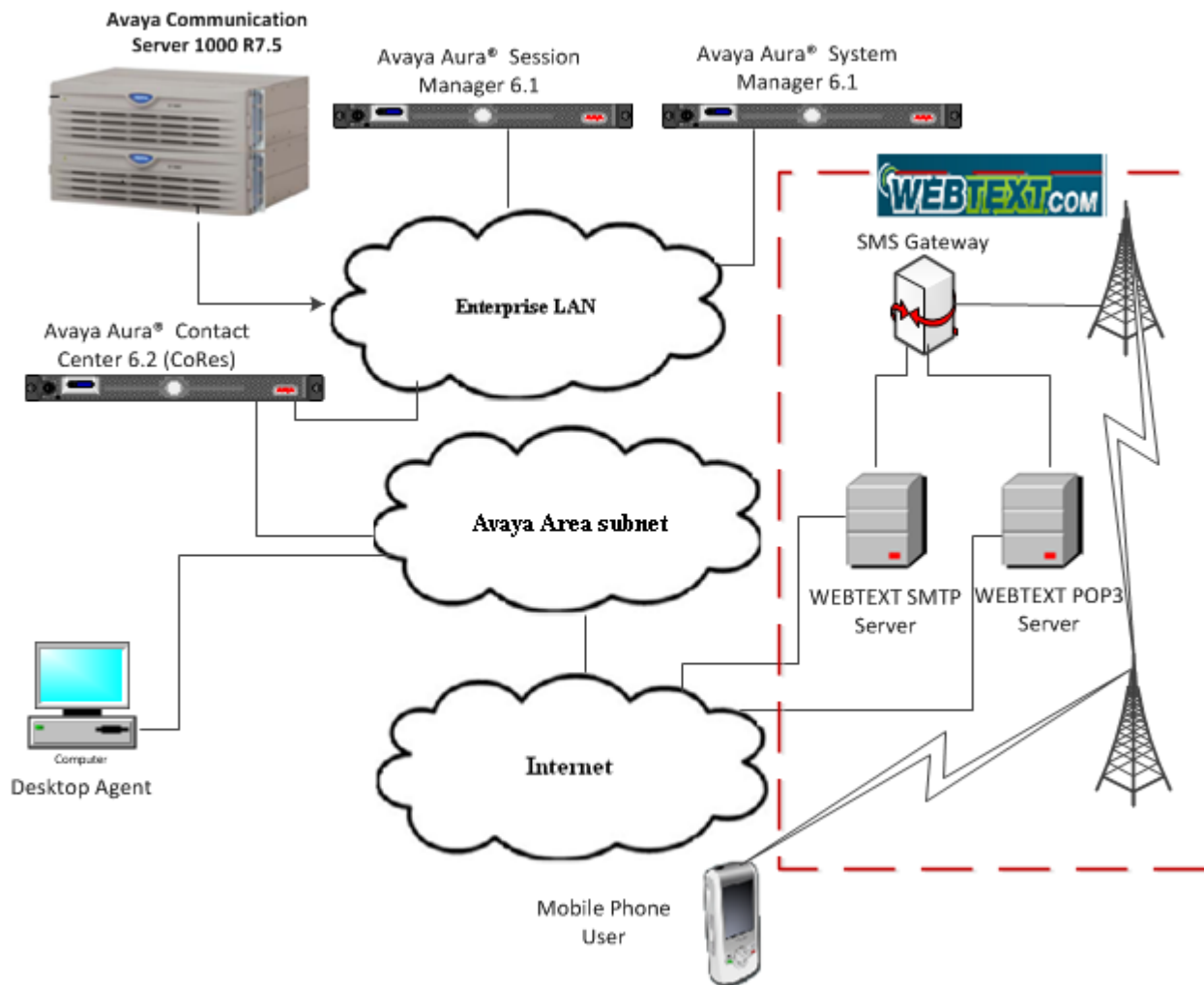


Figure 1: Configuration for Avaya Aura® Contact Center to WEBTEXT.com

4. Equipment and Software Validated

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

Avaya Equipment	Software / Firmware Version
IBM System x3250 M2 server	Avaya Aura® Contact Centre R6.2 SP4
WEBTEXT.Com Equipment	Software / Firmware Version
N/A	WEBTEXT.com SMS V2.0

5. Configure Avaya Aura® Contact Center

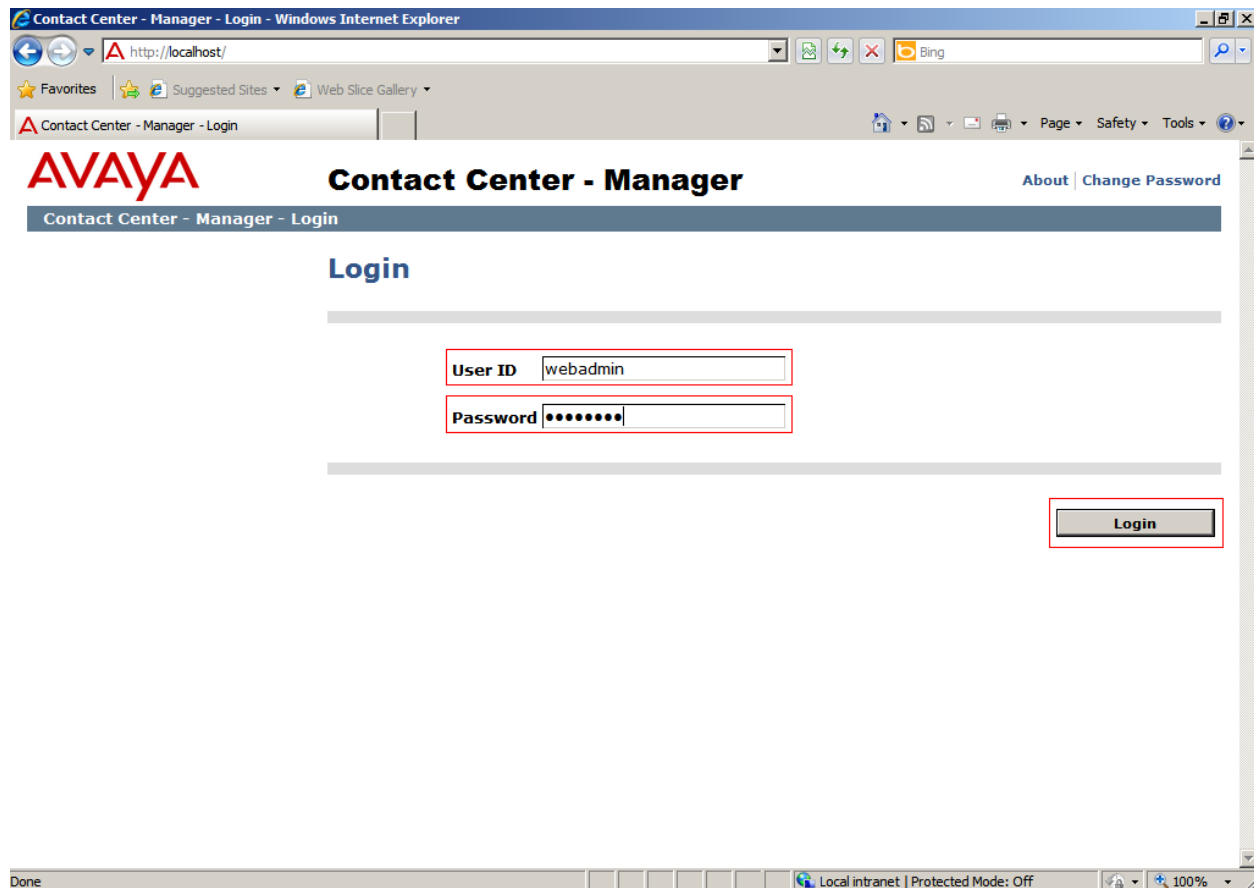
Configuration and verification operations on the Avaya Aura® Contact Center were performed using a Graphical User Interface. The information provided in this section describes the configuration of the following.

- Log on to the Contact Center Manager
- Create a Route Point for SMS Multimedia type
- Add SMS Skillset to the Agent
- Launch the Multimedia Administration Tool
- Add the Inbound POP3 Server
- Add the Outbound SMTP Server
- Associate Route Point to SMS Skillset
- Add the SMS Mailbox Configuration
- Add the SMS Reply Configuration

For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 8**.

5.1. Log on to the Contact Center Manager

Log in to the Contact Center Manager Server via Internet Explorer, point the browser to the Fully Qualified Domain Name (FQDN) of the Contact Center Manager Administrator. During compliance testing the Contact Center Manager Administrator co resided on the Contact Center Manager Server therefore **http://localhost/** was entered. Enter **User ID** and **Password** and click on the **Login** button.



The screenshot shows a Windows Internet Explorer browser window with the address bar set to <http://localhost/>. The page title is "Contact Center - Manager - Login". The Avaya logo is on the left, and the page title "Contact Center - Manager" is in the center. Below the title is a navigation bar with "Contact Center - Manager - Login" and links for "About" and "Change Password". The main heading is "Login". Below this is a form with two input fields: "User ID" containing "webadmin" and "Password" containing seven dots. A "Login" button is located at the bottom right of the form. The status bar at the bottom indicates "Done" and "Local intranet | Protected Mode: Off".

AVAYA Contact Center - Manager

About | Change Password

Contact Center - Manager - Login

Login

User ID webadmin

Password ••••••••

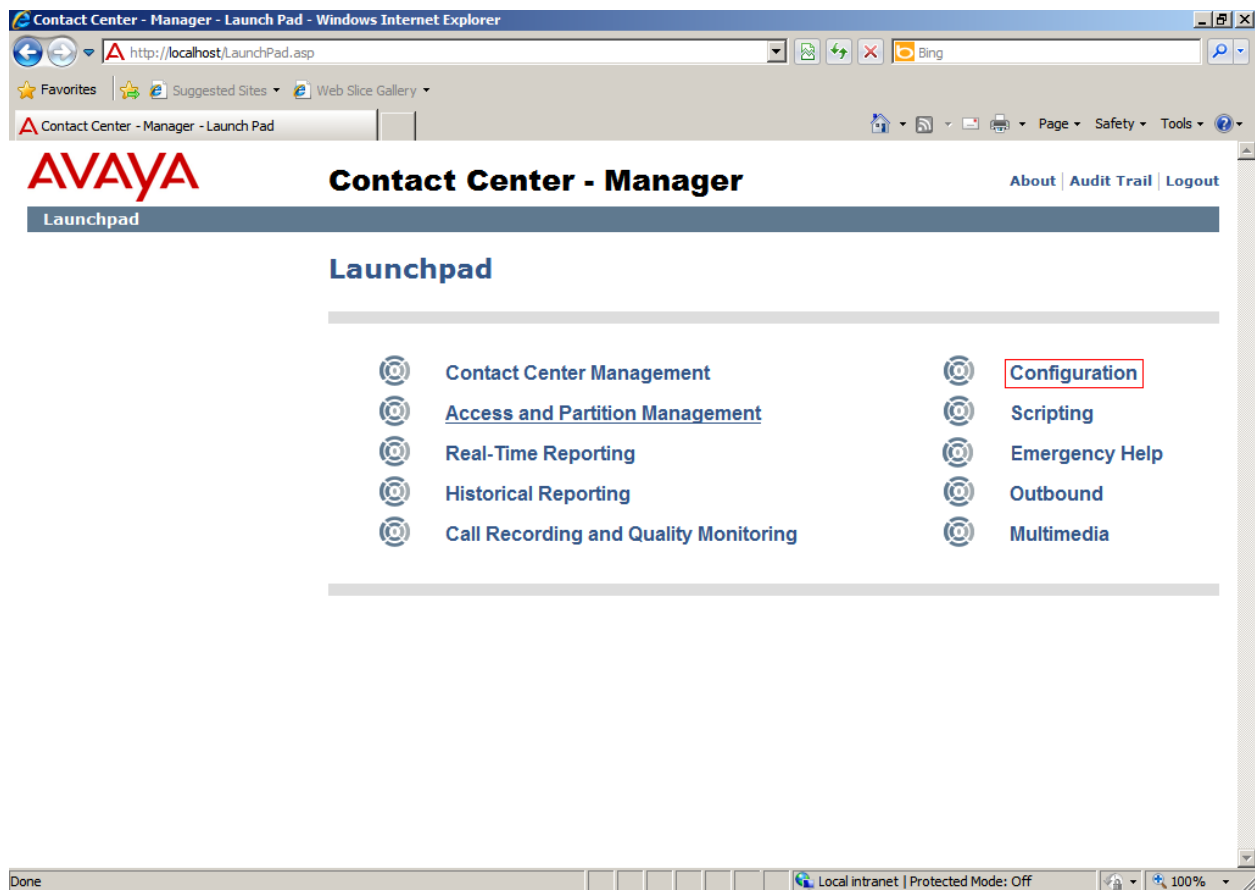
Login

Done Local intranet | Protected Mode: Off 100%

5.2. Create a Route Point for SMS Multimedia contact type

For Multimedia Contact Types to be retrieved by Agents, a Route Point was created and associated with the SM Skillset assigned to the Agents. **Section 5.7** shows how to associate this new Route Point to the SM Skillset.

To create the Route Point carry out the following: Double Click the **Configuration** icon on the Launchpad to launch the Configuration page.



- From the configuration page expand the Contact Center Manager Server (**AACC62**) icon and double click **CDNs (Route Points)** folder
- In the **CDNs (Route Points)** page, select the **Open Queue** tab
- In the **Name** column enter the name of the SMS route point, **SMS_WEBTEXT_testing** was chosen for this example
- Move to the **Call Type** Column and select **Open Queue Local** from the **drop down** menu
- Place a check in the **Acquired** tick box.
- Click on the **Refresh Status** button, the status box should change to **Acquired**

Note: During compliance testing the Contact Center Manager Server was called **AACC62**

Contact Center - Manager - Configuration - Windows Internet Explorer

http://localhost/Configuration/

AVAYA Configuration

Logged in user: webadmin | Logout

Server Download Status Launchpad Help

AACC62

- Activity Codes
- Call Presentation Classes
- Call Recording and Quality I
- CDNs (Route Points)
- Contact Types
- DNISs
- Formulas
- Global Settings
- Historical Statistics
- IVR ACD-DNs
- Multiplicity Presentation Clas
- Phoneset Displays
- Phonesets and Voice Ports
- Real-time Statistics
- Routes
- Skillssets
- Threshold Classes

aacc62cct

aacc62ccmm

CDNs (Route Points)

Server: AACC62

CDNs Open Queue Refresh Status

Name	Call Type	Acquired?	Status
OpenQueuePointAddress	Open Queue Local	<input checked="" type="checkbox"/>	Acquired
SMS_WEBTEXT_testing	Open Queue Local	<input checked="" type="checkbox"/>	Acquired
*		<input type="checkbox"/>	

Updates are applied when you click the next row on the grid.
To delete an entry, highlight the row on the grid and hit the delete button on the keyboard.

Done Local intranet | Protected Mode: Off 100%

5.3. Add SMS Skillset to the Agent

A SMS Skillset was added to the agents to enable them to receive SMS contacts. To add the Skillset to an Agent carry out the following:

- Click on the **Launchpad** (shown above in Step 5.2) dropdown box and select **Contact Center Management**
- Expand the **CCM Servers (Supervisors)** folder
- Expand the Contact Center Manager Server (**AACC62**) folder

Notes: During testing, the **Default Supervisor** was used as the agent and called **Administrator Administrator**. The Skillset used was the **SM_Default_Skillset**.

- Expand **Default Supervisor** and double click on **Administrator Administrator**
- Click on **Assign Skillsets**
- Click on the **List All** button
- Click the **dropdown** window of the **SM_Default_Skillset** in the **Priority** column
- Choose the priority to be given to the Skillset. During testing **Priority 3** was used

Click on the **Submit** button.

The screenshot shows the Avaya Contact Center Management web interface in a Windows Internet Explorer browser. The address bar shows <http://localhost/Ccm/>. The page title is "Contact Center Management" and it indicates the user is logged in as "webadmin".

The left sidebar shows a tree view of the system structure:

- CCM Servers (Supervisors)
 - AACC62
 - Default Supervisor
 - Administrator Administrator
 - Default_Skillset, 1
 - EM_Default_Skillset, 2
 - Default Agent

5.4. Launch the Multimedia Administration Tool

The Multimedia Administration tool is launched to configure the Multimedia component of the Contact Center. Click on the **Launchpad (shown above in Step 5.2)** dropdown box and select **Multimedia**. The **Multimedia Administration (CCMM)** page will now open.

5.5. Add the Inbound POP3 Server

Select **General Administration** followed by **Server Settings**. Choose **Inbound POP3 Server** from the **dropdown box**. Add the inbound POP3 Server by entering the following information (provided by WEBTEXT.com);

- **Primary Hostname** **pop3.webtext.com**
- **Port Number** **1101**

Click the **Save** button.

The screenshot displays the CCMM Administration web application. On the left is a navigation menu with the Avaya logo and a tree view containing 'General Administration' (selected), 'Server Settings', 'Skillset Settings', 'Administrator Settings', 'Agent Settings', 'General Settings', and 'Office Hours'. Below this are buttons for 'E-mail', 'Web Comms', 'IM', 'Voice Mail', 'Fax', 'Scanned Documents', 'Text Messaging (SMS)', 'Predictive Outbound', 'Agent Desktop Configuration', and 'General Administration' (highlighted in orange). The main area is titled 'Edit Current Servers' and contains a table of server configurations. Below the table are buttons for 'New', 'Edit', 'Delete', and 'Help'. A dropdown menu is set to 'Inbound POP3 Serve'. At the bottom, a 'New Inbound POP3 E-mail Server' form is open, showing 'Primary Hostname' as 'pop3.webtext.com', 'Port Number' as '1101', and an empty 'Secondary Hostname (Optional)' field. A note states: 'Note: If a second redundant E-mail Server has been configured, the system can switch over in the event of a failure.' 'Save' and 'Cancel' buttons are at the bottom of the form. The status bar at the very bottom shows 'User: webadmin | Server Time: 15:09 | Status:'.

Server Type	Hostname	Port
Contact Center Manager Server	AACC62	4422
Contact Center Manager Administrator	AACC62	80
Contact Center License Server	AACC62	3998
Communication Control Toolkit Server	AACC62	29373
Standby CCT Server	NOT_CONFIGURED	
Contact Center Multimedia Server	AACC62	1972
Contact Center Multimedia Standby Server	NOT_CONFIGURED	1972
External Web Server	NOT_CONFIGURED	8080
P2P IM Reporting Server		
Inbound POP3 Server	lavabit.com	110
Inbound POP3 Server	pop3.webtext.com	1101
Outbound SMTP Server	sasl.webtext.com	25
Predictive Application Server	NOT_CONFIGURED	40000
Predictive Reporting Server	NOT_CONFIGURED	40000
TSP Dialer	NOT_CONFIGURED	
Directory LDAP Server	NOT_CONFIGURED	389
CC Web Stats		

New Inbound POP3 E-mail Server

Primary Hostname:

Port Number:

Secondary Hostname (Optional):

Note: If a second redundant E-mail Server has been configured, the system can switch over in the event of a failure.

User: webadmin | Server Time: 15:09 | Status:

5.6. Add the Outbound SMTP Server

Select **Outbound SMTP Server** from the dropdown box, click the **New** button. Enter the **Primary Hostname**, and **Port Number** as follows (provided by WEBTEXT.com).

- **Primary Hostname** **sasl.webtext.com**
- **Port Number** **25**

In the **Advanced SMTP Authentication** box choose **Base 64 Encoded Authentication** option. Click the **Save** button.

The screenshot shows the CCHM Administration interface. On the left is a navigation tree with 'General Administration' expanded, showing 'Server Settings', 'Skillset Settings', 'Administrator Settings', 'Agent Settings', 'General Settings', and 'Office Hours'. The 'General Settings' section is active, showing a list of servers in the 'Edit Current Servers' table.

Server Type	Hostname	Port
Contact Center Manager Server	AACC62	4422
Contact Center Manager Administrator	AACC62	80
Contact Center License Server	AACC62	3998
Communication Control Toolkit Server	AACC62	29373
Standby CCT Server	NOT_CONFIGURED	
Contact Center Multimedia Server	AACC62	1972
Contact Center Multimedia Standby Server	NOT_CONFIGURED	1972
External Web Server	NOT_CONFIGURED	8080
P2P IM Reporting Server		
Inbound POP3 Server	lavabit.com	110
Inbound POP3 Server	pop3.webtext.com	1101
Outbound SMTP Server	sasl.webtext.com	25
Predictive Application Server	NOT_CONFIGURED	40000
Predictive Reporting Server	NOT_CONFIGURED	40000
TSP Dialer	NOT_CONFIGURED	
Directory LDAP Server	NOT_CONFIGURED	389
CC Web Stats		

Below the table is a dropdown menu set to 'Outbound SMTP Ser' and buttons for 'New', 'Edit', 'Delete', and 'Help'. The 'New' button is highlighted.

The 'New Outbound SMTP E-mail Server' form is open, showing the following fields:

- Primary Hostname:** sasl.webtext.com
- Secondary Hostname (Optional):** (empty)
- Port Number:** 25
- Advanced SMTP Authentication:** Base 64 Encoded Authentication (selected in a dropdown)

A note states: 'Note: If a second redundant E-mail Server has been configured, the system can switch over in the event of a failure.' There are 'Save' and 'Cancel' buttons at the bottom of the form.

The status bar at the bottom shows: User: webadmin | Server Time: 15:10 | Status:

5.7. Associate Route Point to SMS Skillset

To associate the Route Point to the SM Skillset, click on **General Administration** followed by **Skillset Settings**. Click on **SM_Default_Skillset**. From the **Route Point** dropdown box select **SMS_WEBTEXT_testing**. This was configured in **Section 5.2**. Click on the **Save** button.

The screenshot displays the CCMM Administration web application. On the left is a navigation menu with the AVAYA logo and a tree view containing 'General Administration' (selected), 'Server Settings', 'Skillset Settings', 'Administrator Settings', 'Agent Settings', 'General Settings', and 'Office Hours'. Below the menu is a list of system components: E-mail, Web Comms, IM, Voice Mail, Fax, Scanned Documents, Text Messaging (SMS), Predictive Outbound, Agent Desktop Configuration, and General Administration (highlighted in orange). The main content area features a table of skillsets with columns: Skillset Name, Route Point, Auto-Signature, Office Hours Ten, Chat History Header, Comfort Message, and On Hold Message. The 'SM_Default_Skillset' row is selected and highlighted in orange. Below the table is a pagination bar showing 'Page 1 of 1'. A modal window titled 'Edit Skillset' is open, showing the configuration for 'SM_Default_Skillset'. It includes a 'Route Point' dropdown menu with 'SMS_WEBTEXT_testing' selected, a 'Chat History Header' dropdown, and 'Comfort Group' and 'On Hold Group' dropdowns. There are 'Unlink Hours', 'Unlink Chat', 'Unlink Group', and 'Unlink Group' buttons. A large 'Auto-Signature' text area is on the right. At the bottom right of the modal are 'Save', 'Cancel', and 'Help' buttons, with the 'Save' button highlighted in red. The status bar at the bottom shows 'User: webadmin', 'Server Time: 15:33', and 'Status:'.

Skillset Name	Route Point	Auto-Signature	Office Hours Ten	Chat History Header	Comfort Message	On Hold Message
VM_Default_Skillset						
SM_Default_Skillset						
FX_Default_Skillset						
SD_Default_Skillset						
PR_Default_Skillset						
OB_Default_Skillset						
WC_Default_Skillset						
EM_Default_Skillset	OpenQRoutePointAdc					

Page 1 of 1

Edit Skillset

Skillset: SM_Default_Skillset

Route Point: SMS_WEBTEXT_testing

OpenQRoutePointAddress SMS_WEBTEXT_testing

Unlink Hours

Chat History Header:

Unlink Chat

Comfort Group:

Unlink Group

On Hold Group:

Unlink Group

Auto-Signature:

Reload Grid

Save

Cancel

Help

User: webadmin | Server Time: 15:33 | Status:

5.8. Add the SMS Mailbox Configuration

Choose **Text Messaging (SMS)** followed by **Mailbox configuration**. Click on the **Add** button. In the **Mailbox** tab enter the following:

- **POP3 Server** From the dropdown box and choose the server which was added in **Section 5.5** i.e. **pop3.webtext.com**
- **Mailbox:** Supplied by WEBTEXT.com i.e. **johndoe@avaya.com**
- **Domain:** For compliance testing **Avaya.com** was used
- **Password:** Supplied by WEBTEXT.com
- **Confirm Password**
- **Skillset:** Choose the Skillset from the dropdown box which was configured in **Section 5.3.3** i.e. **SM_Default_Skilset**
- **Contact Priority:** Choose the Priority from the dropdown box which was configured in **Section 5.3** i.e. **3**

When completed, click on **Sender Address** tab.

The screenshot shows the 'CCMM Administration' window with the 'Edit SMS Mailbox Configuration' tab selected. The left sidebar shows the 'SMS' menu with 'Mailbox Configuration' highlighted. The main area displays a diagram of the SMS Gateway forwarding messages to an E-mail address, which then defines the mailbox from which the contact center will retrieve the E-mail. Below the diagram is a table of existing mailbox configurations:

Enabled	Mailbox	Domain	Skillset to Route to
<input checked="" type="checkbox"/>	mdancy@avaya.com	avaya.com	SM_Default_Skillset

Below the table are buttons for 'Add', 'Edit', 'Delete', and 'Help'. The 'Add Mailbox' dialog box is open, showing the 'Mailbox' tab. The fields are as follows:

- POP3 Server: pop3.webtext.com
- Mailbox: johndoe@avaya.com
- Domain: avaya.com
- Password: [Redacted]
- Confirm Password: [Redacted]
- Skillset: SM_Default_Skillset
- Contact Priority: 3

Buttons for 'Save' and 'Cancel' are at the bottom right of the dialog box. The status bar at the bottom shows 'User: webadmin | Server Time: 15:15 | Status:'.

In the **Sender Address** tab select the **Use Full sender address** radio button. Click the **Save** button.

CCMM Administration

AVAYA

Edit SMS Mailbox Configuration

SMS Gateway forwards messages to an E-mail address

Define the mailbox from which contact center will retrieve the E-mail

SMS Gateway Click to Edit → E-mail Server Click to Edit → Contact Center

Enabled	Mailbox	Domain	Skillset to Route to
<input type="checkbox"/>	mdancy@avaya.com	avaya.com	SM_Default_Skillset

Add Edit Delete Help

Add Mailbox

Mailbox Sender Address

☒ Use full sender address
☐ Parse sender address for CLID

Save Cancel

User: webadmin | Server Time: 15:28 | Status:

5.9. Add the SMS Reply Configuration

Choose **Text Messaging (SMS)** followed by **Reply Configuration**. Click on the **Add** button.
Enter the following:

- **SMTP Server** From the dropdown box and choose the server which was added in **Section 5.6** i.e. **sasl.webtext.com**
- **Mailbox:** Supplied by WEBTEXT.com i.e. **john DOE@avaya.com**
- **Domain:** For compliance testing **avaya.com** was used
- **Password:** Supplied by WEBTEXT.com
- **Confirm Password**
- **Use Alternative username for STMP Authentication** Ensure the box is ticked
- **Username:** Supplied by WEBTEXT.com

When all the information is entered, click on the **Save** button.

CCMM Administration

AVAYA

Edit Skillset Reply Address

Skillsets

Skillset	Mailbox
SM_Default_Skillset	mdancy@avaya.com

Save Cancel Help

Mailbox

Username	Domain	Server
mdancy@avaya.com	avaya.com	
mdancy	avaya.com	sasl.webtext.com

New Edit Delete

New Mailbox

SMTP Server: sasl.webtext.com

Mailbox: john DOE@avaya.com

Domain: avaya.com

Password:

Confirm Password:

☒ Use Alternative username for SMTP Authentication

Username: johndoe

Save Cancel

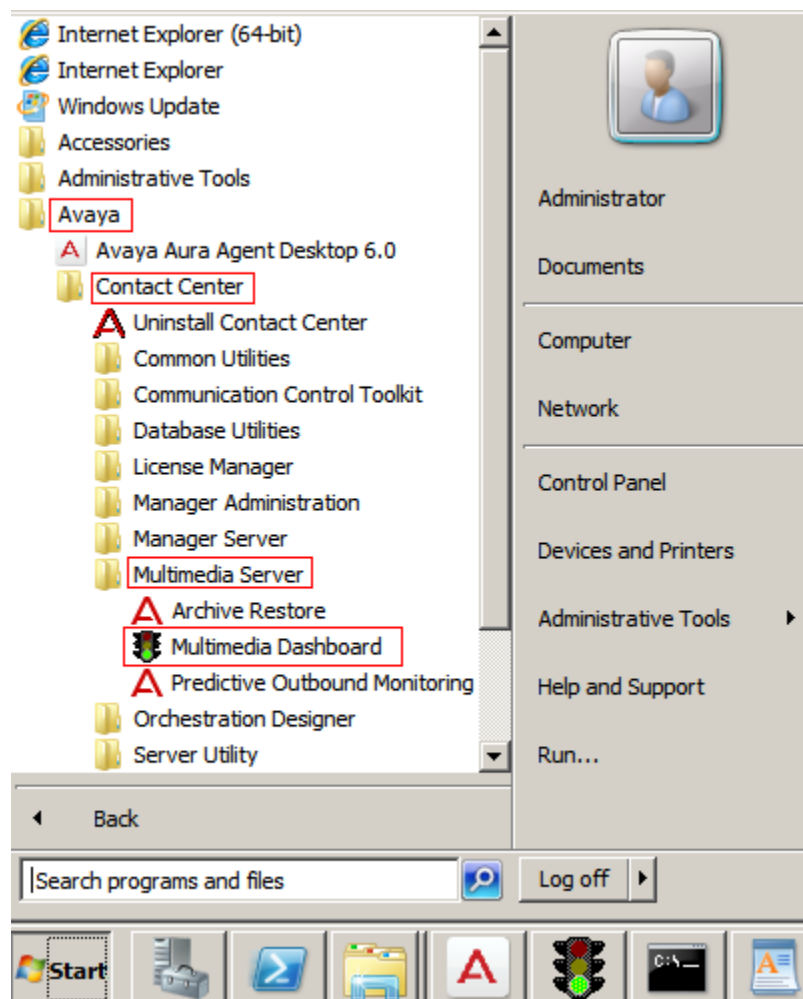
User: webadmin | Server Time: 15:21 | Status:

6. Configure WEBTEXT.com SMS

All configurations of the WEBTEXT.com SMS were carried out by WEBTEXT.com personnel and are outside the scope of this document.

7. Verification Steps

This section provides a test that can be performed to verify correct configuration of the Avaya Aura® Contact Center connections to WEBTEXT.com. The Multimedia Server contains a Dashboard which allows the user to monitor many activities of the Multimedia Server. To launch the Multimedia Dashboard to check the status of the connection to the WEBTEXT.com SMS POP3 host and SMTP host. Click **Start → All Programs**, navigate to **Avaya → Contact Center → Multimedia Server** and select **Multimedia Dashboard**.



Confirm that the Inbound and Outbound servers are connected.

The screenshot displays the CCMM Dashboard with the following sections:

- CCMM Database Metrics**
 - Table Sizes**

Table	Count
Contacts	44
Customers	5
Campaigns	0
Customers with more than 100 contacts	0
 - Fault Indicators**

Indicator	Count
Oldest contact in 'New' status	1
Email skillsets with no outbox	6
Skillsets with no routepoint	0
Unsent outgoing emails	0
- CCMM Contacts by Type**

Type	New	Open	Closed	Waiting
E-Mail	0	0	26	0
SMS	0	0	18	0
Total	0	0	44	0
- Server Availability**

Server	Computer Name	Response Time
Contact Center Manager Server	AACC62	< 1ms
Contact Center Manager Admin...	AACC62	< 1ms
Contact Center License Server	AACC62	< 1ms
Communication Control Toolkit ...	AACC62	< 1ms
Contact Center Multimedia Server	AACC62	< 1ms
P2P IM Reporting Server	-	-
Inbound POP3 Server	lavabit.com	170ms
Inbound POP3 Server	pop3.webtext.com	33ms
Outbound SMTP Server	sasl.webtext.com	33ms
CC Web Stats	-	-
- Email Metrics**
 - Attachments disk space: F:\Avaya\Contact Center\Email Attachments\Inbound
 - 0 Mb / 327679 Mb (Free space: 326386 Mb (99.6%))
 - Mailbox: johndoe@avaya.com@avaya.com
 - Messages: 0

A red circle highlights a green checkmark icon in the Email Metrics section, with a red arrow pointing to it from the 'Inbound POP3 Server' row in the Server Availability table. A text box next to the checkmark states: "Indicates that both the Inbound and Outbound Servers are connected."

8. Conclusion

These Application Notes describe the configuration steps required for Avaya Aura® Contact Center R6.2 to successfully interoperate with WEBTEXT.com. All compliance testing passed successfully.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <http://support.avaya.com> or from your Avaya representative.

- [1] Avaya Aura® Contact Center Agent Desktop User Guide NN44400-114
- [2] Avaya Aura® Contact Center Installation NN44400-311
- [3] Avaya Aura® Contact Center Commissioning NN44400-312

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