Avaya Solution & Interoperability Test Lab

Application Notes for configuring AMC Technology's Contact Canvas™ with Avaya Aura® Contact Center R7.0 and Avaya Aura® Communication Manager R7.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps to integrate AMC Technology's Contact Canvas™ with Avaya Aura® Contact Center and Avaya Aura® Communication Manager to allow various Customer Relationship Management (CRM) applications, using AMC Technology Contact Canvas™, connect to the Avaya solution.

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.

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1. Introduction

These Application Notes describe the configuration steps to integrate AMC Technology's Contact Canvas™ R6.5 with Avaya Aura® Contact Center R7.0 and Avaya Aura® Communication Manager R7.0 in order to allow various Customer Relationship Management (CRM) applications, using AMC Technology Contact Canvas™, connect to the Avaya solution.

AMC Technology's Contact Canvas™ CRM integration solutions for Avaya provide pre-packaged, server-based integration that delivers real-time connectivity with business applications including Microsoft Dynamics CRM, SAP, Oracle Siebel and Salesforce CRM. Companies can enable full CTI functionality in their CRM desktop including softphone controls, caller identification, and screen population. Agents can place, receive, and transfer customer interactions with full, real-time access to CRM customer data.

AMC solutions are built on the AMC Contact Canvas Suite (CCS). Through its open architecture, the AMC product suite enables contact centers to integrate a variety of communication channels across different platforms using new or existing infrastructure, creating a true multi-channel and multi-vendor contact center.

Contact center agents and knowledge workers can place, receive, transfer and conference customer interactions with full, real-time access to customer information. Screen Pop is enabled through CCS's ability to transfer data from the CTI into an instant, convenient display of customer information in the CRM application.

AMC Technology's Contact Canvas™ contains 3 main components:
1) Contact Canvas Server.
2) AMC Driver, which provides Computer Telephony Integration (CTI) through the Communication Control Toolkit (CCT) that enables Call Control, Agent Session Control and Screen Pops.
3) AMC Adapter which provides connectivity to the CRM application.

Note: Adaptors for Salesforce, SAP CRM and MS Dynamics CRM all reside on the Contact Canvas server. The adaptor for Oracle Siebel resides on the Oracle Siebel server.

2. General Test Approach and Test Results

The general test approach was to configure a Contact Center to enable the Contact Canvas Server to connect to the Communication Control Toolkit (CCT) module of Contact Center, see **Figure 1** for a network diagram. Contact Center was connected to Communication Manager using Session Manager for a SIP connection. The Contact Center was installed with the following co-resident components:
- Contact Center Manager Server (CCMS).
- Contact Center Manager Administrator (CCMA).
- Communication Control Toolkit (CCT).

The adapters for the following CRMs were tested during compliance testing.
1. Salesforce.
2. Oracle Siebel.
3. SAP CRM.
4. MS Dynamics CRM 2015.

Each CRM was tested separately using the same test cases for each CRM/adaptor. The connection to the Avaya solution was identical for each of the four adaptors that were tested and the piece of middleware called Contact Canvas™ is the product that was being compliance tested.

An Avaya Reference Client was used to verify the call state of each adaptor to ensure that they were fully compliant.

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

Feature functionality testing included:
- Agent Log In/Log Out.
- Agent Ready/Not Ready.
- Agent State Synchronization with Agent Telephones.
- Hold/Unhold.
- Transfers, Blind/Consultative.
- Conferencing.
- Customer calls to Agents (Calls to the Contact Center Skillset).
- Calls from Agent to Agent.
- Calls from Agent to Non Agent.

2.2. Test Results

All test cases were executed and passed with the following exceptions, issues and observations.

Salesforce experienced the following issues.
1. Some lag in time was experienced on the Agent CRM. This was on the AMC side between the CRM server and client so when a call is presented to the phone set it may ring there for up to 5 seconds before the Agent CRM shows the incoming call and gets answered. This may be due to network traffic or other lab network issues. Some CRM's showed a slightly longer time lag than others but all showed some lag or another.
2. Conference. After a 3rd party drops out the CRM shows a conference is still in place and this is also shown on Ref Client. Pressing hold will update the call state. This is not an issue for AMC.

3. For a Skillset call that is not answered by the agent, the CRM does not update the CRM client screen to the state "Not Ready" when the call is re-queued. In the event a call is not answered in time by the Contact Center agent and according to the Contact Center Call Presentation Class, the agent is placed in "Not Ready" and the caller is placed back into the queue. During compliance testing the agent was in fact placed into "Not Ready", this was shown correctly on RefClient but not on the CRM client screen, therefore this is an adaptor issue not updating the CRM client screen. This issue seemed to only occur with H323 phones and did not occur with a SIP phone.

SAP CRM experienced the following issues.
1. Some lag in time was experienced on the Agent CRM. This was on the AMC side between the CRM server and client so when a call is presented to the phone set it may ring there for up to 5 seconds before the Agent CRM shows the incoming call and gets answered. This may be due to network traffic or other lab network issues. Some CRM's showed a slightly longer time lag than others but all showed some lag or another.
2. On certain occasions there was an issue with time lag with the adaptor which caused some issues with "Supervised Transfer", where the last part "complete transfer" does not seem to work on first attempt. This works successfully if the agent interaction is slowed down and deliberate.
3. With Conference, SAP does not share the screen pop in conference; this is a known SAP limitation. Also after a 3rd party drops out the CRM shows a conference is still in place and this is also shown on Ref Client. Pressing hold will update the call state. This is not an issue for AMC.

Oracle Siebel experienced the following issues.
1. Some lag in time was experienced on the Agent CRM. This was on the AMC side between the CRM server and client so when a call is presented to the phone set it may ring there for up to 5 seconds before the Agent CRM shows the incoming call and gets answered. This may be due to network traffic or other lab network issues. Some CRM's showed a slightly longer time lag than others but all showed some lag or another.
2. The "transfer complete" seemed to take some time lag on the Siebel side, the screen pop was not transferred as a result.
3. With Conference, Siebel does not share the screen pop in conference. After a 3rd party drops out the CRM shows a conference is still in place and this is also shown on Ref Client. Pressing hold will not update the call state though it does on Ref Client.

MS CRM Dynamics 2015 experienced the following issues.
1. Some lag in time was experienced on the Agent CRM. This was on the AMC side between the CRM server and client so when a call is presented to the phone set it may ring there for up to 5 seconds before the Agent CRM shows the incoming call and gets answered. This may be due to network traffic or other lab network issues. Some CRM's showed a slightly longer time lag than others but all showed some lag or another.
2. During a supervised transfer the screen pop is not being transferred. This seems to be an issue with data store, not with the AMC Driver. The calls are being interpreted as an internal call.

3. After a 3rd party drops out of a conference call, the CRM shows a conference is still in place and this is also shown on Ref Client. Pressing hold will not update the call state though it does on Ref Client.

2.3. Support

Technical support for AMC Technology can be found as follows:
- Web Portal: http://www.amctechnology.com/support/
- Phone contact: +1 804 419 8600 or +1 800 390 4866

3. Reference Configuration

The configuration in **Figure 1** will be used to compliance test AMC Contact Canvas™ using various adaptors with Avaya Aura® Contact Center and Avaya Aura® Communication Manager using a VPN connection to gain call control of existing Avaya 96x1 series IP desk phones.
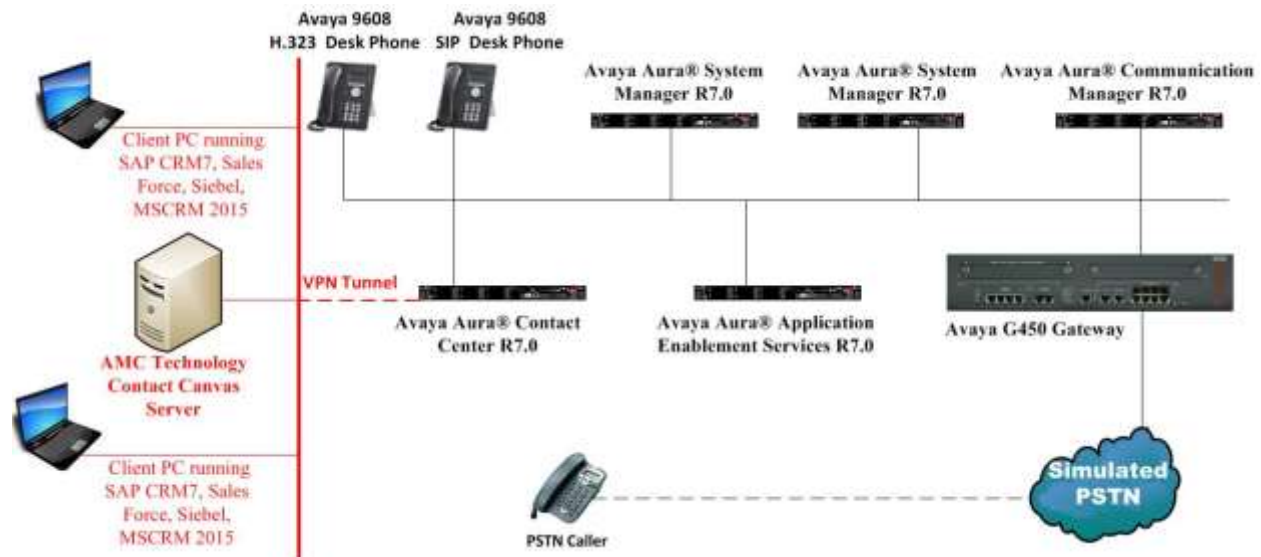
Figure 1: Connection of AMC Contact Canvas for various CRM's with Avaya Aura® Contact Center R7.0 and Avaya Aura® Communication Manager R7.0

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 a virtual server	System Manager 7.0.1.0 Build No. - 7.0.0.0.16266 Software Update Revision No: 7.0.1.0.064859 Feature Pack 1
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.0 SP1 Build No. – 7.0.1.0.701007
Avaya Aura® Communication Manager running on a virtual server	R7.0 R017x.00.0.441.0 00.0.441.0-23012
Avaya Aura® Application Enablement Services running on a virtual server	R7.0 Build No – 7.0.0.0.1.13
Avaya Aura® Contact Center running on a virtual server (SIP Install)	R7.0 (SIP Install) (See Appendix for a list of patches installed)
Avaya G450 Gateway	37.19.0 /1
Avaya 9608 H323 Deskphone	96x1 H323 Release 6.6.028
Avaya 9608 SIP Deskphone	96x1 SIP Release 7.0.0.39
Contact Canvas Server (resides on a Windows 2012 64-bit Operating System) AMC Connector - Salesforce Open CTI - Oracle Siebel - SAP CRM - MS Dynamics CRM 2015	Windows 2012 Server 6.5 6.5 6.5 6.5

5. Configure Avaya Aura® Communication Manager

There are no specific configuration changes on Communication Manager required for this solution, for all provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT). Some screens in this section have been abridged and highlighted for brevity and clarity in presentation. The general installation of the servers and Avaya G450 Media Gateway is presumed to have been previously completed and is not discussed here

5.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

```
display system-parameters customer-options                      Page   3 of  11
                               OPTIONAL FEATURES

    Abbreviated Dialing Enhanced List? y          Audible Message Waiting? y
        Access Security Gateway (ASG)? n            Authorization Codes? y
        Analog Trunk Incoming Call ID? y                     CAS Branch? n
 A/D Grp/Sys List Dialing Start at 01? y                       CAS Main? n
Answer Supervision by Call Classifier? y              Change COR by FAC? n
                                  ARS? y  Computer Telephony Adjunct Links? y
                  ARS/AAR Partitioning? y  Cvg Of Calls Redirected Off-net? y
           ARS/AAR Dialing without FAC? y                    DCS (Basic)? y
            ASAI Link Core Capabilities? n              DCS Call Coverage? y
            ASAI Link Plus Capabilities? n              DCS with Rerouting? y
       Async. Transfer Mode (ATM) PNC? n
     Async. Transfer Mode (ATM) Trunking? n   Digital Loss Plan Modification? y
              ATM WAN Spare Processor? n                          DS1 MSP? y
                                 ATMS? y          DS1 Echo Cancellation? y
                  Attendant Vectoring? y
```

5.2. Configure the Agent Stations

There are some settings that need to be confirmed on the Avaya IP sets that are being monitored. Type **change station** x, where x is the extension number of the station that is to be changed. Below is an example showing an Avaya **9608** H.323 deskphone used during compliance testing. On **Page 1** ensure that **IP Softphone** is set to **y**.

```
change station 7000                                            Page   1 of   5
                                 STATION

Extension: 7000                        Lock Messages? n              BCC: M
     Type: 9608                        Security Code: *               TN: 1
     Port: S00102                     Coverage Path 1:               COR: 1
     Name: AMC Agent1                 Coverage Path 2:               COS: 1
                                      Hunt-to Station:            Tests? y
STATION OPTIONS
                Location:              Time of Day Lock Table:
              Loss Group: 19     Personalized Ringing Pattern: 1
                                        Message Lamp Ext: 7000
            Speakerphone: 2-way         Mute Button Enabled? y
        Display Language: english          Button Modules: 0
 Survivable GK Node Name:
          Survivable COR: internal       Media Complex Ext:
    Survivable Trunk Dest? y              IP SoftPhone? y

                                       IP Video Softphone? y
                     Short/Prefixed Registration Allowed: default

                                        Customizable Labels? Y
```

On **Page 2** ensure that **Multimedia Mode** is set to **enhanced**.

```
change station 7000                                            Page   2 of   5
                                 STATION
FEATURE OPTIONS
          LWC Reception: spe         Auto Select Any Idle Appearance? n
         LWC Activation? y                   Coverage Msg Retrieval? y
 LWC Log External Calls? n                             Auto Answer: none
           CDR Privacy? n                         Data Restriction? n
   Redirect Notification? y             Idle Appearance Preference? n
 Per Button Ring Control? n            Bridged Idle Line Preference? n
   Bridged Call Alerting? n                 Restrict Last Appearance? y
 Active Station Ringing: single

                                             EMU Login Allowed? n
        H.320 Conversion? n       Per Station CPN - Send Calling Number?
      Service Link Mode: as-needed              EC500 State: enabled
       Multimedia Mode: enhanced            Audible Message Waiting? n
  MWI Served User Type:                  Display Client Redirection? n
            AUDIX Name:                   Select Last Used Appearance? n
                                            Coverage After Forwarding? s
                                             Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio Connections? y
  Emergency Location Ext: 2016        Always Use? n IP Audio Hairpinning? n
```

Page 3.

```
change station 7000                                          Page   3 of   5
                              STATION

            Conf/Trans on Primary Appearance? n
  Bridged Appearance Origination Restriction? n     Offline Call Logging? y
        Require Mutual Authentication if TLS? n

             Call Appearance Display Format: disp-param-default
                        IP Phone Group ID:
Enhanced Callr-Info Display for 1-Line Phones? n


                          ENHANCED CALL FORWARDING
                              Forwarded Destination        Active
 Unconditional For Internal Calls To:                           n
               External Calls To:                               n
       Busy For Internal Calls To:                              n
               External Calls To:                               n
   No Reply For Internal Calls To:                              n
               External Calls To:                               n

          SAC/CF Override: n
```

On **Page 4** there are three call appearance buttons configured, **call-appr**.

```
change station 7000                                          Page   4 of   5
                              STATION
 SITE DATA
      Room:                                      Headset? n
      Jack:                                      Speaker? n
     Cable:                                      Mounting: d
     Floor:                                   Cord Length: 0
  Building:                                     Set Color:

ABBREVIATED DIALING
    List1:                 List2:                    List3:




BUTTON ASSIGNMENTS
 1: call-appr                   5:
 2: call-appr                   6:
 3: call-appr                   7:
 4:                             8:

    voice-mail
```

6. Configuration of Avaya Aura® Contact Center

It is assumed that a fully working contact center is already in place with call routing and skillsets configured. Communication Control Toolkit (CCT) is a module of Avaya Aura® Contact Center and this is a client/server application that implements Computer-Telephony Integration (CTI) for installed and browser-based client integrations. This section describes the steps required to add a new Agent and CCT user and associate that CCT user with a windows domain user.

6.1. Create a Windows user on the Avaya Aura® Contact Center Server

All CCT users must be associated with a user account on Windows Active Directory/Domain User account. When a Contact Center user is created there is an option to create a CCT user and there is an association made there with a Windows domain user, see **Section 6.2**. Users who can access multiple domains can also access the CCT client as long as trust is established between the domains; the user does not have to log on to separate domains to use the CCT client.

If there is no Active Directory already in place, then a windows user must be added to the Contact Center server before a CCT user is added. In the example below a new user called **Russell** was created on the local Windows Server. To add a new windows user navigate to **Computer Management**. On windows 2012 server simply type in Computer Management on the screen and the program will appear.

From **Computer Management**, in the left window, expand **System Tools → Local Users and Groups → Users** and right click on **Users** and select **New User** as shown below.

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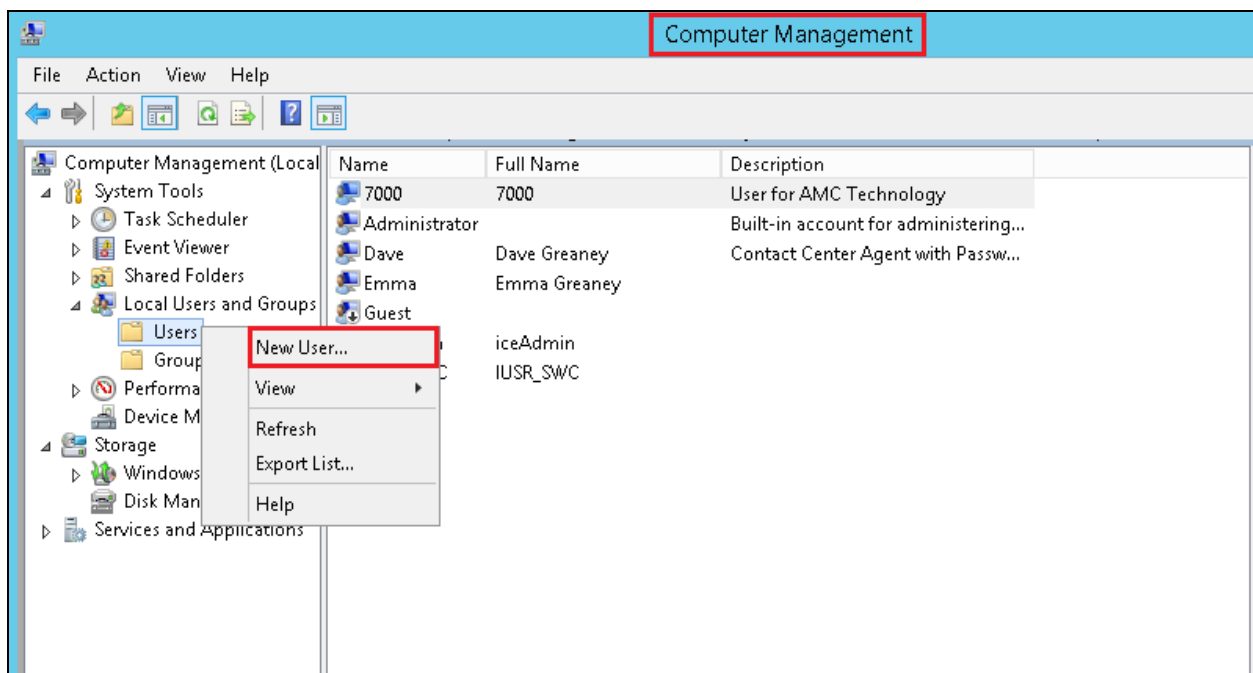
Enter the **User name** and **Password** noting that this same user name and password will be required in configuring the CRM Client in **Section 7.4**. Ensure that **Password never expires** is ticked. Click on **Create** once the information is filled in correctly.

6.2. Create a user on Avaya Aura® Contact Center

Open a web session to the Contact Center server and log in with the proper credentials as shown below in the **Login** screen.

Click on **Contact Center Management**.

Right click on the **Supervisor** in the left window and click on **Add Agent**.

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Enter the details of the user including the **User Type** which should be set as **Agent**, **Login ID.** This is typically set to the same as the extension number where this agent will be logging in to, also called the **Voice URI** which is the ext@domain. Ensure that **Create CCT Agent** is ticked. Once this is ticked the CCT/Agent account will need to be associated with the windows user account that was created in **Section 6.1**. Expand **Associate User Account** and assign this user to the user created in **Section 6.1**. In this example, the user is on the local operating system, so **Search local operating system** is chosen below and a list of users on this system is displayed by selecting **List All**. Choose the correct user and scroll down the page.

Expand the **Contact Types** and select the correct contact type. In this example this is an agent answering voice calls, so **Voice** is chosen. Expand **Skillsets** and **Assign Skillsets** and assign the necessary skillset to this user, in the example below **AMC_Sales** was added to the existing list of assigned skillsets. Click on **Submit** at the bottom of the page once this is completed to save the changes.

6.3. Verify CCT User Association
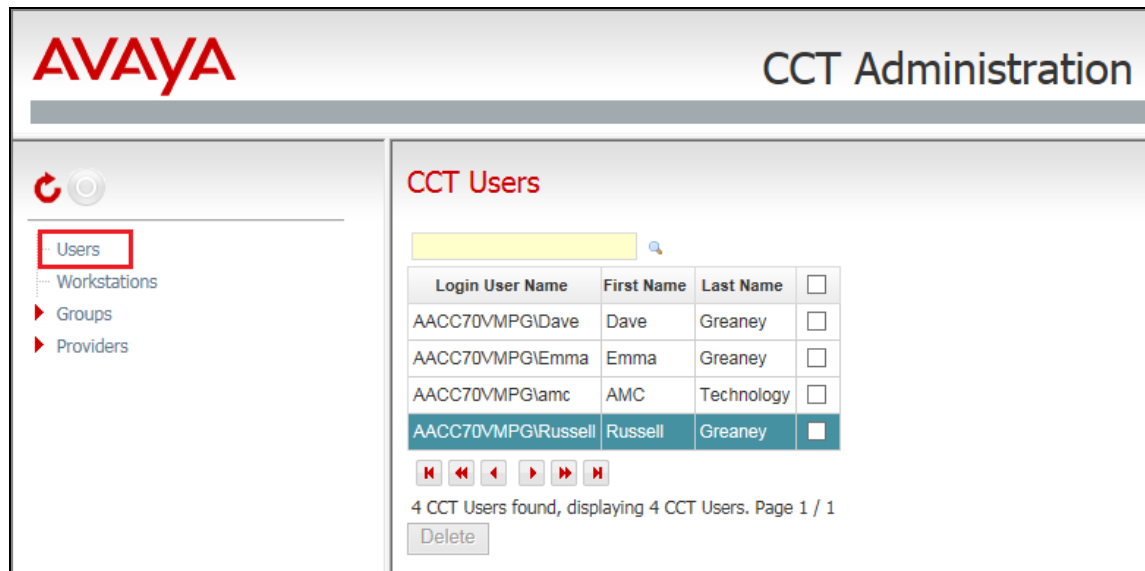
To check to see that the CCT User and Contact Center Agent are associated correctly, navigate to **Configuration** on the **Launchpad** as shown below.

Expand the CCT Server in the left window and click on **CCT Administration**. Click on the **CCT Administration HTTPS URL** in the main window.

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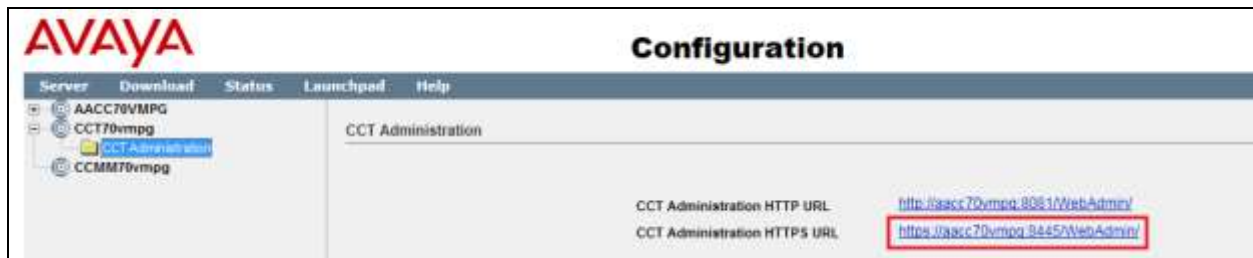
The **CCT Administration** window opens in a separate browser session. Click on **Users** in the left window and double-click on the user added from **Section 6.2**.
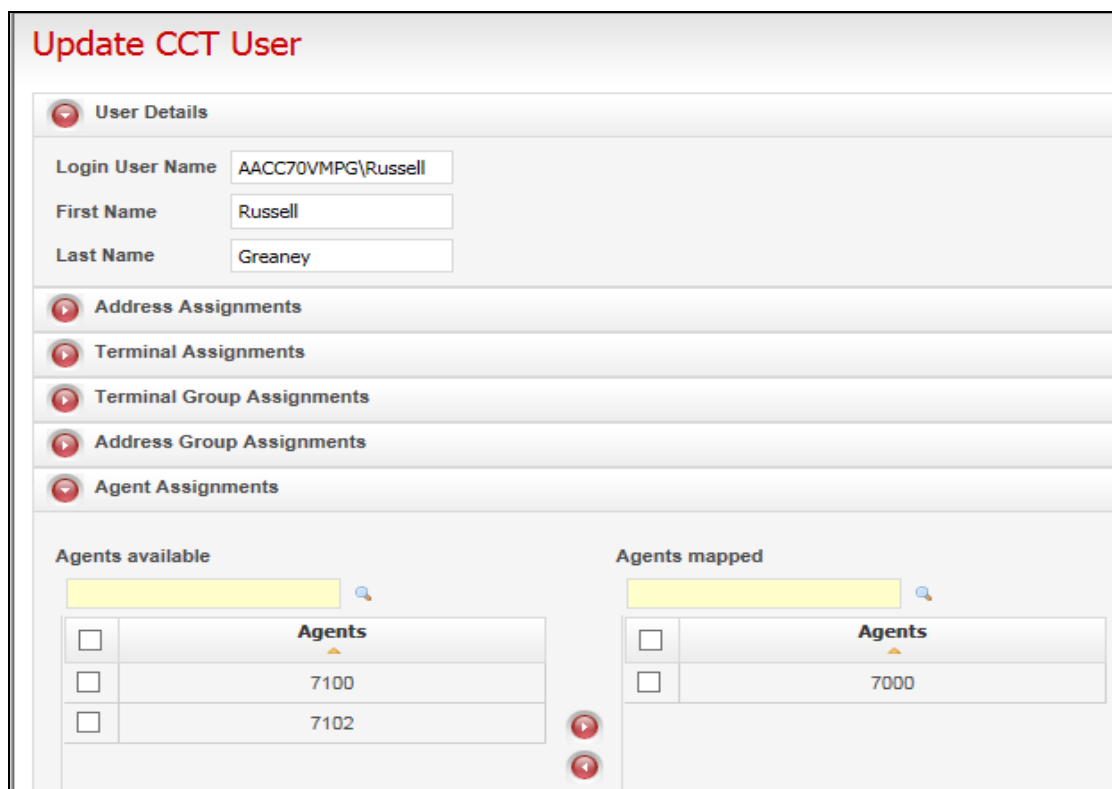
The agent **7000** is associated with this user. There are no changes required in this section only to observe that the association is correct. Note that only one agent can be associated with a CCT user.

6.4. Create a new CCT user for the AMC connection

A new CCT user is created for the AMC connection to CCT. This user is simply called "amc". Right-click on **Users** in the left window and select **Add new User**, as shown below.
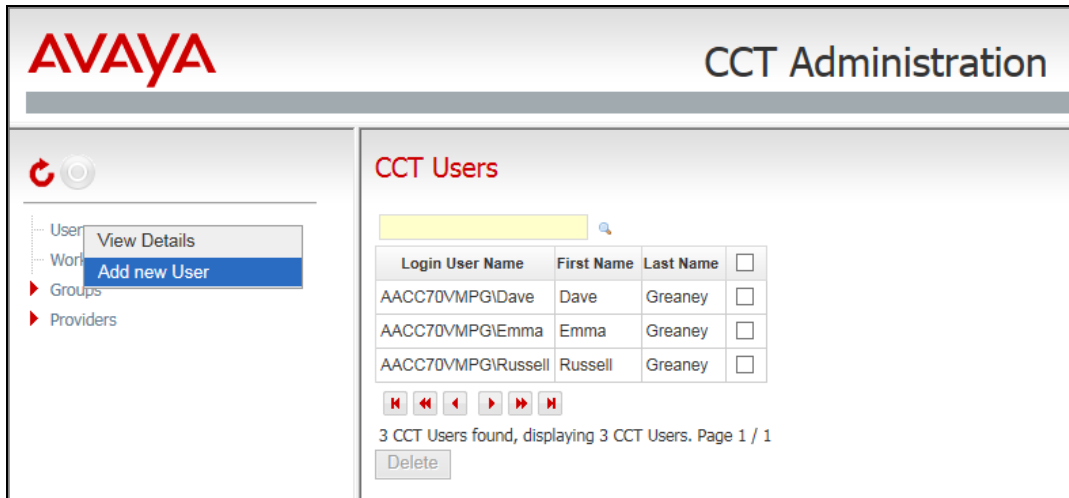
The username will be in the form domain\username and this is all that is required to create the **amc** user. Click on **Save** once done and a message will appear like below to show the user was created successfully.
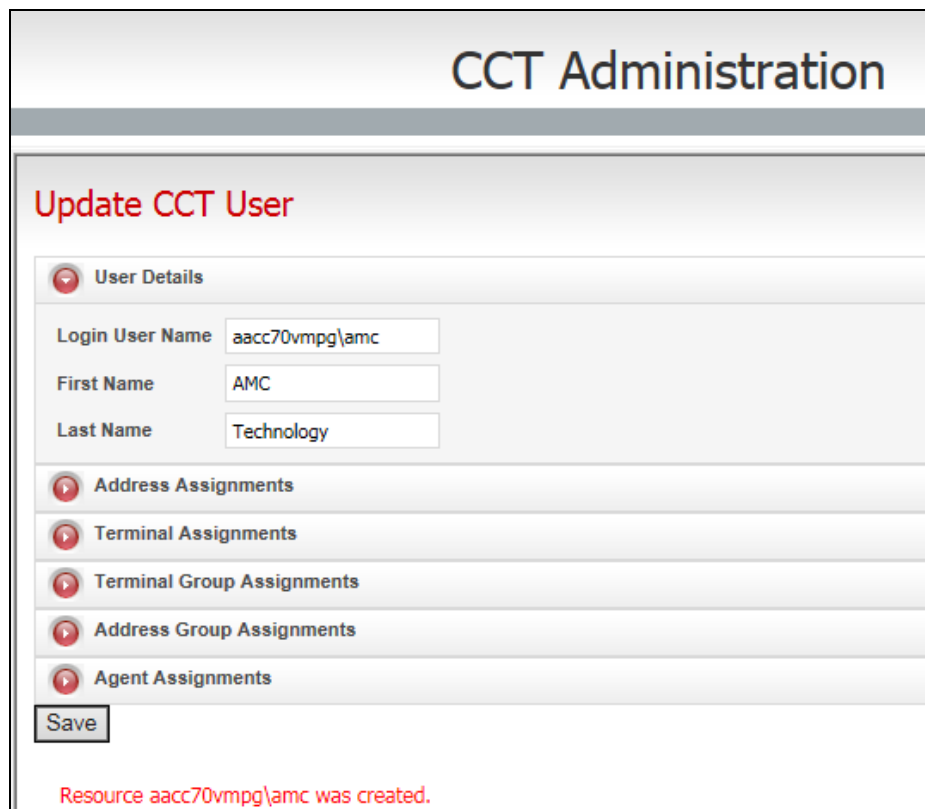
7. Configure AMC Contact Canvas

This section describes the steps performed to connect the Contact Canvas server, the main component of AMC Contact Canvas, to the CCT server. Also included is an example showing the configuration of one CRM adaptor. It is implied that the Contact Canvas Server software is already installed. These configurations can be summarised as follows:

- Modifying the Config.ini file.
- Configure CCT Users and Extensions.
- Restart Contact Canvas Server.

7.1. Modifying the Config.ini file

The Config.ini file contains all the information to connect to the CCT server. The preferred method of modifying the CCS configuration is through the Contact Canvas Administrator. This is outside the scope of this document. To manually modify the CCS Config.ini file, first navigate to **Local Disk (C:) → Program Files (x86) → AMC Technology → MCIS**. Once the **Config.ini** file is located and opened, scroll down to the **[CTIModule]** section. Enter values for the following parameters: (all other parameters remain as default)

- **CCTServer=**   Enter the IP address of the CCT Server
- **CCTDomain=**   Enter the Domain Name of the CCT Server
- **CCTUserName=**   Enter the User Name required to logon to CCT
- **CCTPassword=**   Enter the password required to logon to CCT

Once the correct parameters are entered **Save** and **Close** the file.

```
////////////////////////////////////////////////
//
//AACC for Avaya integration lab
//
////////////////////////////////////////////////


[CTIModule]
TraceLevel=6
Channel=CTI1
InitialLoginState=NotReady
SetStateOnLogin=True
UseLoginWorkaround=False
CCTServer=10.10.40.80
CCTDomain=aacc70vmpg
CCTUserName=amc
CCTPassword=Avaya123$
CCTEncryptionLevel=None
DataStore=CTIModule
KnownQueues=devconnect.local,6500,6501
CCTDataStoreFormat=BIN
UseLegacyCADFormat=True
CompressAdditionCAD=False
DefaultObjectName=KEYVALUE
ReasonCodeWidth=4
DefaultAcwAuxCode=0001
CCTConnectAttempts=10
CCTRetryConnectSeconds=5
```

```
InternalExtLen=5
MultipleClientsPerExt=N
SupportKnowledgeWorker=False
DefaultObjectName=KEYVALUE
SupportSIP=True
SupportHotdesking=True
SupportMultiMediaReason=True
CCTUsersFileName=C:\Program Files (x86)\AMC Technology\Connectors\Nortel
CCT8\CCTUserExt.txt
```

7.2. Configure CCT Users and Extensions

Open the file CCTUser.txt located in **C:\Program Files (x86)\AMC Technology\Connectors\Nortel CCT8**CCTUserExt.txt
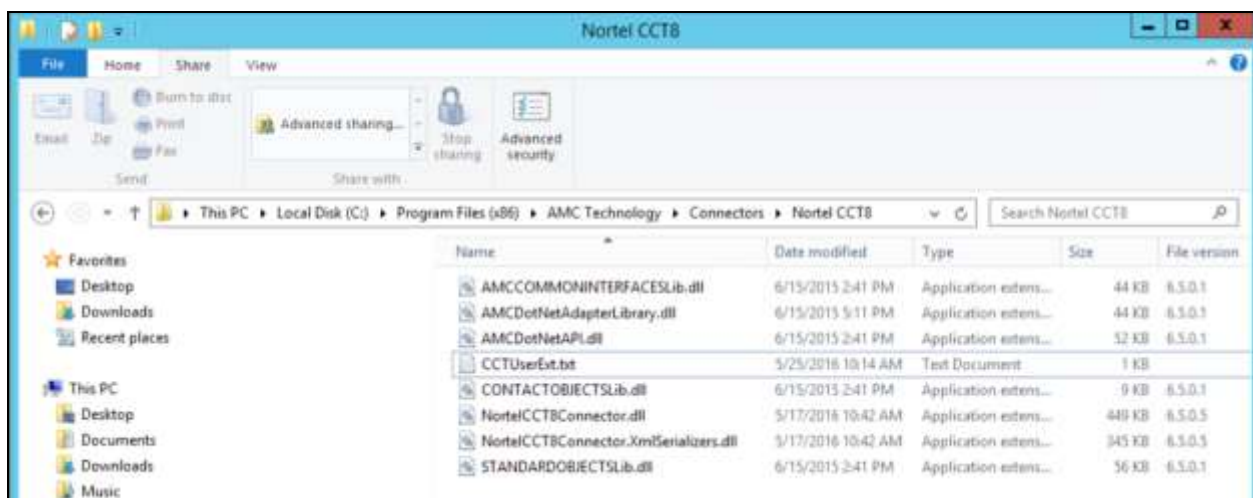
This file contains CCT user mapped to the AACC agent login ID's. During compliance testing there were three CCT/AACC agents configured, these were as follows:

CCT Username	AACC login ID/Communication Manager Extension
russell	7000/7000
dave	7100/7100
emma	7102/7102

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7.3. Restart Contact Canvas Server

Once the **Config.ini** file is modified the Contact Canvas Server must be restarted. The preferred method of restarting CCS is through the Contact Canvas Administrator. This is outside the scope of this document. The following manual steps can be performed to restart the Contact Canvas Server: Click on **Start**, select **All Programs**, followed by **Administrative tools** and select **Computer Management**. Navigate to **Computer Management (Local)** → **Services and Applications** → **Services**. Select **CMService** in the right hand window and click on **Restart** the **service**.
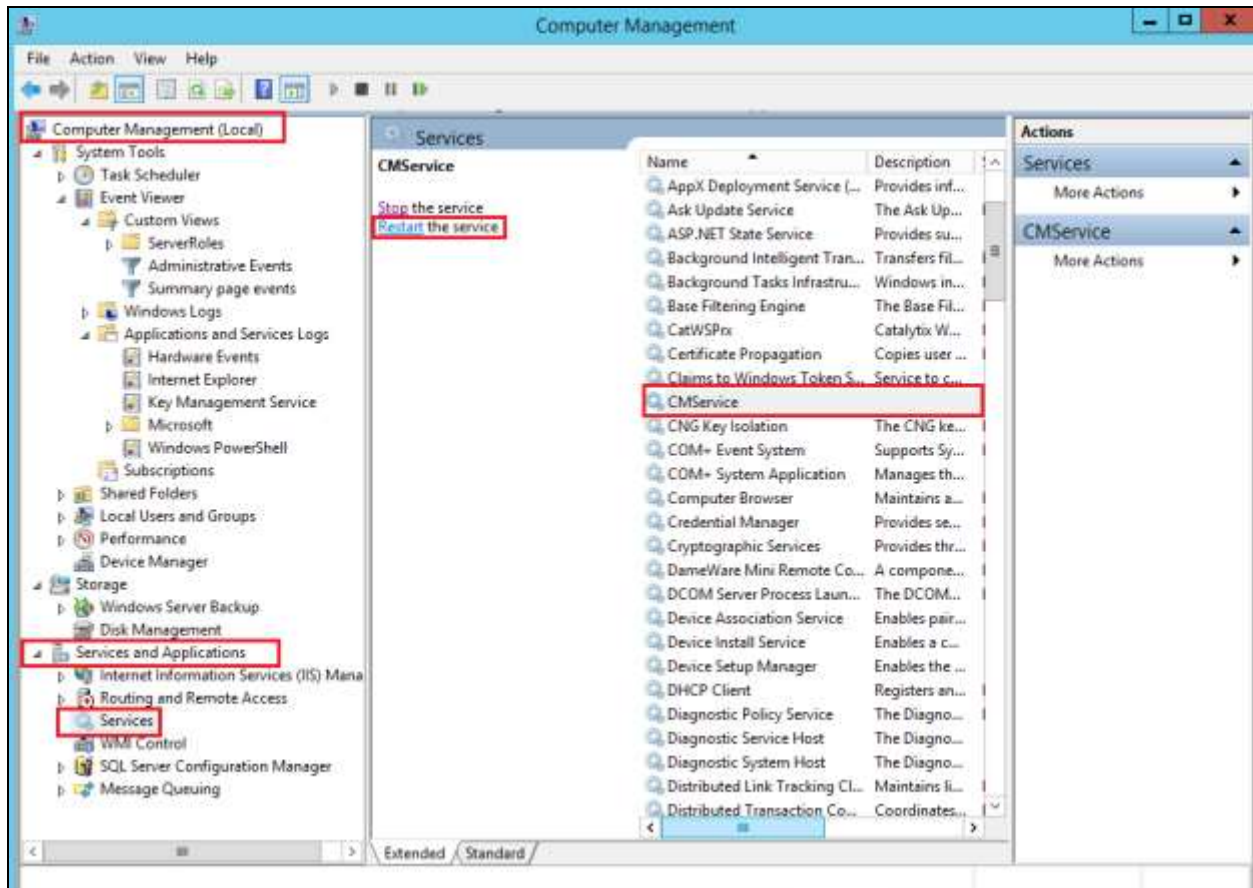
7.4. Setup of the Agent on Salesforce CTI

This section goes through the setup of the Salesforce CTI CRM in order to give an example of how the CRM utilises the information in **Section 6**.

Note: The installation and configuration of each of the four adaptors mentioned in **Section 4** are outside the scope of these Application Notes. The following is simply an example of the setup of one adapter.

Log in to **Contact Canvas ADMINISTRATOR** using the appropriate credentials and click on **LOGIN**.
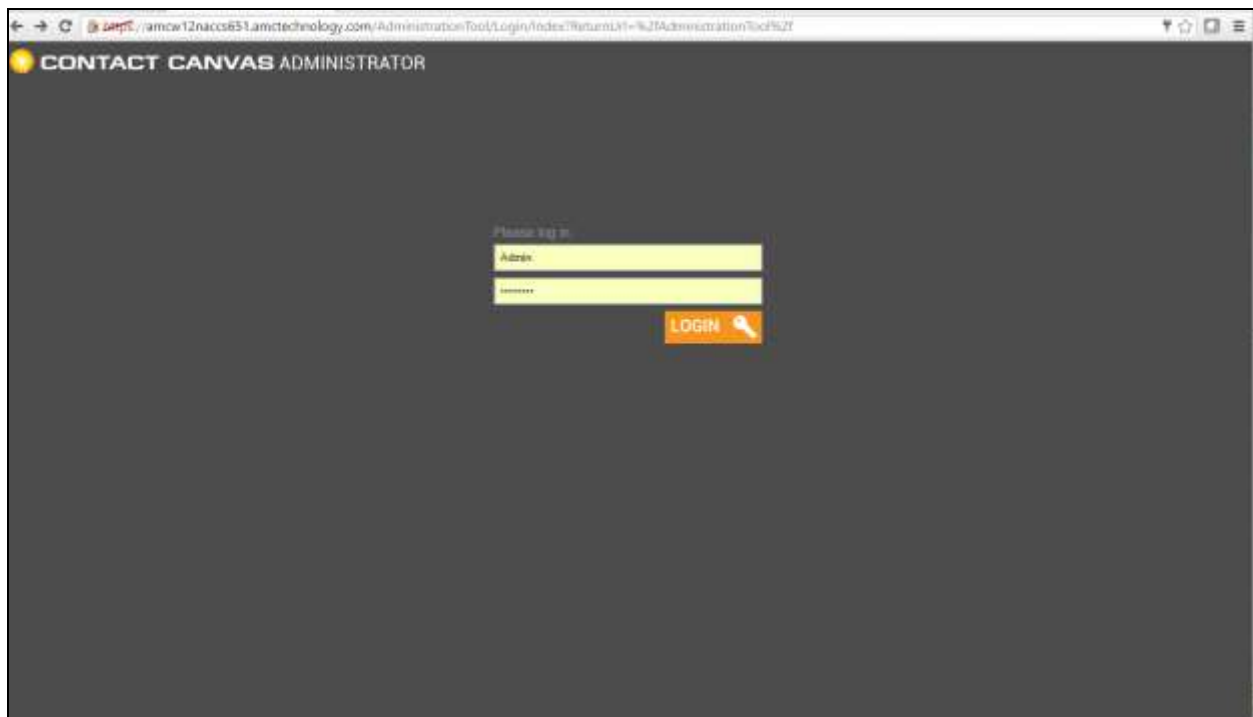
Using the **Contact Canvas ADMINISTRATOR**, navigate to the **Agents** tab and select the salesforce agent to be configured. Double click on this agent to edit the settings.

The Contact Center agent information is added here. Note that agent **7000** is configured below; this is the same agent Login ID that was configured in **Section 6.2**. Click on **Save.**

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8. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the AMC Contact Canvas™ with Avaya Aura® Contact Center.

8.1. Verify Avaya Aura® Contact Center Services

From the Contact Center Server, open **System Control and Monitor Utility**. On Windows 2012 server this is accessed under the **Apps** section as shown below.
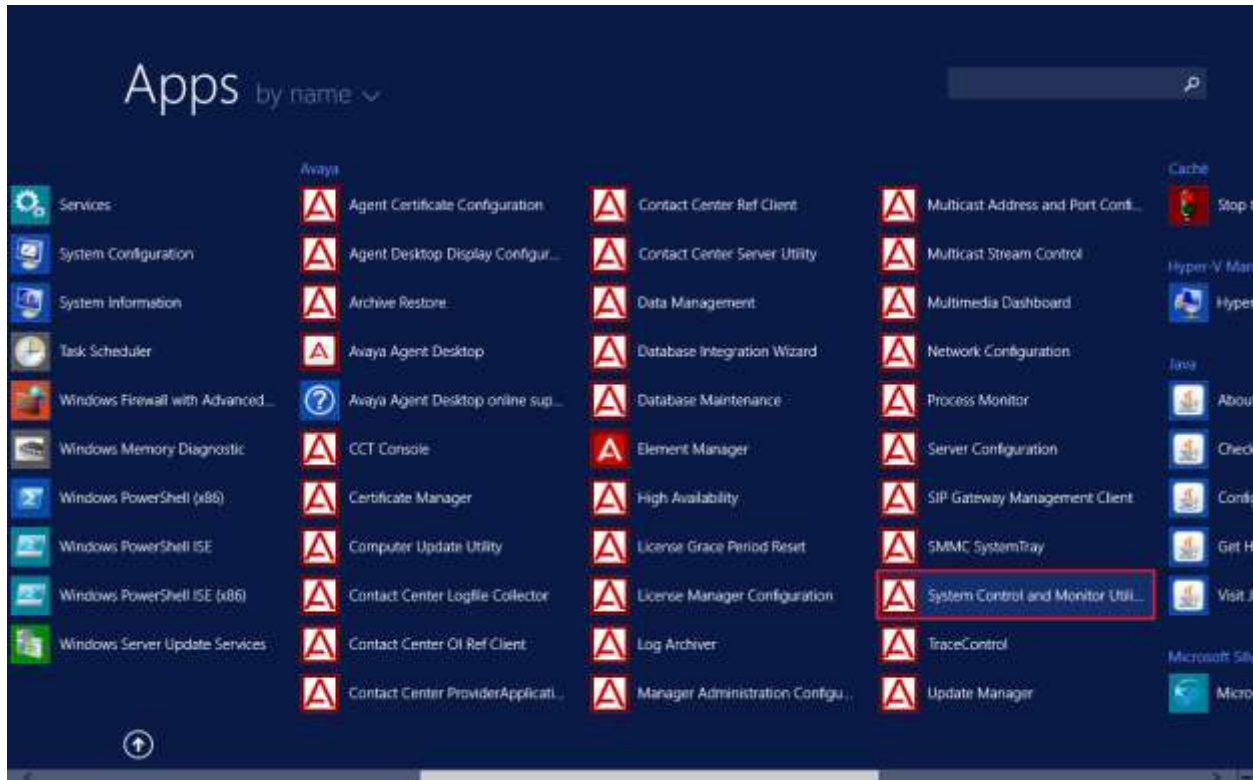
Navigate across each of the tabs, paying special attention to any service that may not be running. The **CCMS** services are all showing green below which indicates that the Contact Center Manager Server is fully operational.

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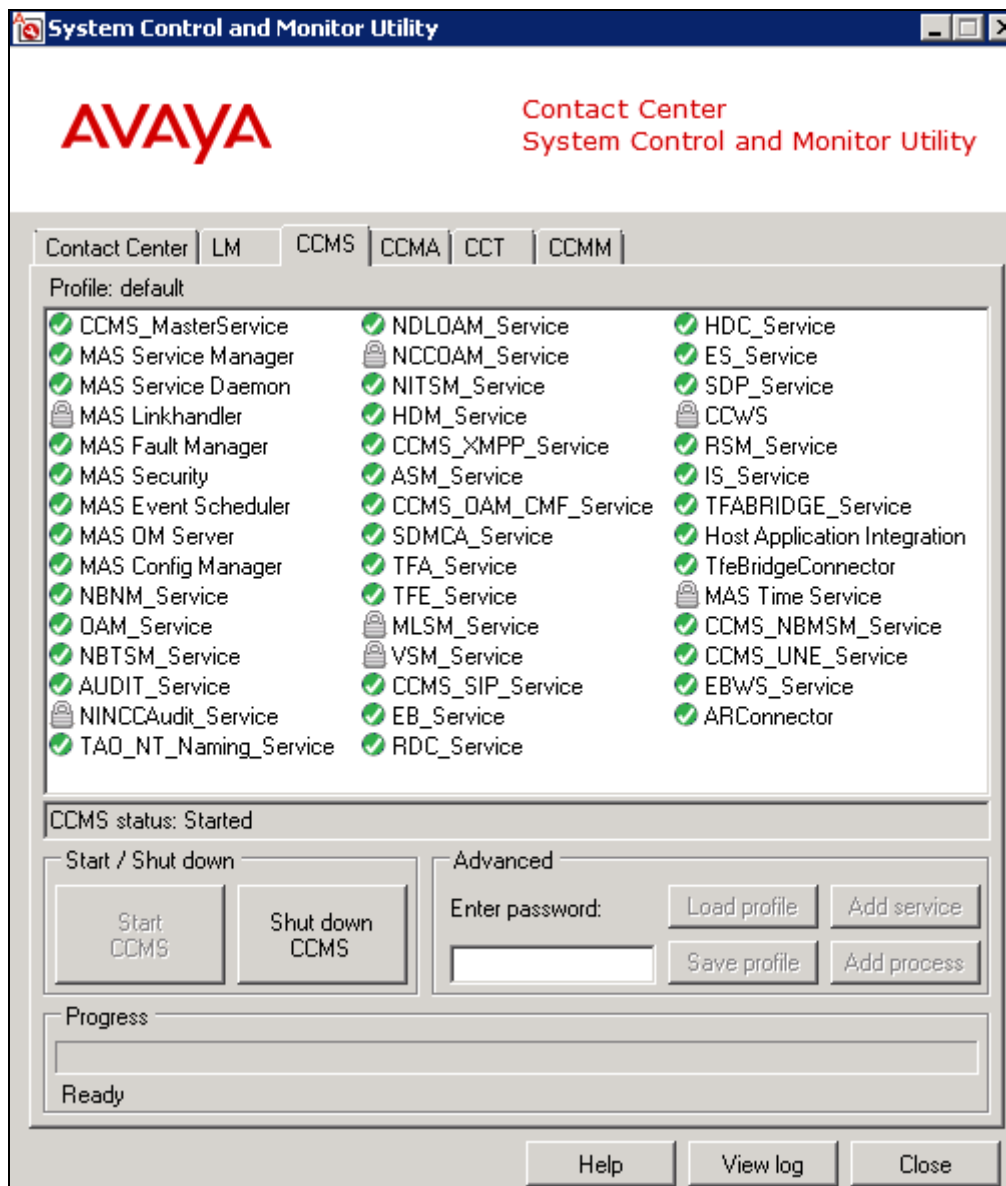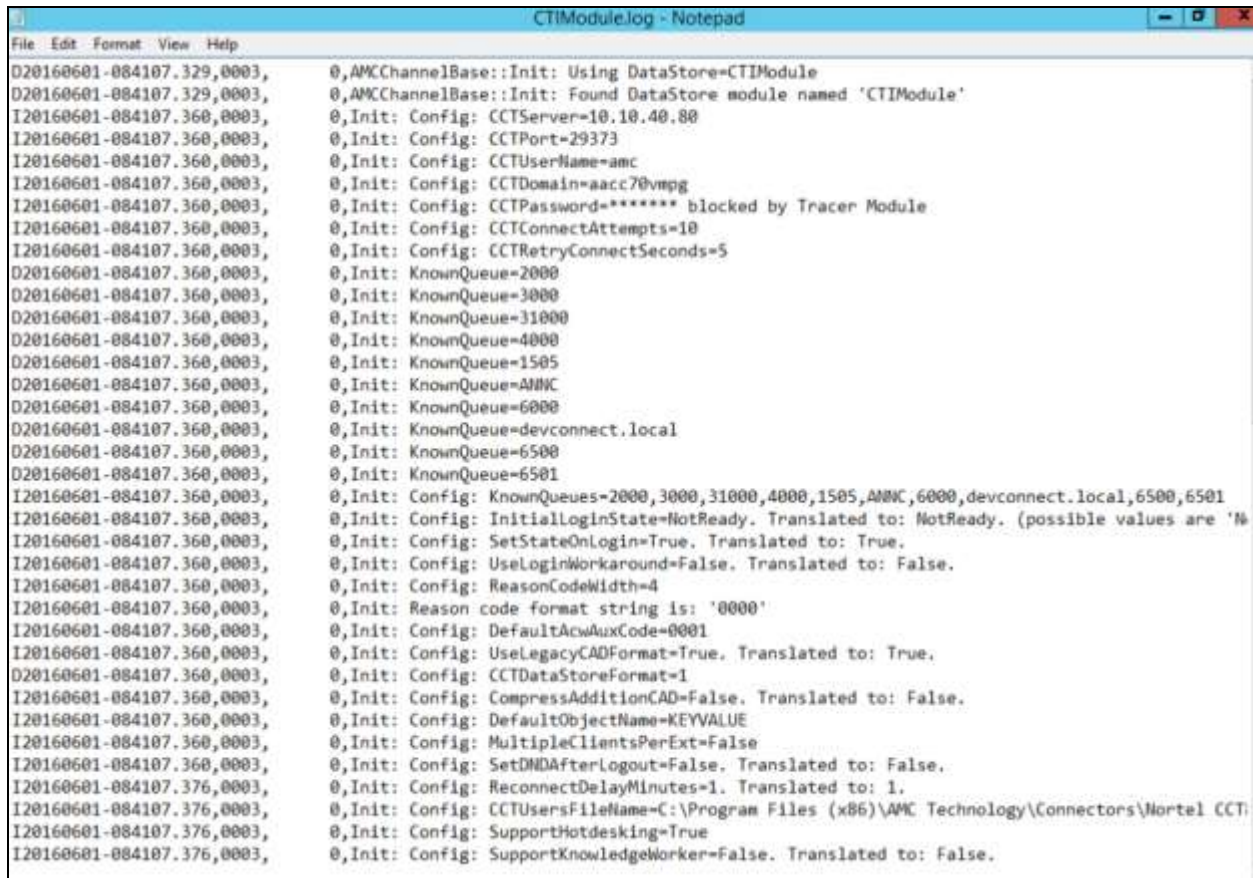
Click on the **CCT** Tab, the screen below shows that the CCT services are all green which indicates that the Communication Control Toolkit module is fully operational. All the tabs should show similar results.
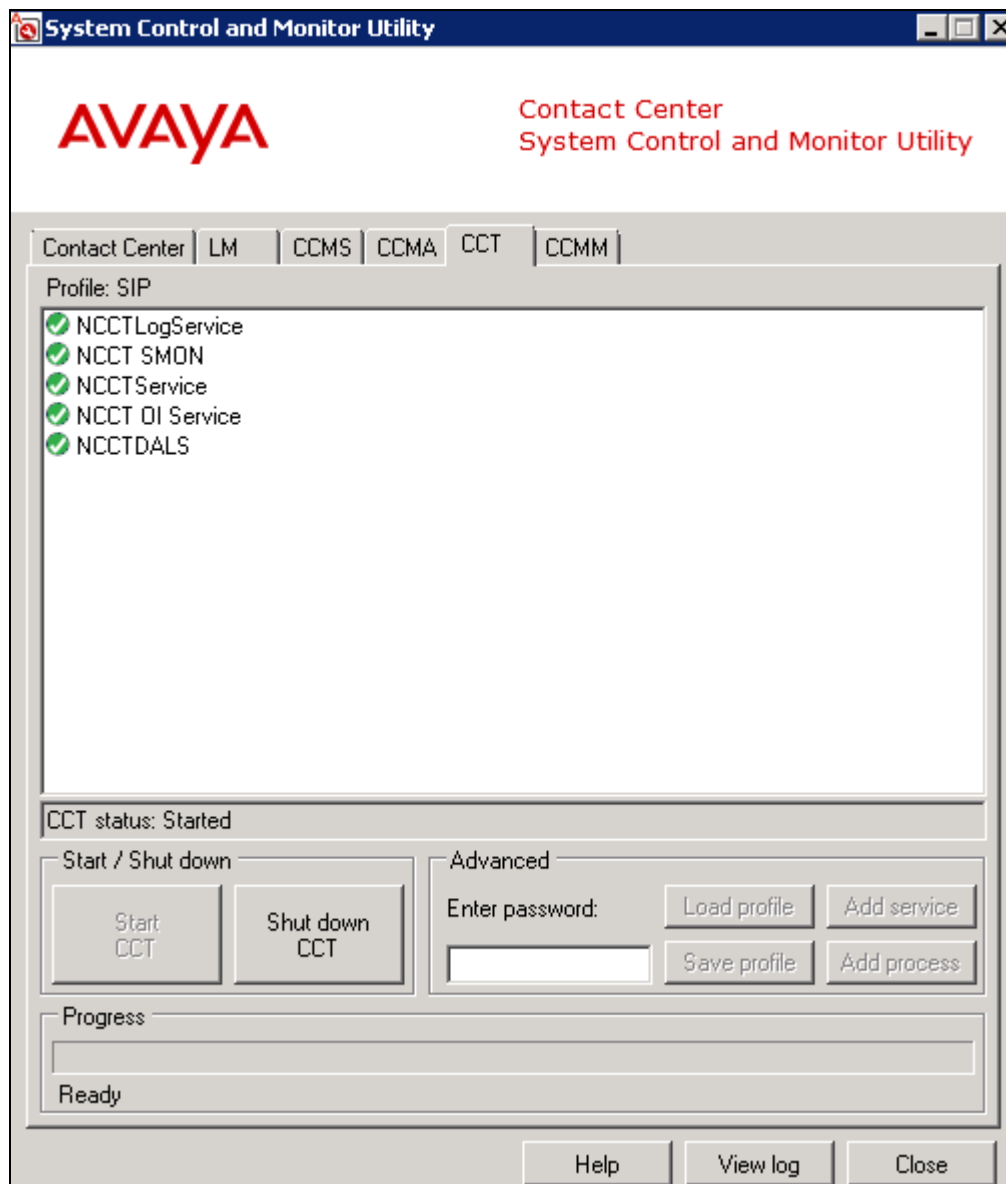
8.2. AMC Contact Canvas Server Connector to CCT Status

It is possible to verify the Contact Canvas server connector status by viewing the **CTIModule.log**.

To view the CTIModule.log file navigate to **Local Disk (C:) → Program Files (x86) → AMC Technology → MCIS → Server → Logs** and open the **CTIModule.log**. Something similar to the file below is required to show that the Contact Canvas Server connection to CCT is established.

8.3. Using Salesforce CTI CRM to receive a Skillset Call

From a client PC open a browser and log into the Salesforce CRM using the proper credentials (not shown). Once logged into the CRM correctly, click on the **Phone** icon at the bottom right of the screen to expand softphone (acts as a toggle).
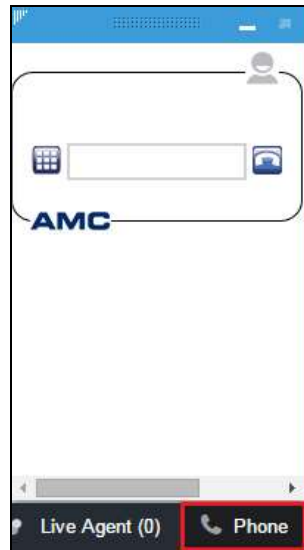
Right-click on the **Login icon** highlighted and click on **Login**.

Enter the appropriate credentials and click on the submit icon as shown below.

Once the agent is logged in they will appear **Not Ready** as shown below with the red colour showing.

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Right-click on the "change state" icon highlighted to change the state of the agent. Click on **Ready** as shown below.

Now the agent is coloured green and is in a **Ready** state, waiting to take a skillset call.

Once a call is placed to the agent, the desktop shows the **ANI** and **DNIS** information and the call can be answered by pressing the call answer icon, highlighted.

Once the call answer button is pressed, there are a number of call function buttons available to the agent such as Hold, Transfer and Conference as well as the hang up icon all highlighted below.

8.4. Verify Agent State on Avaya Aura® Contact Center

From the Contact Center **Launchpad**, click on **Real-Time Reporting**.

Select the **Standard_Agent_Display** from the left window and click on **Launch Display** in the main window.
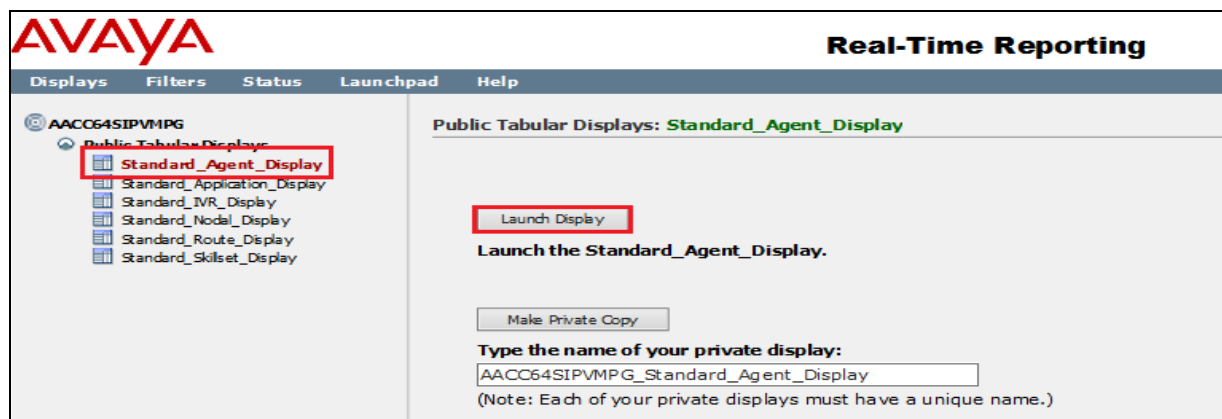
The **Standard Agent Display** shows agent **7000** logged in and **Idle**.

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9. Conclusion

These Application Notes describe the configuration steps required to integrate AMC Technology's Contact Canvas™ with Avaya Aura® Contact Center R7.0 and Avaya Aura® Communication Manager R7.0. All test cases have passed with any issues and observations noted in **Section 2.2**.

10. 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] *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 7.0*
[4] *Avaya Aura® Session Manager Overview*, Doc # 03603323
[5] *Avaya Aura ® Contact Centre commissioning for Avaya Aura® Unified Communications Release 7.0, March 2016*
[6] *Avaya Aura® Contact Center and Avaya Aura® Unified Communications Platform Integration Release 7.0, March 2016*
[7] *Deploying Avaya Aura® Contact Center DVD for Avaya Aura® Unified Communications Release 7.0, December 2015*
[8] *Avaya Aura® Contact Center Server Administration, Release 7.0, March 2016*

Technical documentation for AMC Technology can be obtained by contacting AMC Technology Support. See **Section 2.3** for contact details.

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Appendix

Avaya Aura® Contact Center Software, Service Packs, Rollups and Patches

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