



Avaya Solution & Interoperability Test Lab

Application Notes for Zeacom Communications Center Record and Evaluate with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services 6.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Zeacom Communications Center Record and Evaluate to interoperate with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services 6.3.

Zeacom Communications Center is a multi-channel and multi-contact solution that can handle voice, fax, web, and email contacts. Record and Evaluate is an optional feature that provides voice recording, evaluation, and coaching. The compliance testing focused on the voice recording integration with Avaya Aura® Communication Manager via the Avaya Aura® Application Enablement Services Device, Media, and Call Control interface.

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 configuration steps required for Zeacom Communications Center Record and Evaluate to interoperate with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services 6.3.

Zeacom Communications Center is a multi-channel and multi-contact solution that can handle voice, fax, web, and email contacts. Record and Evaluate is an optional feature that provides voice recording, evaluation, and coaching. The compliance testing focused on the voice recording integration with Avaya Aura® Communication Manager via the Avaya Aura® Application Enablement Services Device, Media, and Call Control (DMCC) interface.

The DMCC interface is used by Zeacom Communications Center Record and Evaluate to register a virtual IP softphone against each monitored agent station to pick up the media for call recording. When there is an active call at the monitored agent station, Zeacom Communications Center is informed of the call via event reports from the TSAPI interface as part of the basic voice integration, and can start the call recording by using the media from the virtual IP softphone associated with the monitored agent station.

These Application Notes assume the Zeacom Communications Center basic voice integration with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services is already in place as described in [3]. These Application Notes will focus on the additional configuration required to support the optional voice recording integration using the Record and Evaluate feature from Zeacom Communications Center, and the Multiple Registration feature from Avaya Aura® Application Enablement Services DMCC.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of the application, Record and Evaluate automatically registered a recording device for each monitored station using DMCC.

For the manual part of the testing, each call was handled manually on the monitored station with generation of unique audio content for the recordings. Necessary user actions such as hold and reconnect were performed from the monitored stations running the Zeacom Executive Desktop application, to test the different call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the Communications Center server.

The verification of tests included using the Communications Center logs for proper message exchanges, and using the Record & Evaluate client application for proper logging and playback of the calls.

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 feature and serviceability testing.

The feature testing focused on verifying the following from Record and Evaluate:

- Use of DMCC registration services to register and un-register the recording devices.
- Use of DMCC monitoring services and media control events to obtain the media from the recording devices.
- Proper recording, logging, and playback of calls for scenarios involving inbound, outbound, internal, external, ACD, non-ACD, hold, reconnect, simultaneous, conference, and transfer.

The serviceability testing focused on verifying the ability of Record and Evaluate to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to the Communications Center server.

2.2. Test Results

All test cases were executed and verified. The following were observations on Record and Evaluate from the compliance testing.

- All voicemail calls are recorded by design.
- Multiple calls at the agent are lumped into a single recording entry and used the call information from the first call.
- Blind transfer and conference scenarios involving two agents included an extra null recording entry for the transferred-to/conferenced-to agent that cannot be played back. Note that audio for the entire scenarios were captured by the other recording entries.
- For conference scenarios involving two agents, one of the recording entries for the conferenced-to agent contained a blank call type.
- Calls that experienced any Ethernet disruptions were not recorded by design.

2.3. Support

Technical support on Record and Evaluate can be obtained through the following:

- **Phone:** (800) 513-9002
- **Web:** www.zeacom.com
- **Email:** usasupport@zeacom.com

3. Reference Configuration

These Application Notes assume the Zeacom Communications Center basic voice integration with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services is already in place as described in [3]

The detailed administration of basic connectivity between Communication Manager and Application Enablement Services is not the focus of these Application Notes and will not be described.

The contact center devices used in the compliance testing are shown in the table below.

Device Type	Device Number/Extension
VDNs	45901-45908
Vectors	900-905, 908
Agent stations	45001-45002
Supervisor & Failure covering station	45000

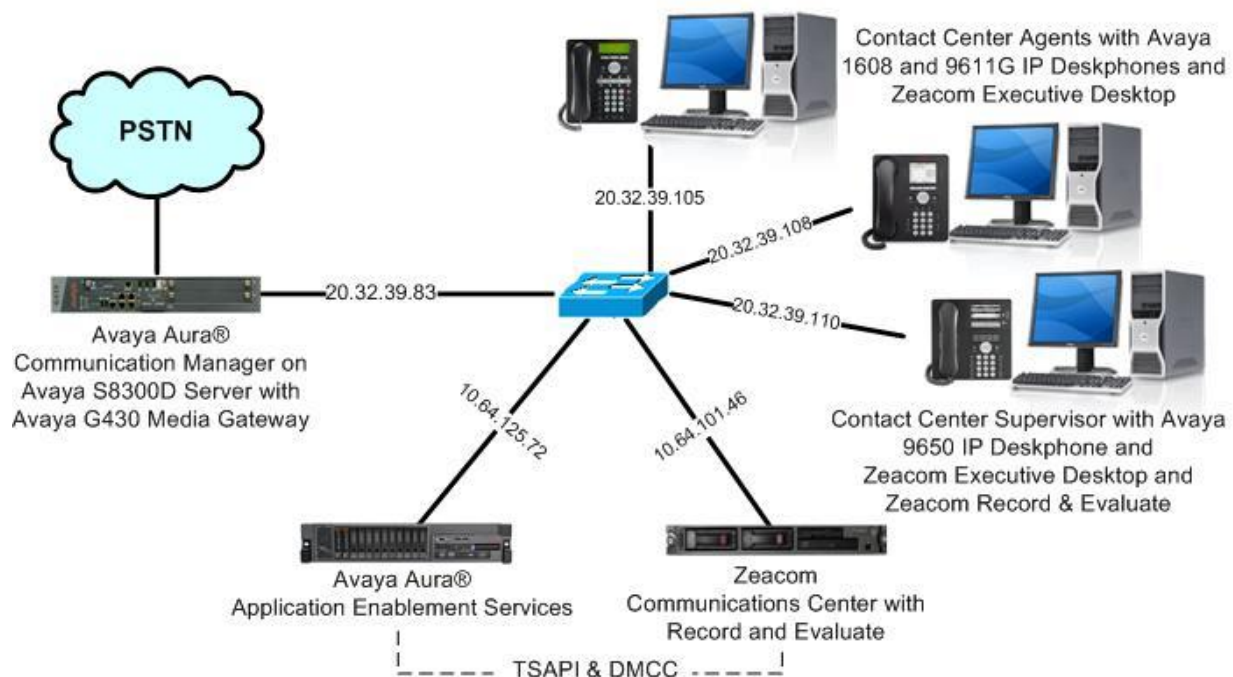


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8300D Server with Avaya G430 Media Gateway	6.3.2 (R016x.03.0.124.0-21053)
Avaya Aura® Application Enablement Services	6.3.1 (6.3.1.0.19-0)
Avaya 1608 IP Deskphone (H.323)	1.340B
Avaya 9611G IP Deskphone (H.323)	6.3037
Avaya 9650 IP Deskphone (H.323)	3.210A
Zeacom Communications Center on Windows Server 2008 R2 Enterprise <ul style="list-style-type: none">• AnnouncePort.exe• Avaya TSAPI Windows Client• Avaya DMCC XML	7.0.0.1288 SP1 7.0.0.1400 6.3.1.502 6.2
Zeacom Executive Desktop	7.0.0.1288
Zeacom Record & Evaluate	10.2.0.48 GR

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager.

Use the “change station n” command, where “n” is first existing agent station extension from **Section 3**.

For **Security Code**, enter the same value as the extension number, which is required by Record and Evaluate. Enable **IP Softphone**. These settings will allow Record and Evaluate to register a recording device against the station.

change station 45001		Page 1 of 5
STATION		
Extension: 45001	Lock Messages? n	BCC: 0
Type: 1608	Security Code: 45001	TN: 1
Port: S00000	Coverage Path 1: 7	COR: 1
Name: G430 Station 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Time of Day Lock Table:		
Loss Group: 19	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 45001	
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? n	
	Short/Prefixed Registration Allowed: default	

Repeat this section for all agent stations. In the compliance testing, two agent stations were configured as shown below.

list station 45001 count 2									
STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ TN Jack		
45001	S00000	G430 Station 1			7	1			
	1608		no			1	1		
45002	S00008	G430 Station 2			7	1			
	9611		no			1	1		

6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Obtain switch connection and H.323 gatekeeper
- Obtain Zeacom user

6.1. Launch OAM Interface

Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" and "Management Console" is displayed. A red horizontal bar spans the width of the page, with a "Help" link on the right. In the center, there is a login box with the text "Please login here:" followed by "Username" and "Password" labels, each with a corresponding text input field. Below the input fields are two buttons: "Login" and "Reset". At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2013 Avaya Inc. All Rights Reserved." is displayed.

The **Welcome to OAM** screen is displayed next.

The screenshot shows the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo and the title 'Application Enablement Services Management Console'. A welcome message for 'User' is displayed in the top right, showing login details for Tuesday, November 12, 2013. A left sidebar contains a navigation menu with options like 'AE Services', 'Communication Manager Interface', 'High Availability', 'Licensing', 'Maintenance', 'Networking', 'Security', 'Status', 'User Management', 'Utilities', and 'Help'. The main content area is titled 'Welcome to OAM' and provides an overview of the OAM web interface, listing administrative domains and their functions. A table lists these domains: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help, each with a brief description of its role.

Welcome: User
Last login: Tue Nov 12 07:51:42 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Tue Nov 12 07:51:53 MST 2013
HA Status: Not Configured

Home | Help | Logout

AE Services
Communication Manager Interface
High Availability
Licensing
Maintenance
Networking
Security
Status
User Management
Utilities
Help

Welcome to OAM

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

6.2. Obtain Switch Connection and H.323 Gatekeeper

Select **Communication Manager Interface** → **Switch Connections** from the left pane. The **Switch Connections** screen shows a listing of existing switch connections.

Locate the connection name associated with the relevant Communication Manager and make a note of the value, in this case “S8300D”. Select the corresponding radio button, and click **Edit H.323 Gatekeeper**.

The screenshot shows the Avaya Application Enablement Services Management Console with the 'Switch Connections' page selected. The top header and welcome message are the same as in the previous screenshot. The left sidebar now highlights 'Communication Manager Interface' and 'Switch Connections'. The main content area is titled 'Switch Connections' and features a table with columns: 'Connection Name', 'Processor Ethernet', 'Msg Period', and 'Number of Active Connections'. Two connections are listed: 'S8300D' (selected with a radio button) and 'S8800'. Below the table are several action buttons: 'Edit Connection', 'Edit PE/CLAN IPs', 'Edit H.323 Gatekeeper', 'Delete Connection', and 'Survivability Hierarchy'.

Welcome: User
Last login: Wed Nov 20 07:18:50 2013 from 10.10.101.1
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 20 08:16:24 MST 2013
HA Status: Not Configured

Communication Manager Interface | Switch Connections | Home | Help | Logout

AE Services
Communication Manager Interface
Switch Connections
Dial Plan
High Availability
Licensing
Maintenance
Networking
Security

Switch Connections

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> S8300D	No	30	0
<input type="radio"/> S8800	No	30	1

The **Edit H.323 Gatekeeper** screen is displayed. Make a note of the listed IP address, in this case “10.32.39.83” as shown below.

The screenshot shows the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo and the title "Application Enablement Services Management Console". A welcome message and system information are displayed in the top right corner. The main navigation bar shows "Communication Manager Interface | Switch Connections". The left sidebar lists various services, with "Communication Manager Interface" expanded to show "Switch Connections". The main content area is titled "Edit H.323 Gatekeeper - S8300D" and contains a form with a text input field for "Name or IP Address" containing "10.32.39.83", an "Add Name or IP" button, and "Delete IP" and "Back" buttons.

6.3. Obtain Zeacom User

Select **User Management** → **User Admin** → **List All Users** from the left pane, to display the **List All Users** screen in the right pane.

Make a note of the Zeacom user, in this case “zeacom”, which will be used later to configure Record and Evaluate. Note that the Zeacom user was created as part of the basic voice integration described in [3].

The screenshot shows the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo and the title "Application Enablement Services Management Console". A welcome message and system information are displayed in the top right corner. The main navigation bar shows "User Management | User Admin | List All Users". The left sidebar lists various services, with "User Management" expanded to show "User Admin". The main content area is titled "List All Users" and contains a table with columns "User Id", "Common Name", and "Surname". The table lists several users, including "zeacom", which is highlighted with a green circle. Below the table are buttons for "Edit", "Delete", "Detail", and "List All".

User Id	Common Name	Surname
<input type="radio"/> aesp5	aespc5	aespc5
<input type="radio"/> aesp5h	aespc5h	aespc5h
<input type="radio"/> discover	discover	discover
<input type="radio"/> quantify	quantify	quantify
<input type="radio"/> spp	spp	spp
<input type="radio"/> vpi	vpi	vpi
<input checked="" type="radio"/> zeacom	zeacom	zeacom

7. Configure Zeacom Communication Center Record and Evaluate

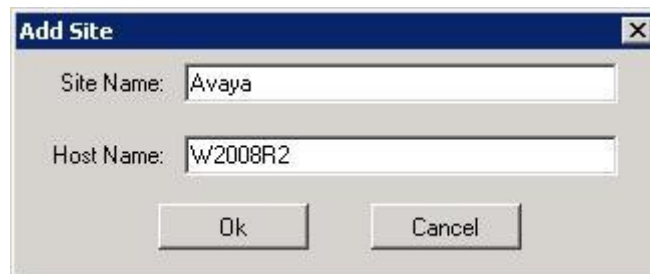
This section provides the procedures for configuring Record and Evaluate. The procedures include the following areas:

- Launch Configure Server
- Administer recorder service
- Administer tasks
- Administer scheduled recording
- Restart services

The configuration of Record and Evaluate is typically performed by Zeacom installation technicians or third party resellers. The procedural steps are presented in these Application Notes for informational purposes.

7.1. Launch Configure Server

From the Communications Center server, select **Start → All Programs → Record & Evaluate v10 → Configure Server**. Upon initial launch, the **Add Site** screen is displayed. Enter a desired **Site Name**, and the server computer name for **Host Name**, as shown below.



The **Configure Server** screen is displayed next.



7.2. Administer Recorder Service

Expand and select **Avaya** → **W2008R2** → **Avaya DMCC Recorder Service** from the left pane, where **Avaya** and **W2008R2** is the site and host names from **Section 7.1** respectively.

Check **Create DMCC Monitor for individual calls** and **Start Recording on ringing**. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Server:** IP address of Application Enablement Services.
- **User Name:** Zeacom user credential from **Section 6.3**.
- **Password:** Zeacom user credential from **Section 6.3**.
- **Switch Name:** Switch connection name from **Section 6.2**.
- **Switch IP:** IP address of H.323 gatekeeper from **Section 6.2**.

The screenshot shows the 'Configure Server' window with the following configuration:

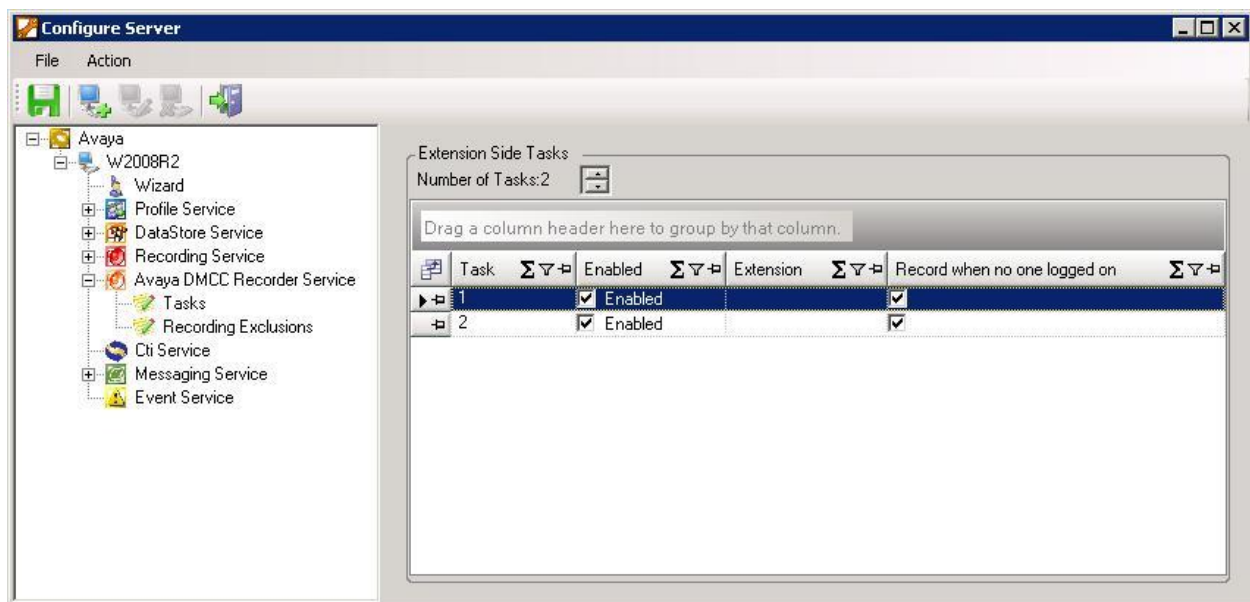
- Left Pane:** A tree view showing the hierarchy: Avaya > W2008R2 > Avaya DMCC Recorder Service. Other services like Wizard, Profile Service, DataStore Service, Recording Service, Tasks, Recording Exclusions, Cti Service, Messaging Service, and Event Service are also listed under W2008R2.
- Recording Format:** Radio buttons for 8 Bit, 16 Bit, MuLaw (selected), and ALaw.
- Options:** Checkboxes for 'Create DMCC Monitor for individual calls' (checked) and 'Start Recording on ringing' (checked).
- Avaya AES Server:** Fields for Server (10.64.125.72), Port (4721), User Name (zeacom), Password (masked with xxxxxxxx), Switch Name (S8300D), and Switch IP (10.32.39.83).
- Extension password:** Radio buttons for None, Same as extension number (selected), and Global. A Global password field is also present.

7.3. Administer Tasks

Select **Avaya** → **W2008R2** → **Avaya DMCC Recorder Service** → **Tasks** from the left pane, to display the screen below.

For **Number of Tasks**, use the arrows to create the desired maximum number of simultaneous recording tasks. In the compliance testing, two recording tasks were created to support simultaneous recording of two monitored agent stations. Note that agent stations were already configured on Communications Center as part of the basic voice integration described in [3].

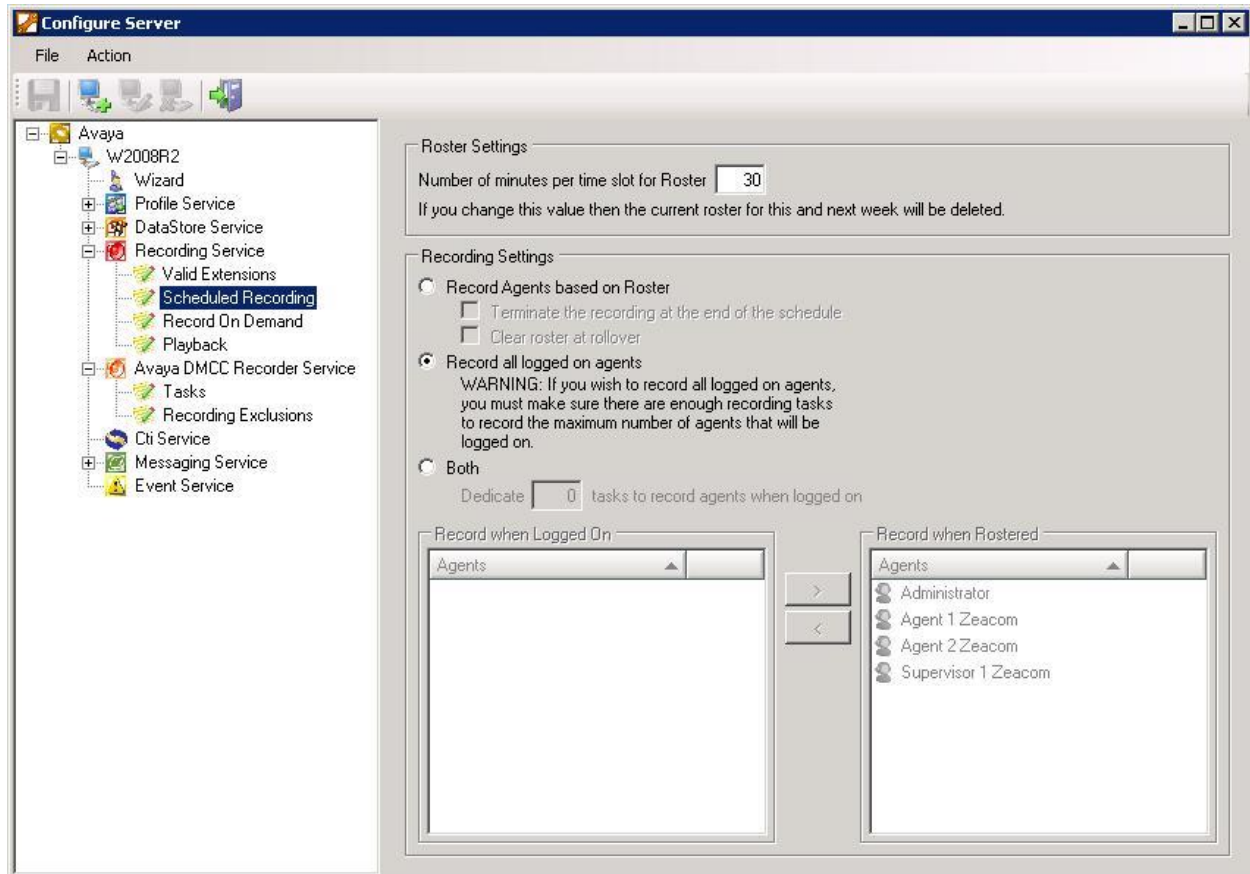
Make certain **Enabled** is checked for each task entry, and check the corresponding **Record when no one logged on** parameter as desired.



7.4. Administer Scheduled Recording

Select **Avaya** → **W2008R2** → **Recording Service** → **Scheduled Recording** from the left pane, to display the screen below.

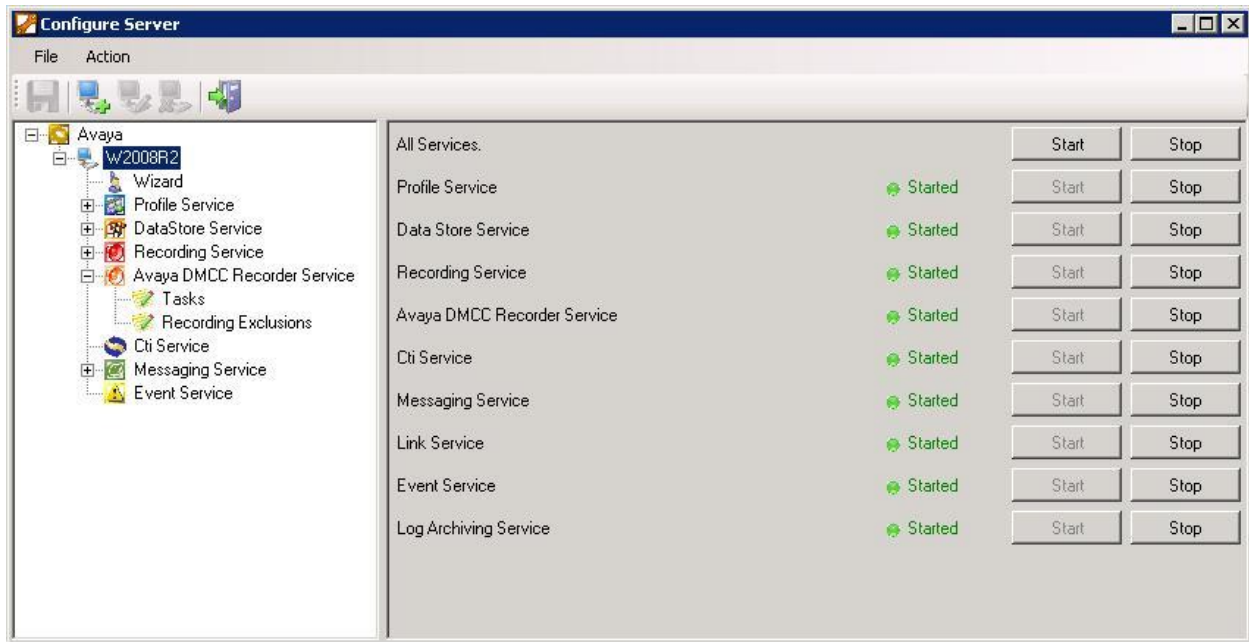
Recording can take place based on a schedule, or when agents are logged in. Configure the **Recording Settings** as desired. In the compliance testing, the method chosen was to **Record all logged on agents**, as shown below.



7.5. Restart Services

Select **Avaya** → **W2008R2** from the left pane, to display the screen below.

For **All Services**, select **Stop**, followed by **Start** to restart all services.



8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Communications Center Record and Evaluate.

Prior to verification, follow [3] to establish an incoming call to the Zeacom Sales application with an available agent, in this case agent “45001”.

8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the “status aesvcs cti-link” command. Verify that the **Service State** is “established”, as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	6	no	aes_125_72	established	49	32

Verify the registration status of the virtual recording devices by using the “list registered-ip-stations” command. Verify that there is a virtual recording entry for each agent that’s active on a call, in this case “45001”. Also verify the entry displayed the IP address of Application Enablement Services as **Station IP Address**.

```
list registered-ip-stations
```

REGISTERED IP STATIONS					
Station Ext or Orig Port	Set Type/ Net Rgn	Prod ID/ Release	TCP Skt	Station IP Address/ Gatekeeper	IP Address
45000	9650	IP_Phone	y	10.32.39.106	
	1	3.210A		10.32.39.83	
45001	1608	IP_Phone	y	10.32.39.104	
	1	1.340B		10.32.39.83	
45001	1608	IP_API_A	y	10.64.125.72	
	1	3.2040		10.32.39.83	
45002	9611	IP_Phone	y	10.32.39.105	
	1	6.3037		10.32.39.83	
45991	4624	IP_API_A	y	10.64.125.72	
	1	3.2040		10.32.39.83	
45992	4624	IP_API_A	y	10.64.125.72	
	1	3.2040		10.32.39.83	

8.2. Verify Avaya Aura® Application Enablement Services

Verify the status of the DMCC link by selecting **Status** → **Status and Control** → **DMCC Service Summary** from the left pane. The **DMCC Service Summary – Session Summary** screen is displayed.

In the lower portion of the screen, verify that there is an active session with the Zeacom user name from **Section 6.3** and with “RandE” as **Application**. Also verify that the **# of Associated Devices** for the session reflects the number of agents that are active on calls, in this case “1”.

AVAYA

Application Enablement Services
Management Console

Welcome: User
Last login: Mon Jan 20 10:41:03 2014 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Mon Jan 20 13:30:07 MST 2014
HA Status: Not Configured

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

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

Log Manager

▶ Logs

▼ Status and Control

▪ CVLAN Service Summary

▪ DLG Services Summary

▪ **DMCC Service Summary**

▪ Switch Conn Summary

▪ TSAPI Service Summary

DMCC Service Summary - Session Summary

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)
Generated on Mon Jan 20 13:30:07 MST 2014

Service Uptime: 33 days, 0 hours 16 minutes

Number of Active Sessions: 3

Number of Sessions Created Since Service Boot: 69098

Number of Existing Devices: 3

Number of Devices Created Since Service Boot: 34600

	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	D0F96ED8C8B7F8531 F268FC3E9DFCDE1-69096	zeacom		10.64.101.52	XML Unencrypted	1
<input type="checkbox"/>	67B695A18D95EC369 68A1CFF34448923-69097	zeacom	RandE	10.64.101.52	XML Unencrypted	1
<input type="checkbox"/>	50BD4C7C801B2703F 492D5A7B81608B7-69095	zeacom		10.64.101.52	XML Unencrypted	1

[Terminate Sessions](#) [Show Terminated Sessions](#)

8.3. Verify Zeacom Communications Center Record and Evaluate

Prior to verification, complete the active call on the agent, in this case agent “45001”.

From the supervisor PC, select **Start → All Programs → Record & Evaluate → Zeacom Record & Evaluate** to display the **Record & Evaluate** screen. Enter the appropriate credentials. For **Server**, enter the IP address of the Communications Center server.



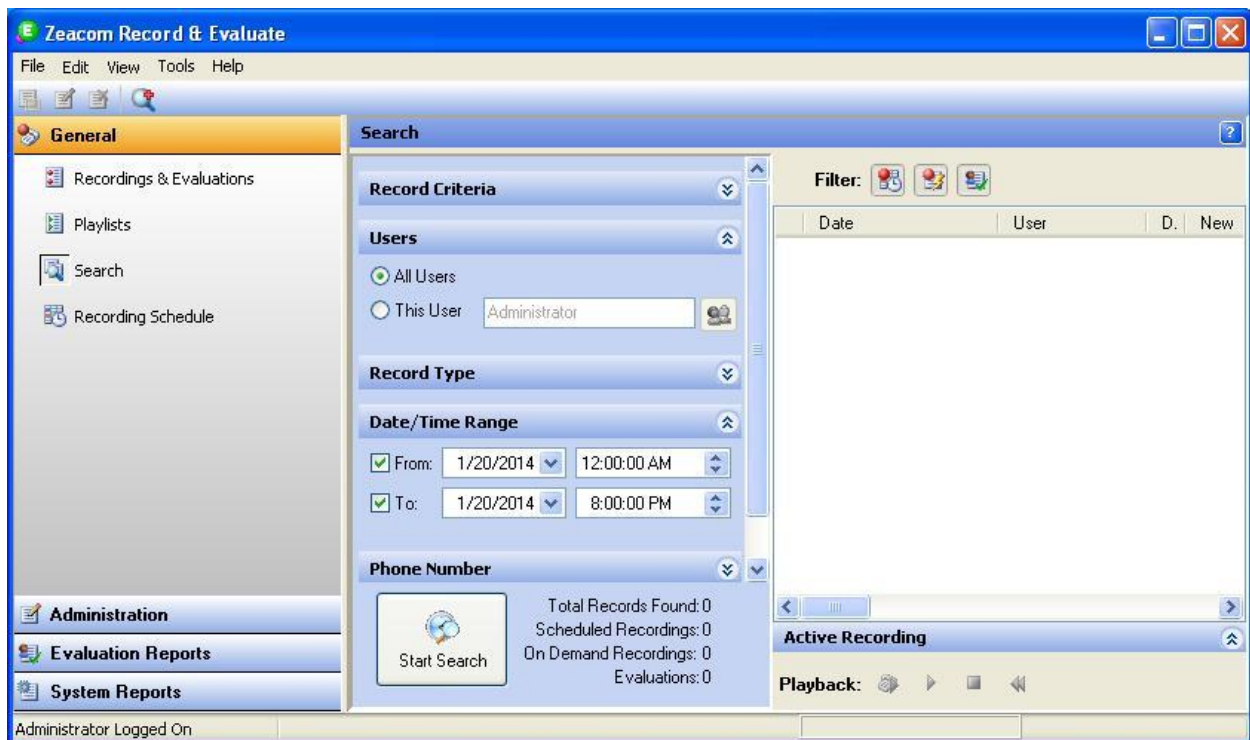
The image shows the 'Record & Evaluate' login window for Zeacom Communications Center. The window has a colorful geometric background. At the top left is the Zeacom logo with the text 'zeacom™ communications center'. To the right of the logo, the title 'Record & Evaluate' is displayed in a large blue font. Below the title, the slogan 'bring customers closer' is written in a smaller, light-colored font. The login section at the bottom contains three input fields: 'Login Name' with the value 'Administrator', 'PIN' with masked characters 'xxxxxxx', and 'Server' with the value '10.64.101.52'. There is a checkbox labeled 'Remember me next time' which is checked. At the bottom right are three buttons: 'OK', 'Cancel', and 'Help'.

Login Name:	Administrator	PIN:	xxxxxxx
<input checked="" type="checkbox"/> Remember me next time		Server:	10.64.101.52
		<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

The **Zeacom Record & Evaluate** screen is displayed next. Select **General** → **Search** in the left pane, to display the **Search** screen.

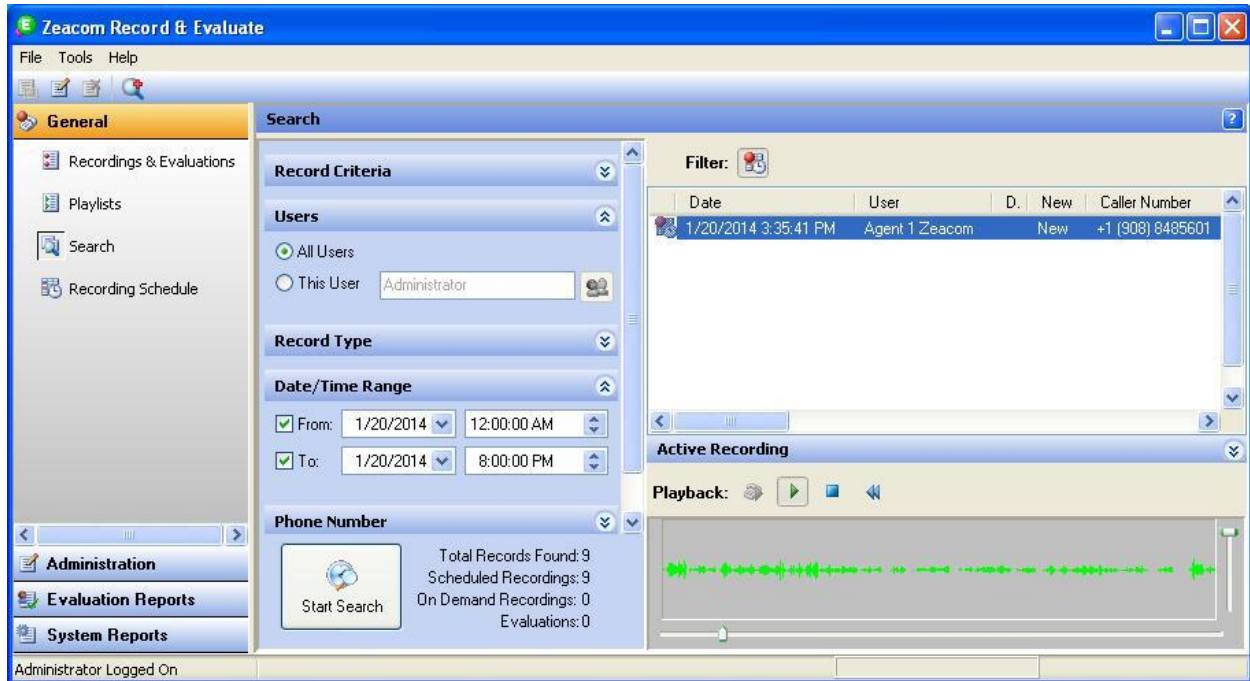
Expand the **Users** sub-section in the middle pane, and select **All Users**.

Expand the **Date/Time Range** sub-section in the middle pane, and configure a desired range, as shown below. Click **Start Search**.



The **Zeacom Record & Evaluate** screen is updated with a list of call recordings in the right pane. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.

Double click on the entry to listen to the playback, and verify that the call recording can be played back.



9. Conclusion

These Application Notes describe the configuration steps required for Zeacom Communications Center Record and Evaluate to successfully interoperate with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services 6.3. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 9, Release 6.3, October 2013, available at <http://support.avaya.com>.
2. *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.3, Issue 2, October 2013, available at <http://support.avaya.com>.
3. *Application Notes for Zeacom Communications Center with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services 6.3*, Issue 1.0, available at <http://support.avaya.com>.
4. *Communication Manager Installation Manual*, Zeacom Library Version 7.0, available via Communication Manager training course provided by Zeacom.

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