



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Configuring Trio Enterprise from Enhouse Interactive AB with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform - Issue 1.0

## Abstract

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java Application Program Interface (API) that connects to the Local Presence Server. Trio Enterprise display presence status of each monitored phone.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze™ Platform using a Java API that connects to the Local Presence Server (LPS). Trio Enterprise displays the presence status of each monitored phone. The assumption is made that the installation and configuration of the Avaya Breeze™ server with Avaya Aura® Session Manager is already in place. For additional documentation, refer to **Section 11**.

## 2. General Test Approach and Test Results

The general test approach was to configure Trio Enterprise server to connect to Presence Services and display enterprise phones status on Trio Enterprise Attendant window.

During compliance testing, the presence of phones is set to be in a different status like available, busy, etc. From the Attendant window, monitor the presence status of the phone user. Change the presence status of the phones. The attendant window displays the new status. Also verify that the Attendant window shows when the user of a phone is on-hook or off-hook.

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 compatibility tests included the following.

- Ensure the phone displays the correct status when set to Available, Busy, Away, Do Not Disturb and Out Of Office.
- Set the phone to on hook and off hook.

## 2.2 Test Results

Tests were performed to confirm interoperability between the Trio Enterprise and Presence Service. All the test cases passed successfully.

## 2.3 Support

For technical support for Enghouse Interactive AB products, please use the following web link.  
<http://www.trio.com/web/Support.aspx>

Enghouse Interactive AB can also be contacted as follows.

Phone: +46 (0)8 457 30 00

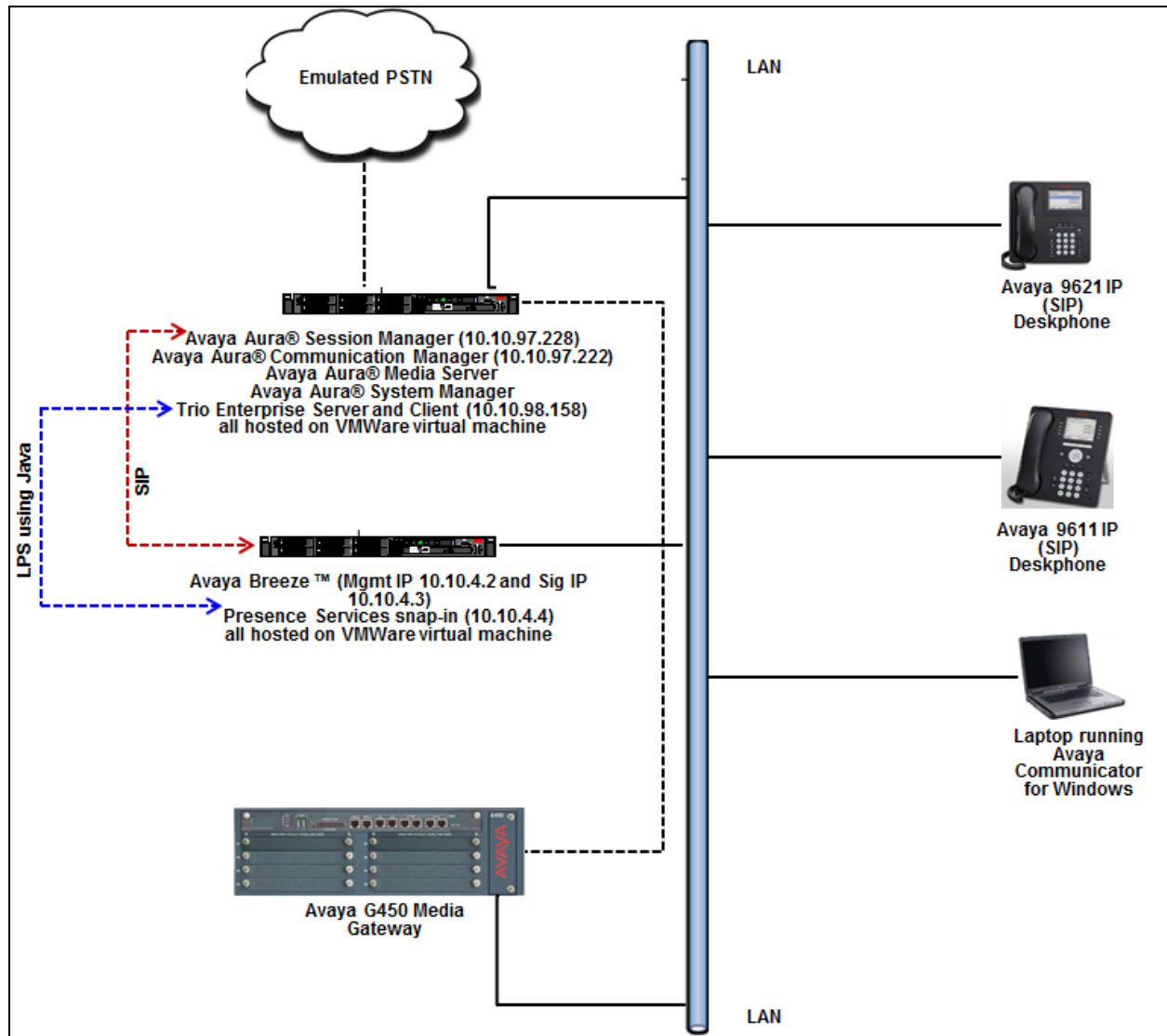
Fax: +46 (0)8 31 87 00

E-mail: [triosupport@enghouse.com](mailto:triosupport@enghouse.com)

### 3. Reference Configuration

**Figure 1** illustrates a sample configuration with an Avaya network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze™ Platform.



**Figure 1: Configuration for Avaya Aura® Presence Services and Trio Enterprise**

## 4. Equipment and Software Validated

The following equipment and versions were used in the reference configuration described above:

Hardware Component	Version
Avaya Aura® System Manager running on virtualized environment	7.0.1.2.086007
Avaya Aura® Session Manager running on virtualized environment	7.0.1.2.701230
Avaya Aura® Presence Services Snap-in	7.0.1.0.861
Avaya Breeze™ Platform	3.2.0.1.320111
Avaya PresenceServices-LPS-SDK	7.0.1.0.852
Avaya Communicator	2.1 SP4
Avaya 96x1 Series IP Telephone <ul style="list-style-type: none"><li>• 9611 (SIP)</li><li>• 9621 (SIP)</li></ul>	7.0.1.1.5 7.0.1.1.5
Trio Enterprise Server and Client running on Microsoft Windows 2012 R2 Server	6.2

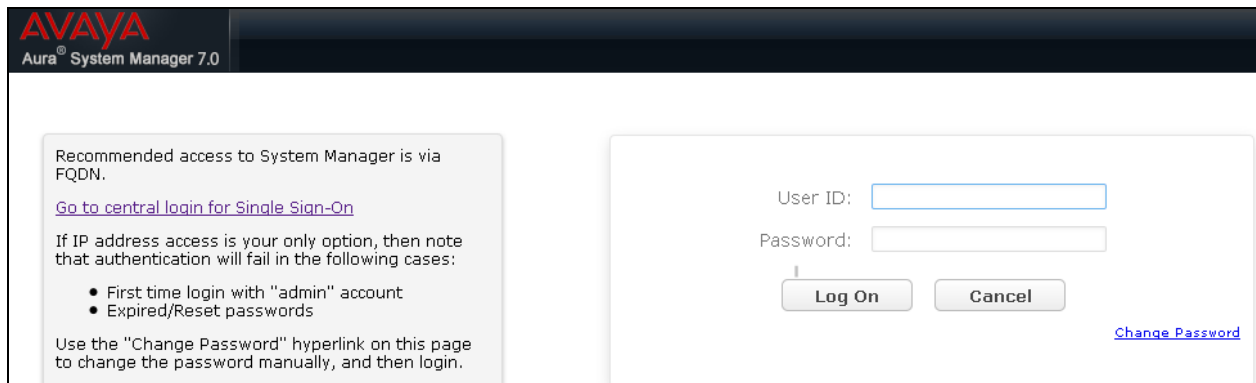
## 5. Configure Avaya Aura® Session Manager for Presence Services

This section provides the procedures for configuring Session Manager for Presence Services. The procedures include the following areas:

- Launch Avaya Aura® System Manager
- Administer Domain
- Administer locations
- Administer SIP entities

### 5.1 Launch Avaya Aura® System Manager

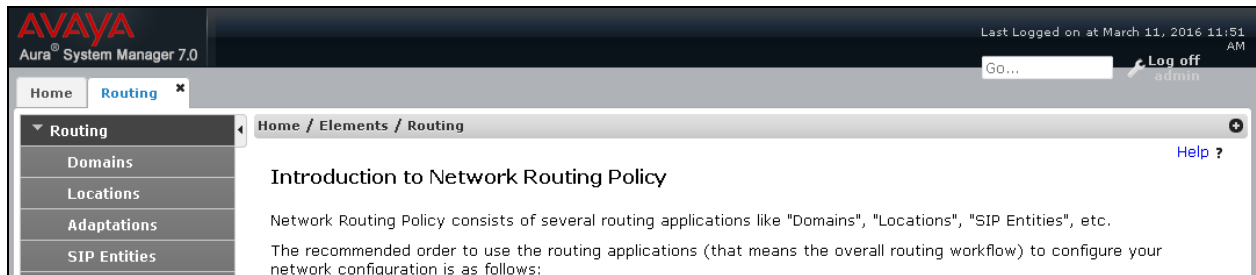
Access the System Manager web interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of System Manager. Log in using the appropriate credentials.



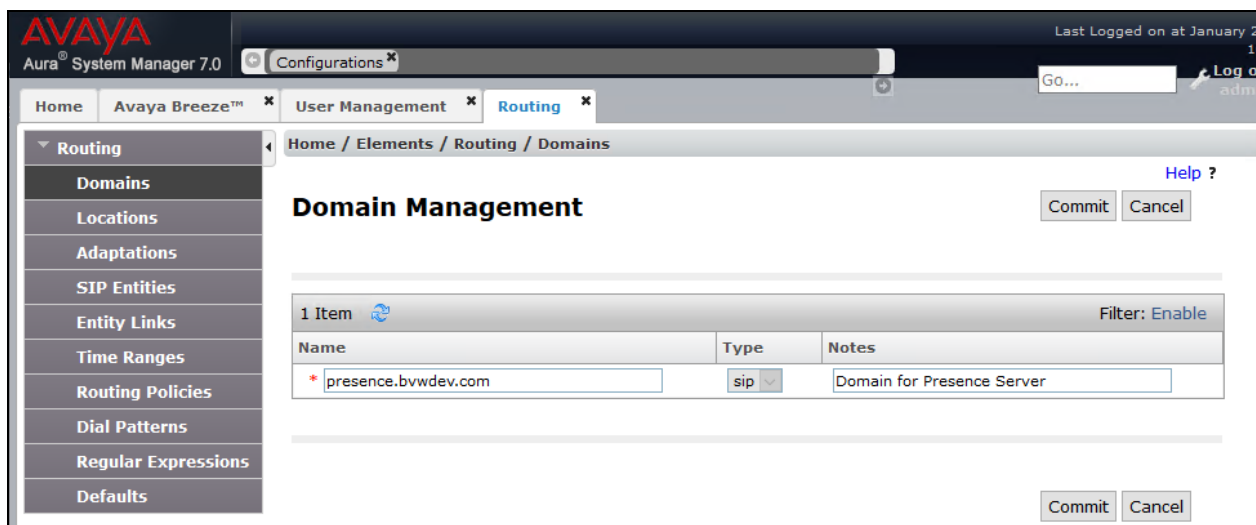
The screenshot shows the Avaya Aura System Manager 7.0 login interface. The header features the Avaya logo and the text "Aura® System Manager 7.0". The main content area is divided into two sections. The left section contains a message: "Recommended access to System Manager is via FQDN." followed by a link "Go to central login for Single Sign-On". Below this, it states: "If IP address access is your only option, then note that authentication will fail in the following cases:" followed by a bulleted list: "• First time login with 'admin' account" and "• Expired/Reset passwords". It also mentions: "Use the 'Change Password' hyperlink on this page to change the password manually, and then login." The right section contains the login form with fields for "User ID:" and "Password:", a "Log On" button, a "Cancel" button, and a "Change Password" link.

## 5.2 Administer Domain

In the subsequent screen (not shown), select **Elements** → **Routing** to display the **Introduction to Network Routing Policy** screen below. Select **Routing** → **Domains** from the left pane, and click **New** in the subsequent screen (not shown) to add a new domain



The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select *sip* from the **Type** drop down menu and provide any optional **Notes**.



## 5.3 Administer Locations

Select **Routing** → **Locations** from the left pane, and click **New** in the subsequent screen (not shown) to add a new location for Trio Enterprise.

The **Location Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name** and optional **Notes**. Retain the default values in the remaining fields.

AVAYA  
Aura® System Manager 7.0

Home Routing ×

Home / Elements / Routing / Locations

### Location Details

Commit Cancel

**General**

\* **Name:** Belleville

**Notes:** Belleville DevConnect Lab

**Dial Plan Transparency in Survivable Mode**

**Enabled:** ☐

Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.

**Location Pattern**

Add Remove

4 Items Filter: Enable

<input type="checkbox"/>	IP Address Pattern	Notes
<input type="checkbox"/>	* 10.10.5.*	
<input type="checkbox"/>	* 10.10.97.*	
<input type="checkbox"/>	* 10.10.98.*	
<input type="checkbox"/>	* 10.10.98.*	

Select : All, None

Commit Cancel



## 5.4 Administer SIP Entity

This section explains the adding of a SIP entity for the Presence Server.

Select **Routing** → **SIP Entities** from the left pane, and click **New** in the subsequent screen (not shown) to add a new SIP entity for Trio Enterprise.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The FQDN of Presence Server.
- **Type:** Select *Presence Services* from the drop down menu.
- **Notes:** Any desired notes.
- **Location:** Select the Trio Enterprise location name from **Section 5.3**.
- **Time Zone:** Select the applicable time zone.

AVAYA  
Aura® System Manager 7.0

Configurations

Home / Elements / Routing / SIP Entities

### SIP Entity Details

Commit Cancel

Help ?

**General**

\* Name: PresenceServer

\* FQDN or IP Address: presencevm.bvwdev.com

Type: Presence Services

Notes: SIP Entity for Presence Server

Adaptation:

Location: Belleville

Time Zone: America/Fortaleza

\* SIP Timer B/F (in seconds): 4

Credential name:

Securable: ☐

Call Detail Recording: none

**Loop Detection**

Loop Detection Mode: On

Loop Count Threshold: 5

Loop Detection Interval (in msec): 200

**SIP Link Monitoring**

SIP Link Monitoring: Link Monitoring Enabled

Scroll down to the **Entity Links** sub-section, and click **Add** to add an entity link. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case *DevvmSM*.
- **Protocol:** *TLS*
- **Port:** *5062*
- **SIP Entity 2:** The Presence Server entity name from this section.
- **Port:** *5061*
- **Connection Policy:** *trusted*

**Entity Links**
Override Port & Transport with DNS SRV: ☐

Add Remove

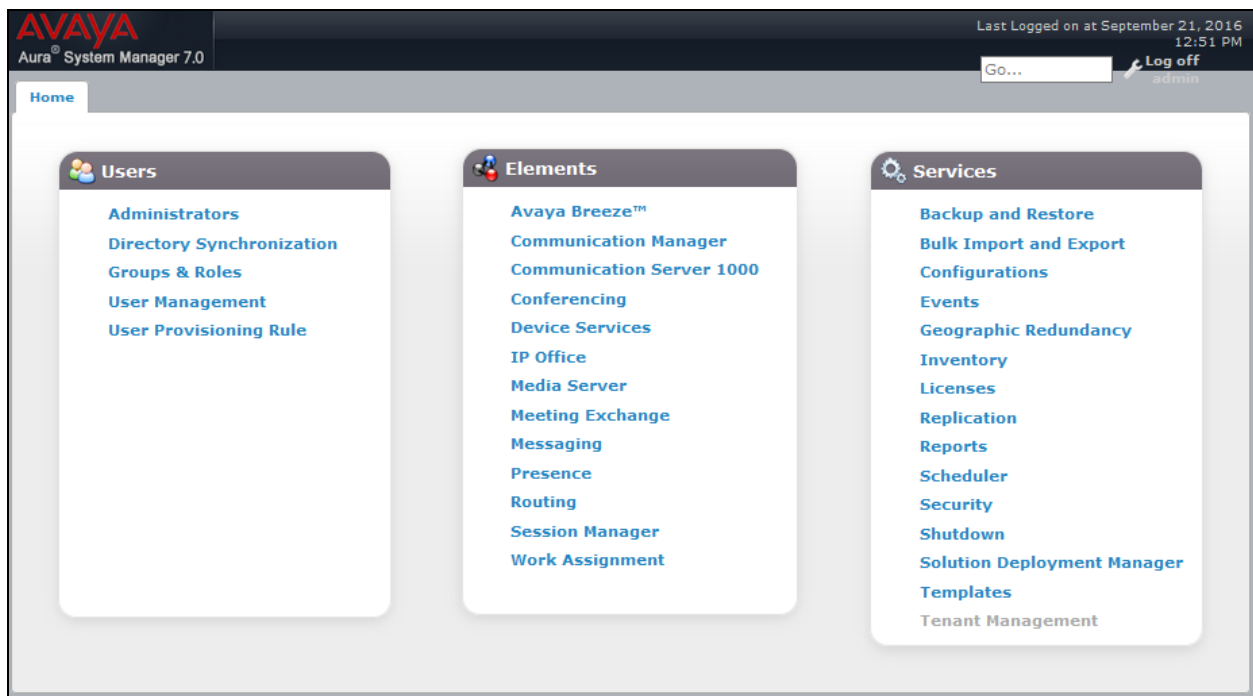
1 Item Filter: Enable

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	De Ne Ser
<input type="checkbox"/>	* DevvmSM_PresenceSer	DevvmSM	TLS	* 5062	PresenceServer	* 5061	trusted	

Select : All, None

## 6. Configure Avaya Aura® Presence Services Snap-in and Presence for SIP Users

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL “https://<ip-address>/SMGR”, where <ip-address> is the IP address of System Manager. Log in with the appropriate credentials. The initial screen is displayed as shown below. The configuration in this section will be performed under **Avaya Breeze™** and **User Management** listed within the **Elements** and **Users** section.



## 6.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that the Avaya Breeze™ Platform has already been installed and configured. For additional information, see the documentation in the **References** section.

Navigate to **Home → Elements → Avaya Breeze™**.

Avaya Aura System Manager 7.0

Configurations\*

Last Logged on at January 20, 2017 10:00 AM

Go... Log off admin

Home / Elements / Avaya Breeze™

### Cluster Administration

This page allows you to view, edit and delete Avaya Breeze clusters.

#### Avaya Breeze Clusters

Edit New Delete Certificate Management Cluster State Backup and Restore

1 Item Filter: Enable

<input type="checkbox"/>	Details	Cluster Name	Cluster IP	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Service Install Status
<input type="checkbox"/>	Show	PresenceServices	10.10.4.4	Core Platform	Accepting [1/1]	0/0/0	10	[5/49M]	✓	✓

Select : All, None

To install the Presence Services Snap-in navigate to **Avaya Breeze™ → Service Management**.

Avaya Aura System Manager 7.0

Configurations\*

Last Logged on at January 20, 2017 10:00 AM

Go... Log off admin

Home / Elements / Avaya Breeze™ / Service Management

### Service Management

This page allows you to manage the service life cycle across clusters.

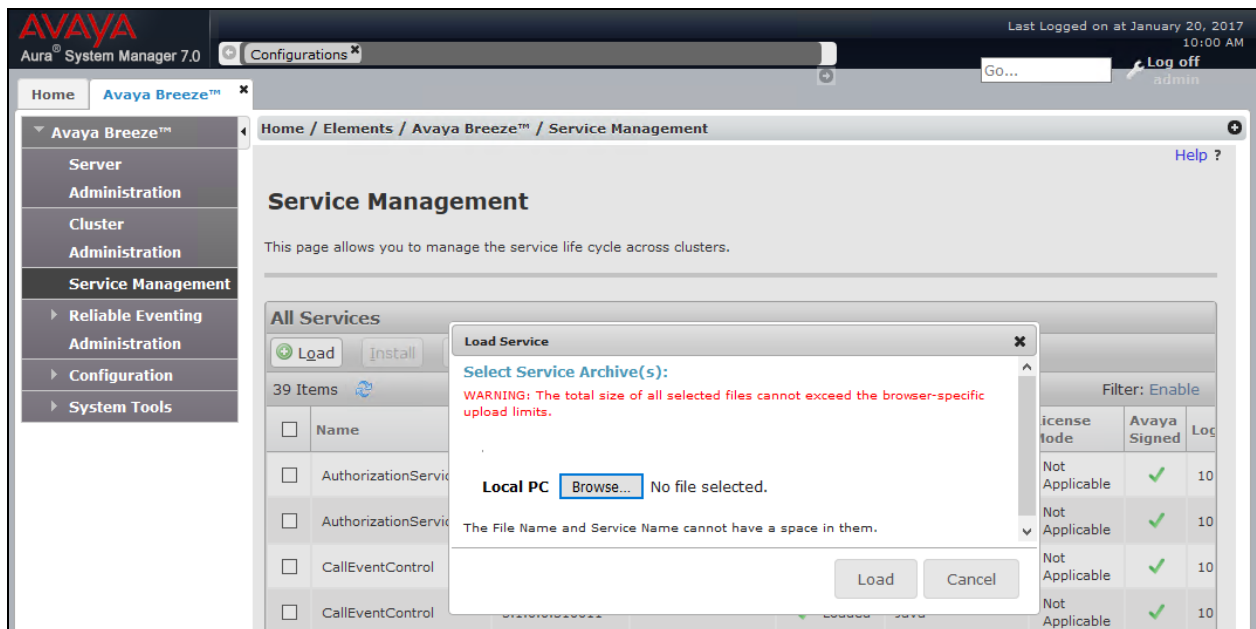
#### All Services

Load Install Uninstall Delete Set Preferred Version Start Stop

39 Items Filter: Enable

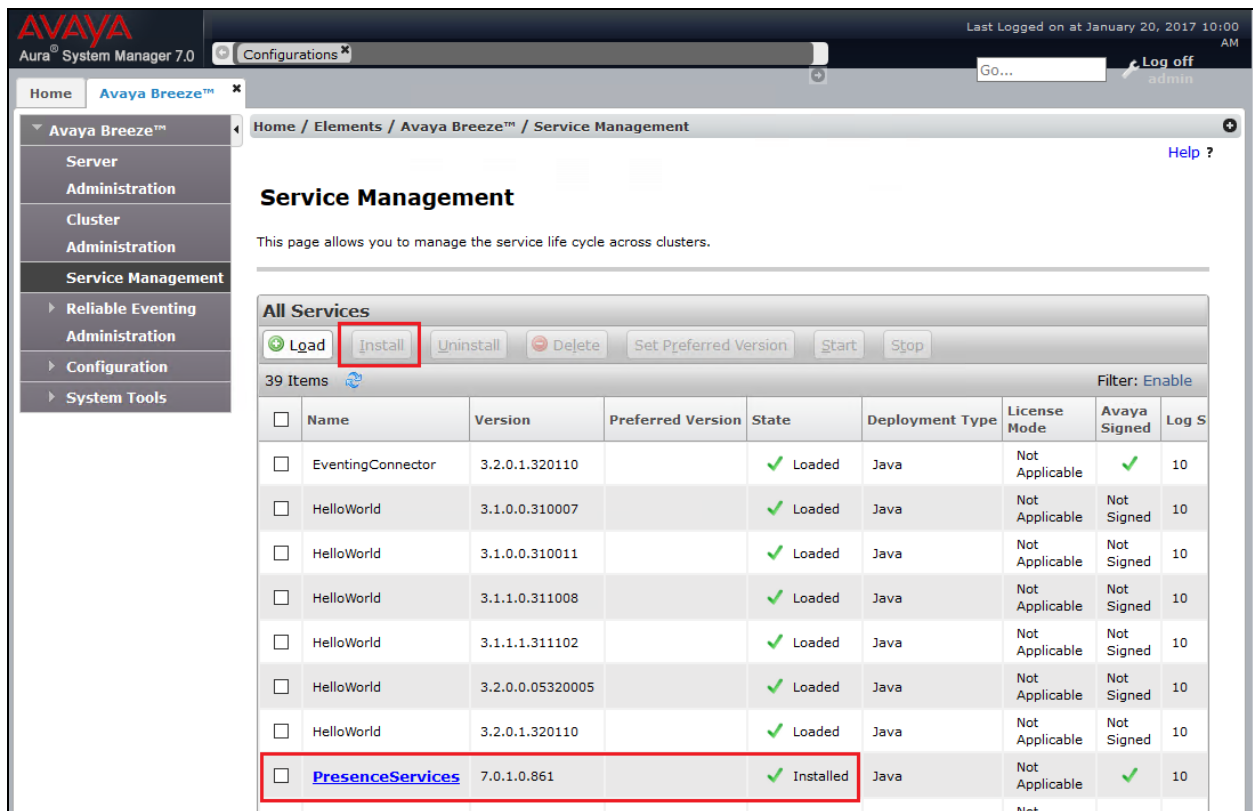
<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log
<input type="checkbox"/>	AuthorizationService	3.2.0.0.05320005		✓ Loaded	Java	Not Applicable	✓	10

Select **Load** to upload the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Follow the steps and ensure that the **PresenceServices** snap-in now has a state of **Loaded** (not shown).

To install the snap-in, check the box for **PresenceServices** and select **Install**. Follow the installation steps. Screen below shows the snap-in after the installation is complete.



**Service Management**

This page allows you to manage the service life cycle across clusters.

**All Services**

Load **Install** Uninstall Delete Set Preferred Version Start Stop

39 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log S
<input type="checkbox"/>	EventingConnector	3.2.0.1.320110		✓ Loaded	Java	Not Applicable	✓	10
<input type="checkbox"/>	HelloWorld	3.1.0.0.310007		✓ Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.1.0.0.310011		✓ Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.1.1.0.311008		✓ Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.1.1.1.311102		✓ Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.2.0.0.05320005		✓ Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	HelloWorld	3.2.0.1.320110		✓ Loaded	Java	Not Applicable	Not Signed	10
<input type="checkbox"/>	<b>PresenceServices</b>	7.0.1.0.861		✓ Installed	Java	Not Applicable	✓	10

## 6.2 Add Presence Users

This section only shows the adding of Presence to an already configured SIP User. Navigate to **Users → User Management → Manager Users**. Select an already configured SIP user. The screen below shows user **56204** selected. Click on the **Edit** button.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The left sidebar contains a navigation menu with options: Home, Avaya Breeze™, User Management, Manage Users, Public Contacts, Shared Addresses, System Presence, ACLs, Communication, Profile Password, and Policy. The main content area is titled 'User Management' and displays a table of users. The 'Edit' button in the toolbar is highlighted with a red box. The user 'TwoOFour' (SIP Handle 56204) is selected in the table, also highlighted with a red box.

	Last Name	First Name	Display Name	Login Name	SIP Handle	Last Login
<input type="checkbox"/>	51000	51000	51000, 51000	51000@bvwddev.com	51000	
<input type="checkbox"/>	admin	admin	Default Administrator	admin		January 25, 2017 3:09:18 PM -05:00
<input type="checkbox"/>	MediaOFive	OFive	MediaOFive, OFive	56205@bvwddev.com	56205	
<input type="checkbox"/>	OEight1	FiveSix1	OEight1, FiveSix1	56208@bvwddev.com	56208	
<input type="checkbox"/>	OSeven	FiveSix	OSeven, FiveSix	56207@bvwddev.com	56207	
<input type="checkbox"/>	SIP203	Lab	SIP203, Lab	56203@bvwddev.com	56203	
<input type="checkbox"/>	SMCS1KUser	SMCS1KUser	SMCS1KUser, SMCS1KUser	54777@bvwddev.com	54777	
<input checked="" type="checkbox"/>	TwoOFour	OFour	TwoOFour, OFour	56204@bvwddev.com	56204	
<input type="checkbox"/>	TwoOOne	OOne	TwoOOne, OOne	56201@bvwddev.com	56201	
<input type="checkbox"/>	TwoOTwo	OTwo	TwoOTwo, OTwo	56202@bvwddev.com	56202	
<input type="checkbox"/>	twosix	twosix	twosix, twosix	56206@bvwddev.com	56206	

Under the **Communication Profile** tab:

Select **New** in the **Communication Address** section:

- Select **Avaya Presence/IM** from the **Type** drop down menu.
- For the **Fully Qualified Address**, type in the extension number that will be used by the SIP user to log in. For the domain, select the domain created (**Section 5.2**) for the Presence Server from the drop down menu.

Once done, select **Add**.

**User Profile Edit: 56204@bvwddev.com** Commit & Continue Commit Cancel

**Identity** **Communication Profile** **Membership** **Contacts**

**Communication Profile**

Communication Profile Password: ..... [Edit](#)

New Delete Done Cancel

**Name**

☒ Primary

Select : None

\* Name: Primary

Default : ☒

**Communication Address**

New Edit Delete

<input checked="" type="checkbox"/>	Type	Handle	Domain
<input type="checkbox"/>	Avaya SIP	56204	bvwddev.com

Select : All, None

Type: Avaya Presence/IM

\* Fully Qualified Address: 56204 @ presence.bvwddev.com

Add Cancel



Continuing from above, scroll down and enable the check box for **Presence Profile**. For the **System** and **IM Gateway SIP Entity (Section 5.4)** drop down menu, select the Presence Services server. Select **Commit** to add the user.

☒ **Presence Profile** ▼

\*

 System

PresenceServer (8) ▼

SIP Entity PresenceServer

\*

 IM Gateway SIP Entity

PresenceServer ▼

Publish Presence with AES Collector

System Default ▼

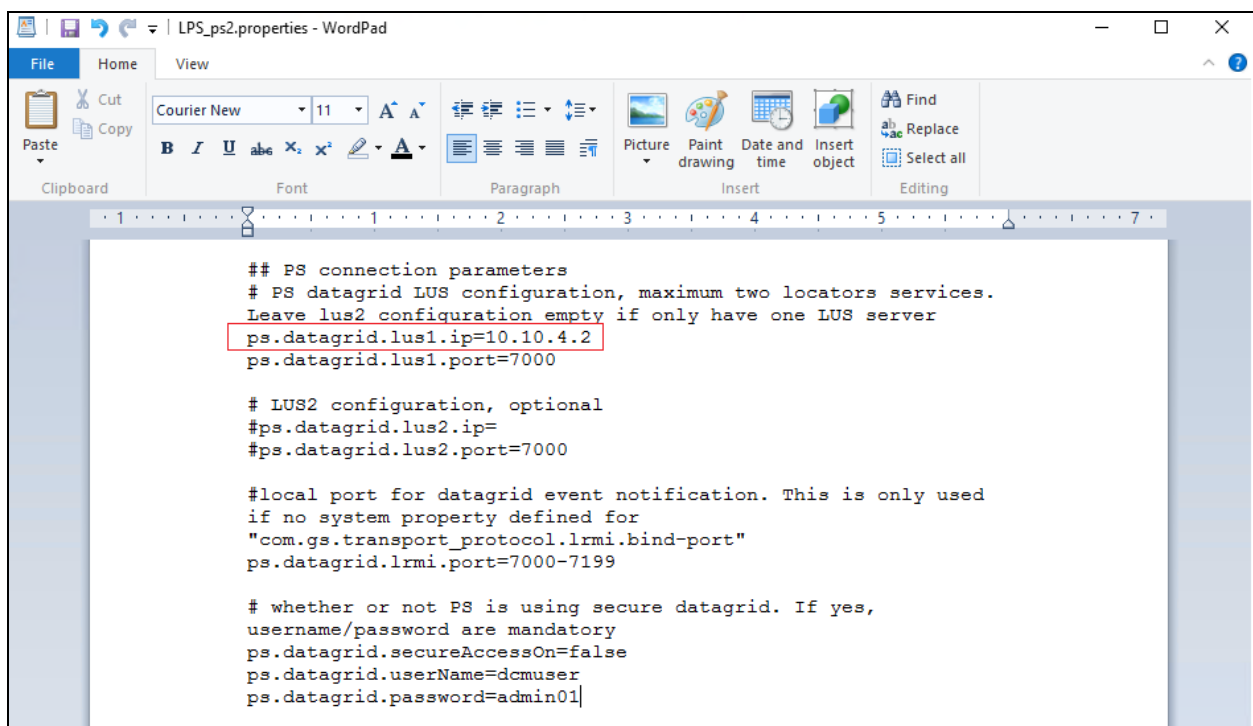
## 7. Configure Local Presence Service Test Client

The Java-based Local Presence Service (LPS) test client application connects to Presence Services to subscribe and publish presence status information on behalf of one or many users. The LPS test client is an Avaya test tool that acts like a third party client and shows the presence status of various users. Note that Java Runtime Environment (JRE) is required for this client and must be installed on the system where the client will be installed.

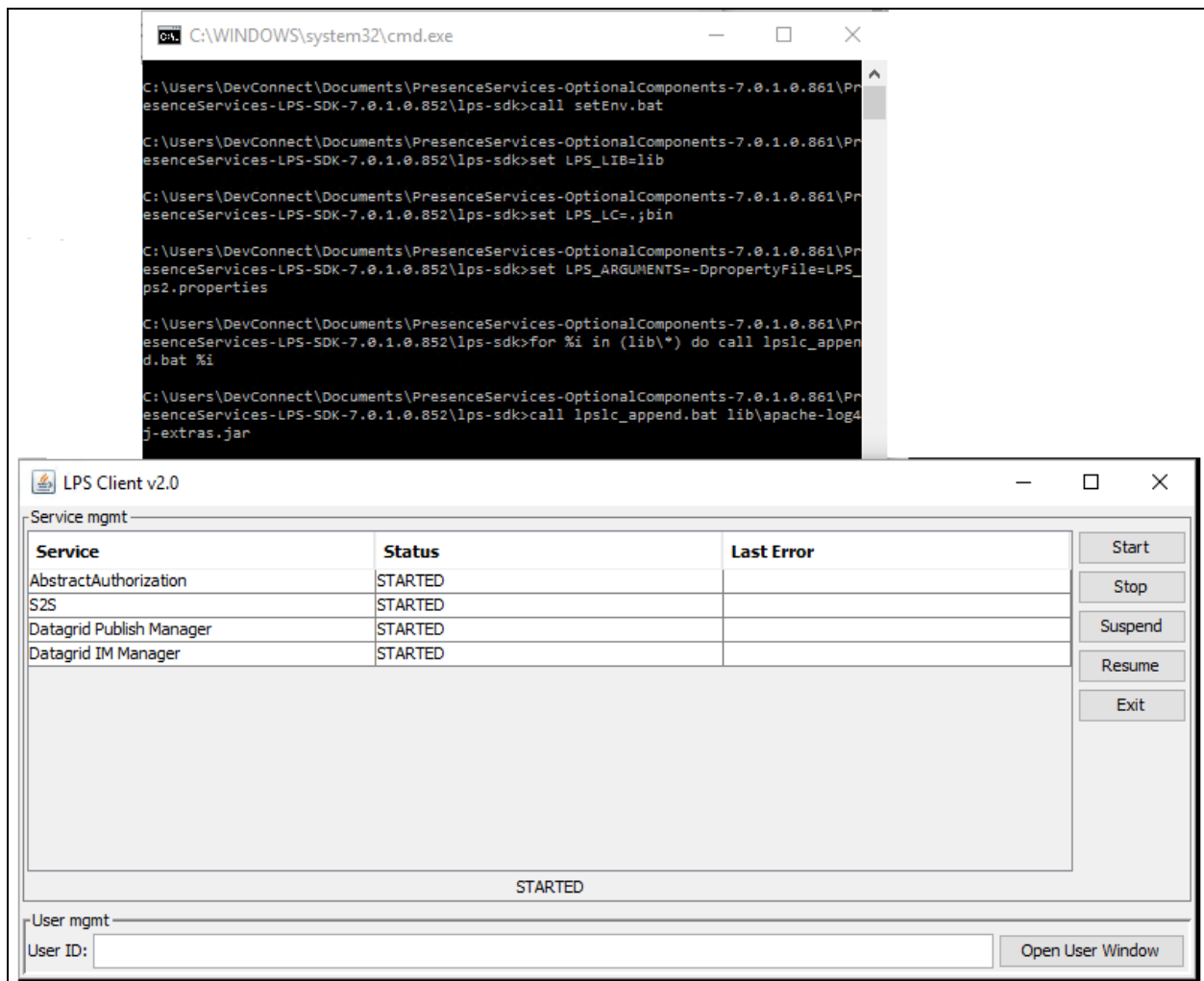
During compliance testing, this tool was installed on the same server running the Trio Enterprise application. The client tool is part of the Presence Services bundle. During compliance testing the “PresenceServices-LPS-SDK-7.0.1.0.852.zip” file was used. Unzip this file and from “lps-sdk” folder, open the “LPS\_ps2.properties” file.

Enter the Management IP address of the Avaya Breeze™ server in the **ps.datagrid.lus1.ip** field as shown in the screen below.

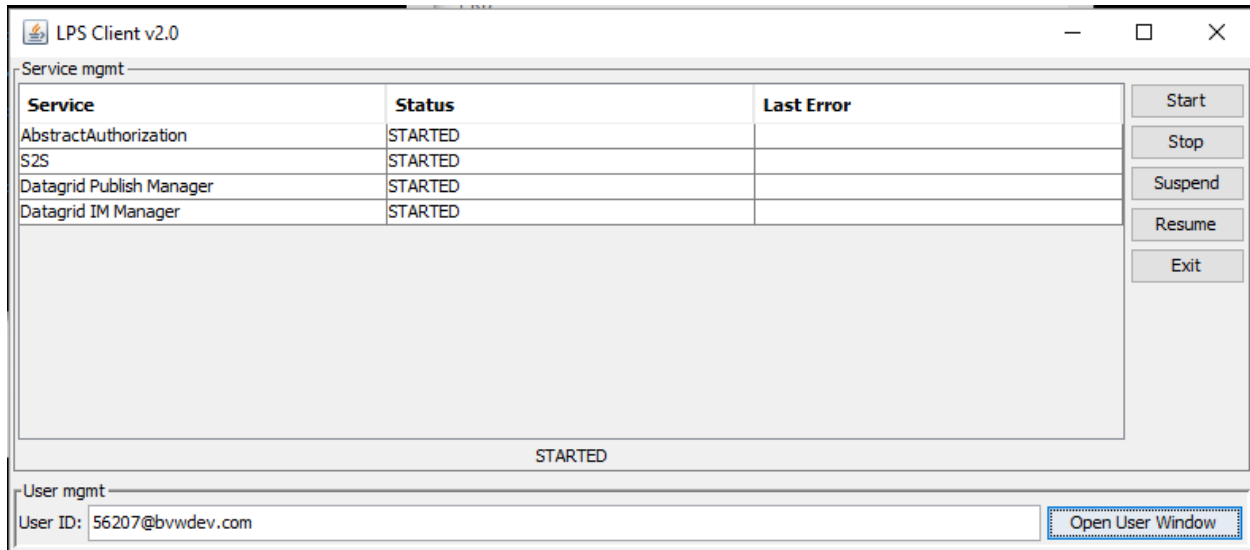
Retain default values for all other remaining fields.



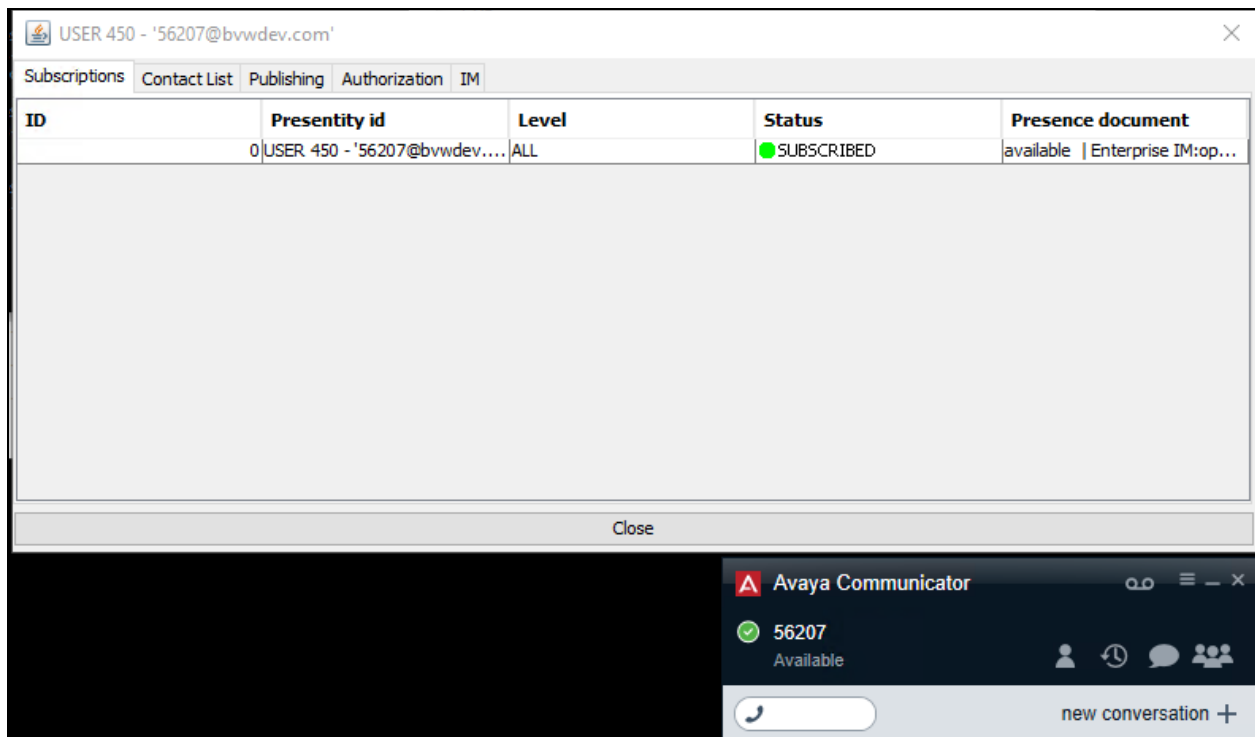
From the “lps-sdk” folder, double click on “runUI.bat” file to start the client. Screen below shows the client running. Ensure that **Status** is “STARTED” for all **Service**.



In the **User mgmt** section enter the User ID of a SIP user whose presence needs to be monitored. In the screen below **56207@bvwdev.com** was entered. Next click on the **Open User Window** button.



The screen below shows the user **Status** as **SUBSCRIBED** and the **Presence document** shows that the user presence is **available** and the phone is **open**. More details of this subscription can be obtained by right clicking on the user shown and selecting **Details** (not shown). Also for comparison, a screen showing the Avaya Communicator for user **56207** is also shown below with a status of **Available**.



In the screen below, when the status for **56207** is changed to **Busy** on the Avaya Communicator, the Presence on the client is also changed to **Busy**.

The screenshot displays the Avaya Communicator interface. At the top, a window titled 'USER 450 - '56207@bvwdev.com'' contains a table with the following data:

ID	Presentity id	Level	Status	Presence document
2	USER 450 - '56207@bvwdev....	ALL	● SUBSCRIBED	busy   Enterprise IM:open Vi...

Below the table is a 'Close' button. The bottom right corner shows the Avaya Communicator status bar with the user '56207' and status 'Busy'. Icons for contact list, status, chat, and group chat are visible, along with a 'new conversation +' button.

## 8. Configure Trio Enterprise for Avaya Aura® Presence Services

The presence connectivity between Trio Enterprise and the Presence Server is dependent on Java. Java runtime is required to be installed on the Trio Enterprise server.

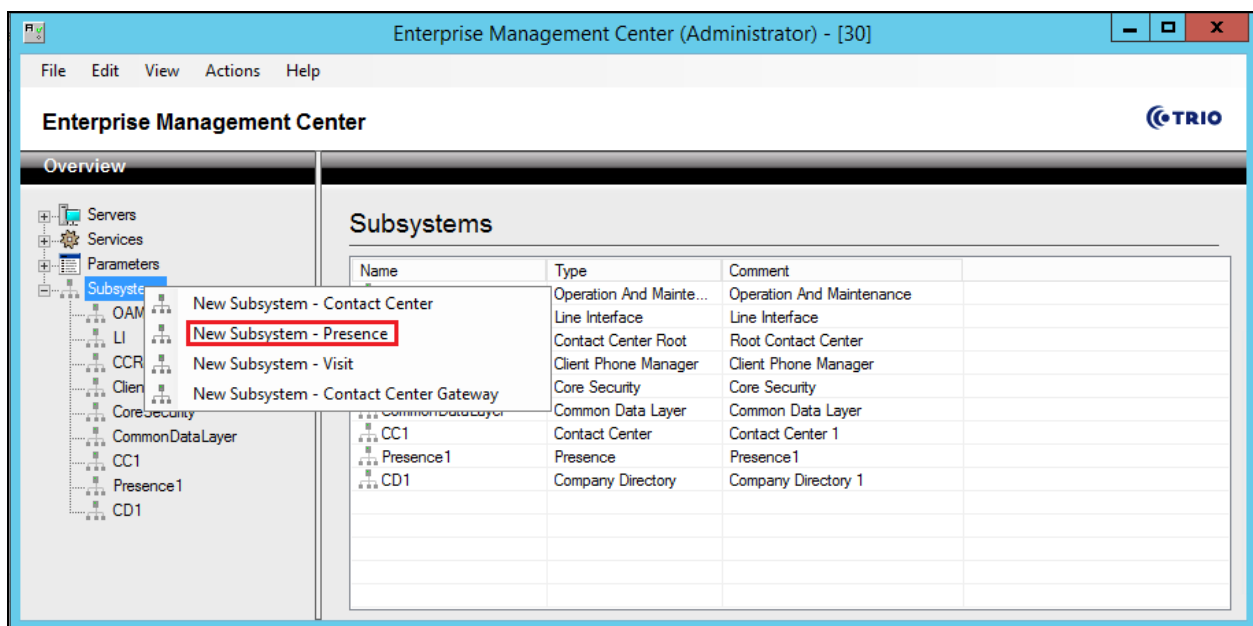
This section shows how to configure Trio Enterprise to successfully connect to the Presence Server. It is assumed that the installation of the Trio Enterprise software is complete and the Trio services are up and running. The steps to configure a Trio Enterprise for presence are as follows.

### 8.1 Add Presence Subsystem

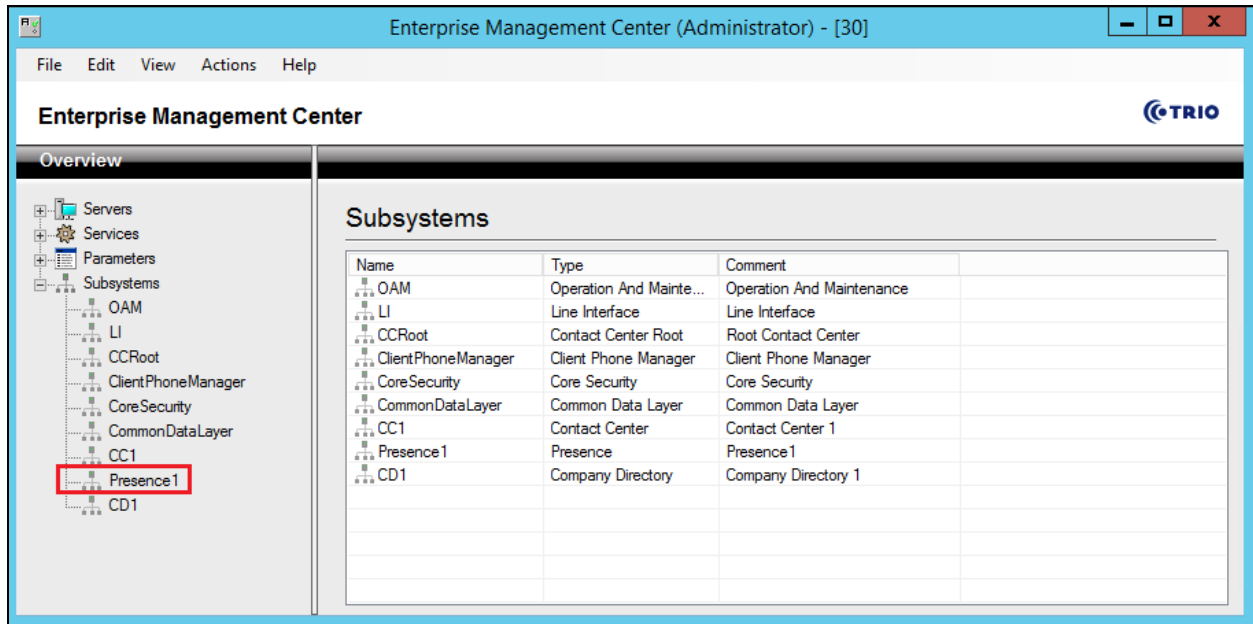
To launch the Enterprise Management Center window as shown in the screen below, launch the 'Enterprise Management Center' icon as shown here.



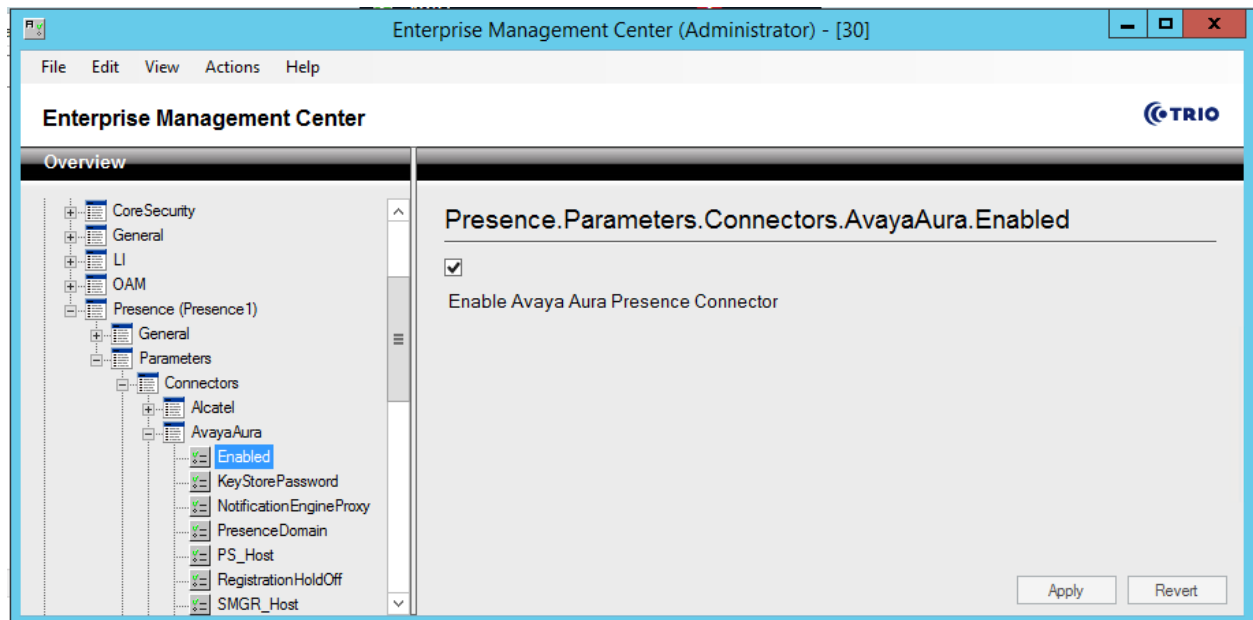
Right click on **Subsystem** and add Presence by selecting **New Subsystem – Presence** as shown below.



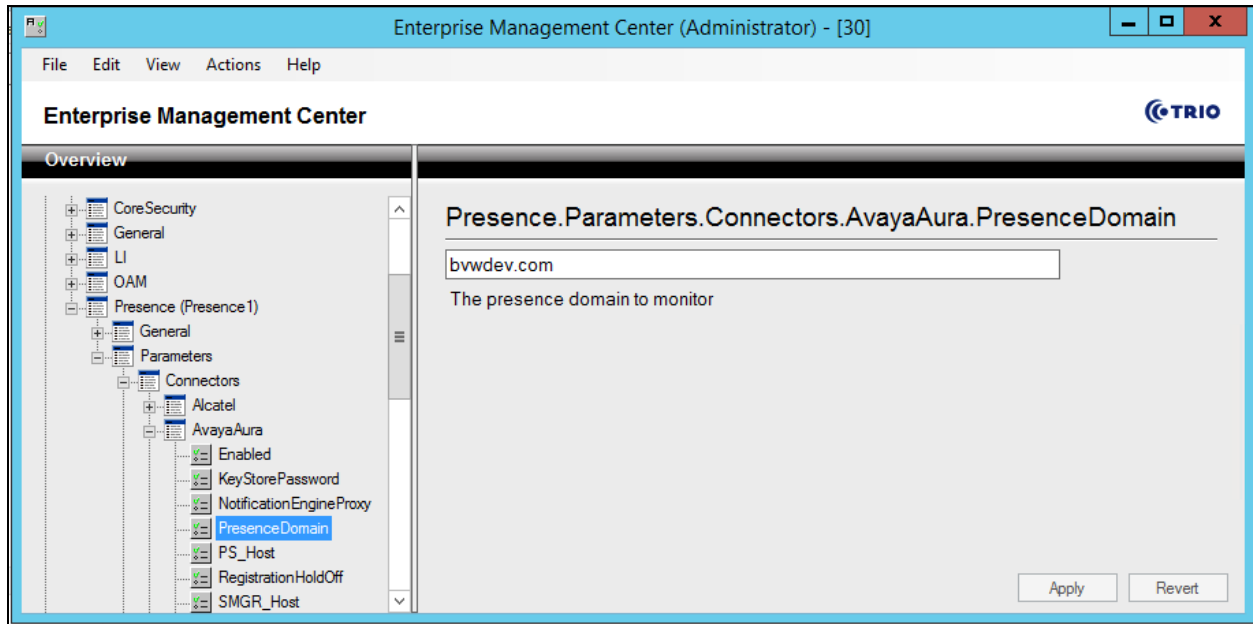
The screen belows shows the window after **Presence1** is added.



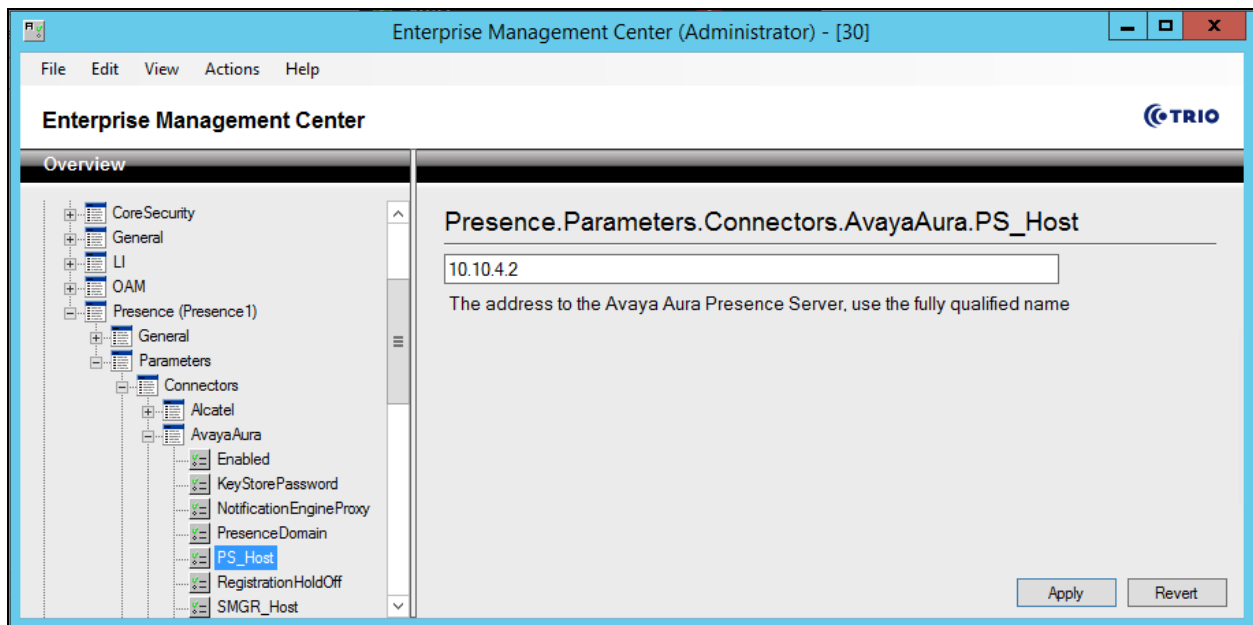
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaAura → Enabled** and check the box for **Enable Avaya Aura Presence Connector** as shown in the screen below. Click on the **Apply** button.



Navigate to **Presence (Presence1) → Parameters → Connections → AvayaAura → PresenceDomain**. During compliance testing *bwvdev.com* was the presence domain to monitor as shown in the screen below. Click on the **Apply** button.

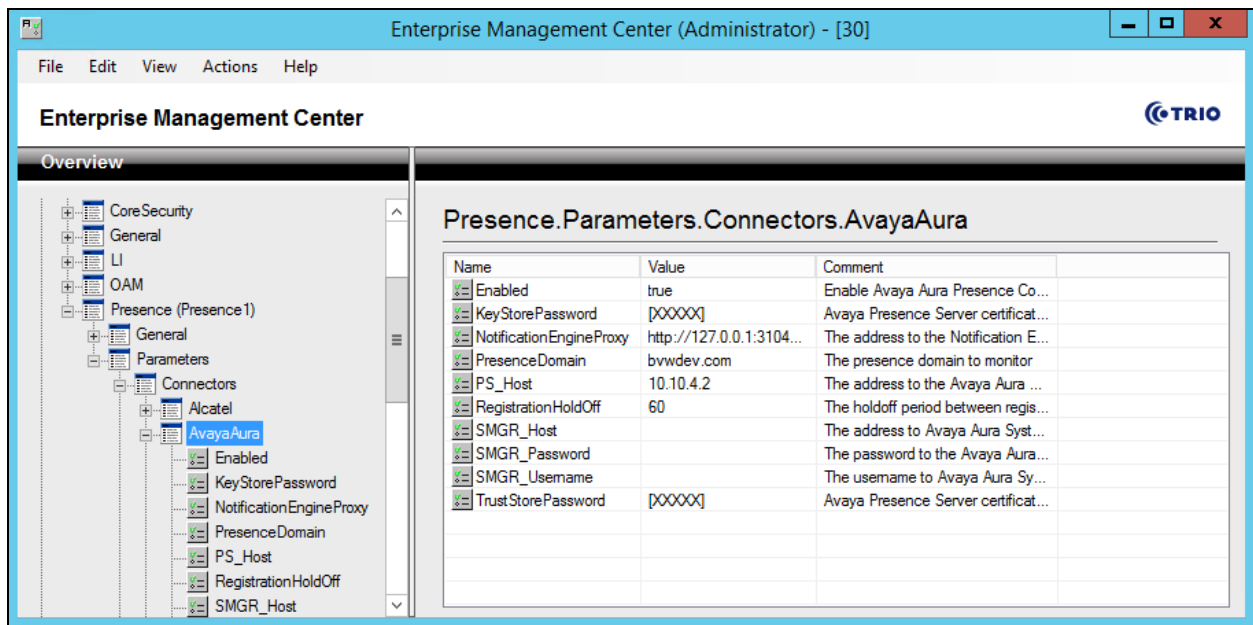


Navigate to **Presence (Presence1) → Parameters → Connections → AvayaAura → PS\_Host**. During compliance testing *10.10.4.2* was the IP address of Avaya Breeze™ Management IP as shown in the screen below. Click on the **Apply** button.

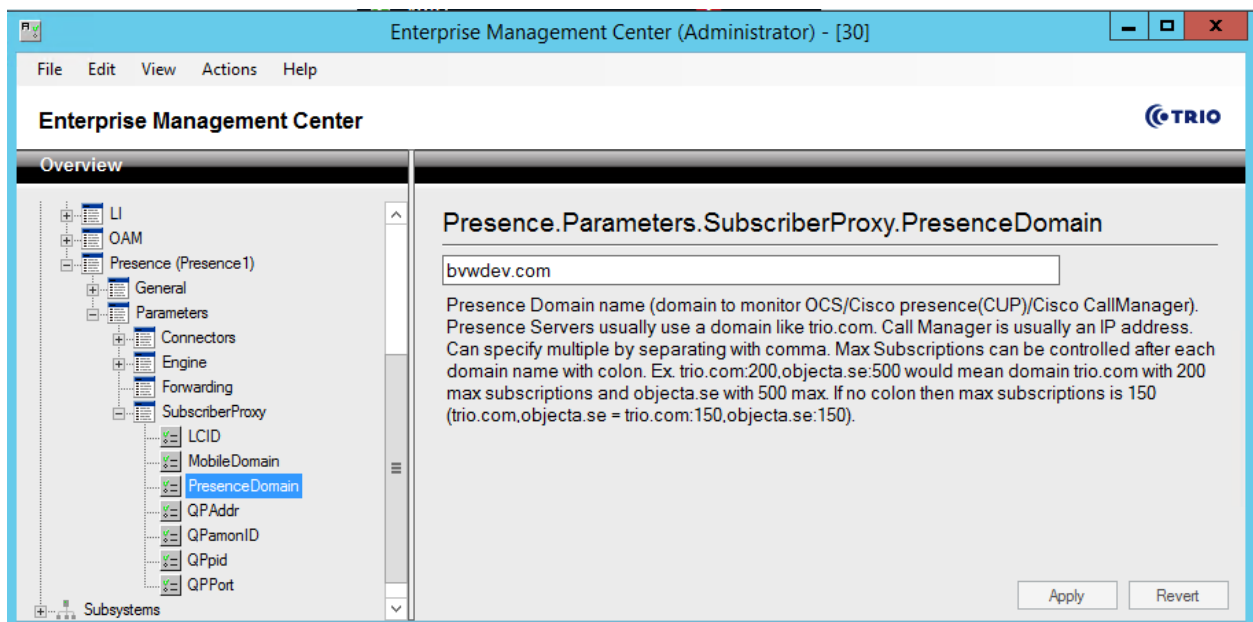




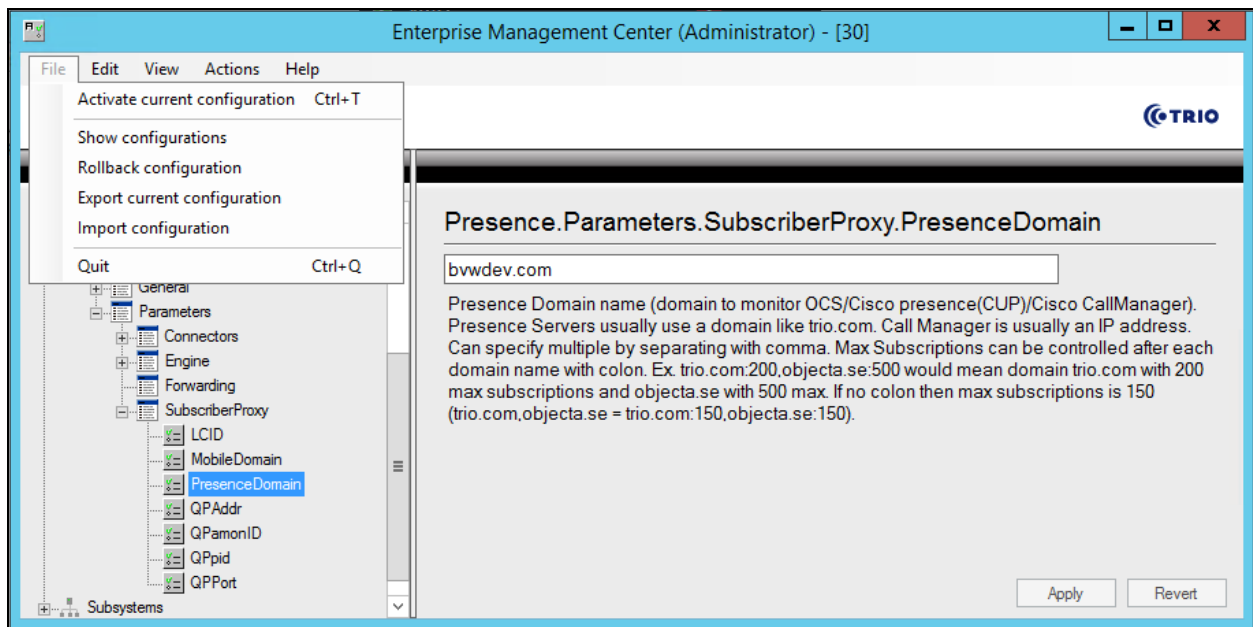
The completed configuration screen for **Presence (Presence1) → Parameters → Connections → AvayaAura** is shown below.



Navigate to **Presence (Presence1) → Parameters → SubscriberProxy → PresenceDomain**. During compliance testing *bvwdev.com* was the presence domain used as shown in the screen below. Click on the **Apply** button.



Navigate to **File → Activate current configuration Ctrl+T** to activate the Enterprise Management Center configuration as shown in the screen below.

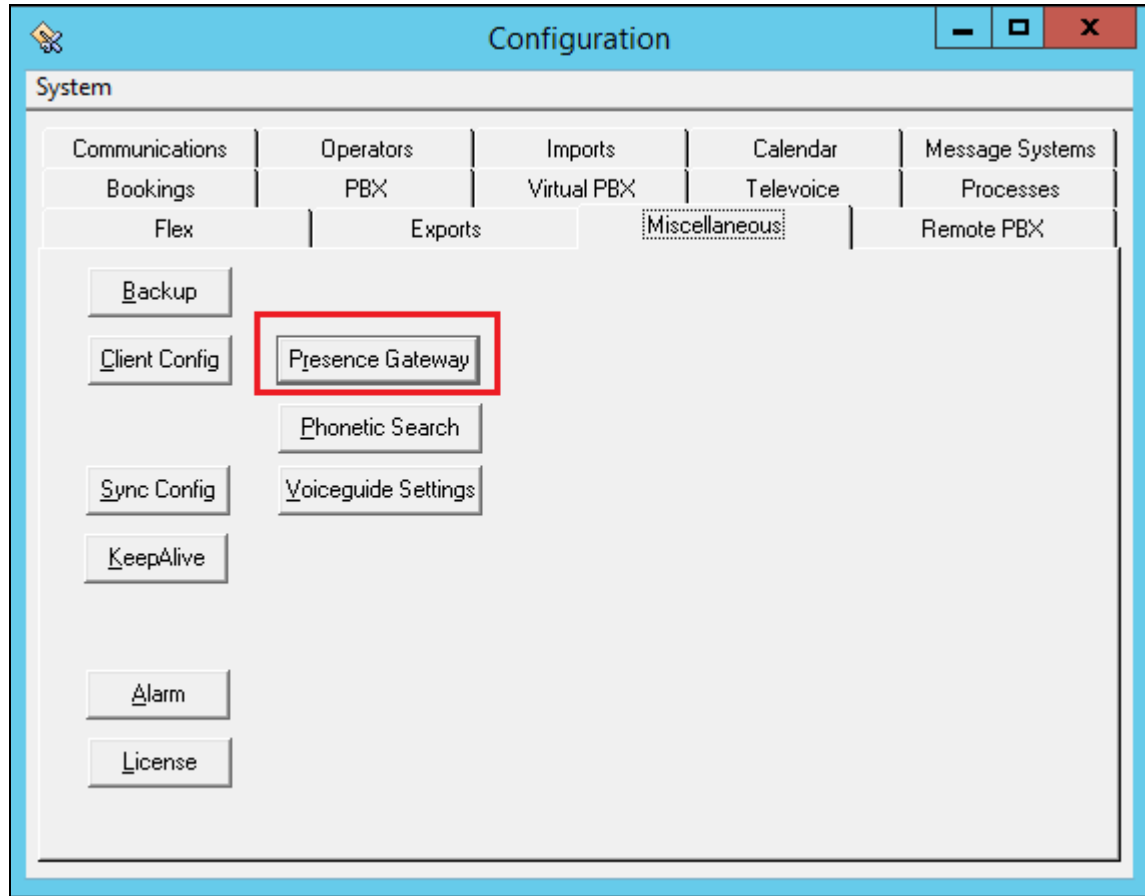


## 8.2 Configure Trio Presence Gateway

To launch the Trio Configuration window to configure the Presence Gateway as shown in the screen below, launch the 'Trio Present Setup' icon as shown here.



The **Presence Gateway** button can be found under the **Miscellaneous** tab. Click on this button.



In the Presence Gateway window shown below, configure the following.

- **Server URL:** *net.pipe://localhost/Presence1*
- **Present Domain:** *1*
- Check the box for **Enable connection for monitor of presence or line state**

Retain default values for all other fields and click on the **OK** button.

Presence Gateway

Server URL:

Present Domain:

☒ Enable connection for monitor of presence or line state

☐ Enable connection to Microsoft Lync/Skype for Business

☐ Enable setting of presence from referrals

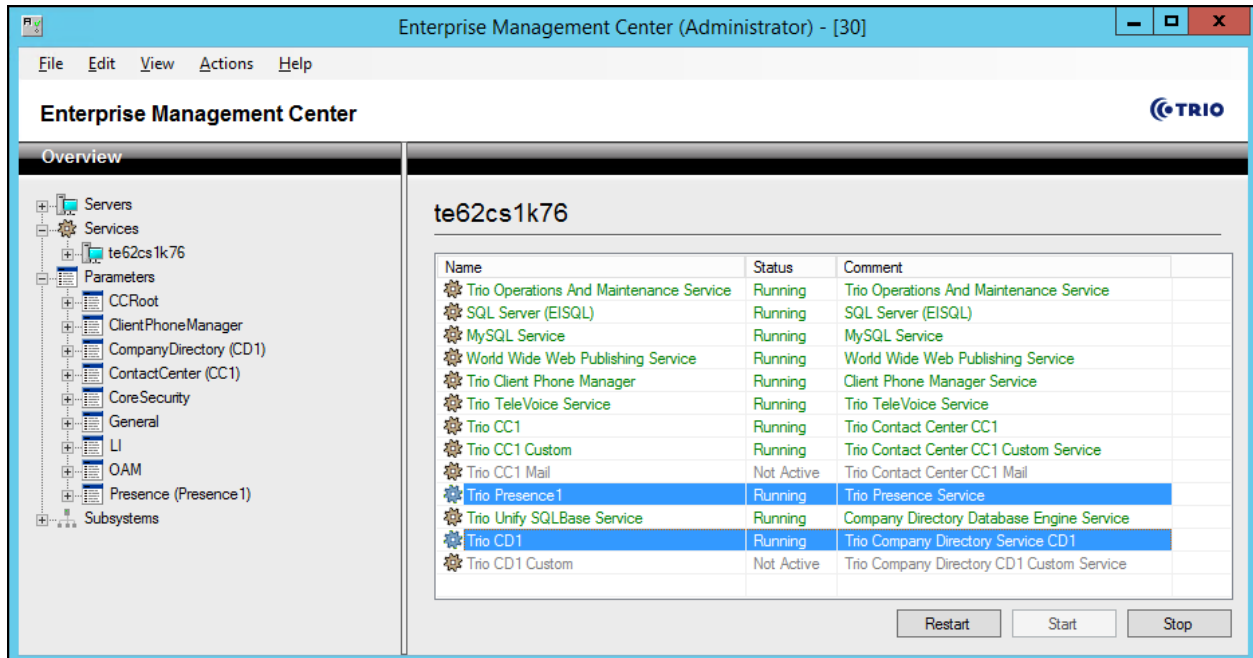
☐ Mobile Line Status

Mobile Domain[s] to subscribe to:

Mobile Prefix:

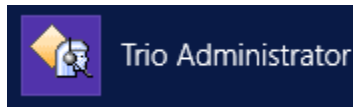
Mobile in ExtraField:  
 (1-20)

From the **Enterprise Management Center** window as shown in **Section 8.1**, navigate to **Services → te62cs1k76** and restart the *Trio Presence1* and *Trio CD1* services as shown in the screen below.

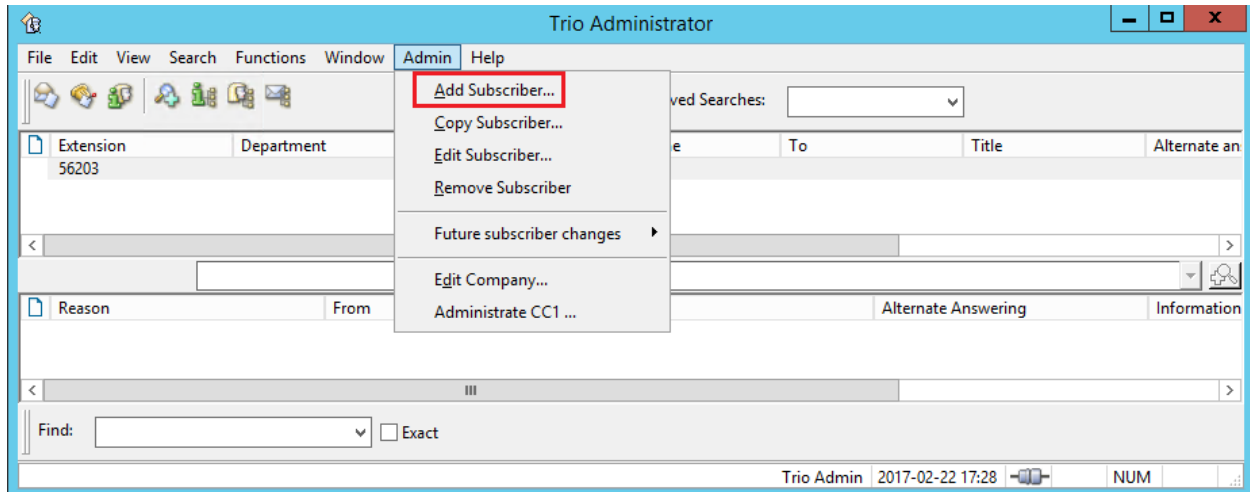


## 8.3 Administer Users

To launch the Trio Administrator window to configure users as shown in the screen below, launch the 'Trio Administrator' icon as shown here.



From the **Trio Administrator** window, navigate to **Admin** → **Add Subscriber**.



In the **Add Subscriber** window as shown below, from the **Security** tab, select the **Extension** radio button and populate the **Sign-in address** field with the correct information of the user whose presence needs to be monitored. The example below shows the sign in address of user '56203', which is *sip:56203@bvwdev.com*. Populate the other tabs as required and click on the **OK** button.

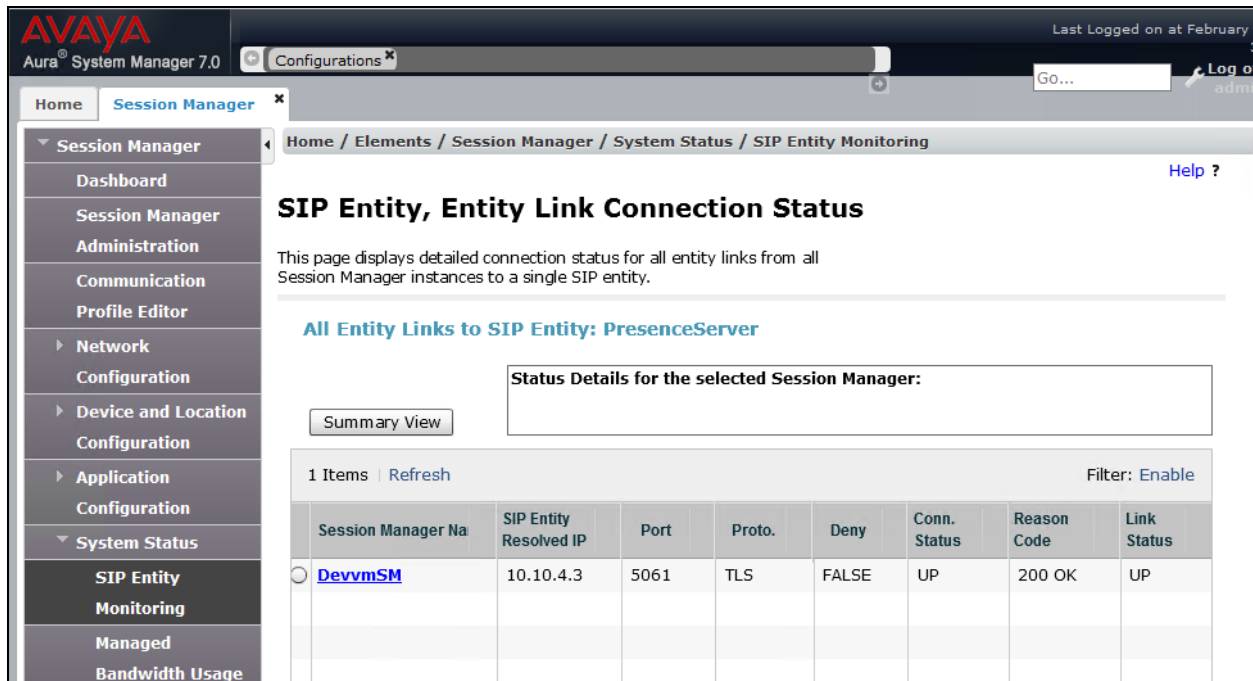
The screenshot shows the 'Add Subscriber' window with the 'Security' tab selected in the left-hand navigation pane. The 'Type of Subscriber' section has the 'Extension' radio button selected and highlighted with a red box. Below this, the 'Communicator' section has a 'Sign-in address' field highlighted with a red box, containing the text 'sip:56203@bvwdev.com'. At the bottom of the window, there are buttons for 'Add Subscriber', 'Copy Subscriber', 'OK', 'Cancel', 'Apply', and 'Help'.

## 9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya Aura® Presence Server with Trio Enterprise.

### 9.1 Verify Status of Avaya Aura® Presence Server Snap-in

In System manager web page, to confirm a successful Presence Server SIP entity connection to Session Manager, click on **Element** → **Session Manager** and then select **System Status** → **SIP Entity Monitoring**, click on the **PresenceServer** entity to verify its status. The detail page shows the link from **PresenceServer** to **Session Manager** via **TLS** is **UP**.



The screenshot shows the Avaya Aura System Manager 7.0 web interface. The left sidebar contains a navigation menu with options like Session Manager, Dashboard, Session Manager Administration, Communication Profile Editor, Network Configuration, Device and Location Configuration, Application Configuration, System Status, SIP Entity Monitoring, Managed Bandwidth Usage, and Help. The main content area is titled "SIP Entity, Entity Link Connection Status" and displays a table of entity links. The table has columns for Session Manager Na, SIP Entity Resolved IP, Port, Proto., Deny, Conn. Status, Reason Code, and Link Status. The first row shows a link from DevvmSM to 10.10.4.3 on port 5061 via TLS, with a status of UP.

Session Manager Na	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
DevvmSM	10.10.4.3	5061	TLS	FALSE	UP	200 OK	UP

### 9.2 Verify Status of Users via Local Presence Server Client

Refer to **Section 7**, which explains the LPS test client verifying the presence status of a user.

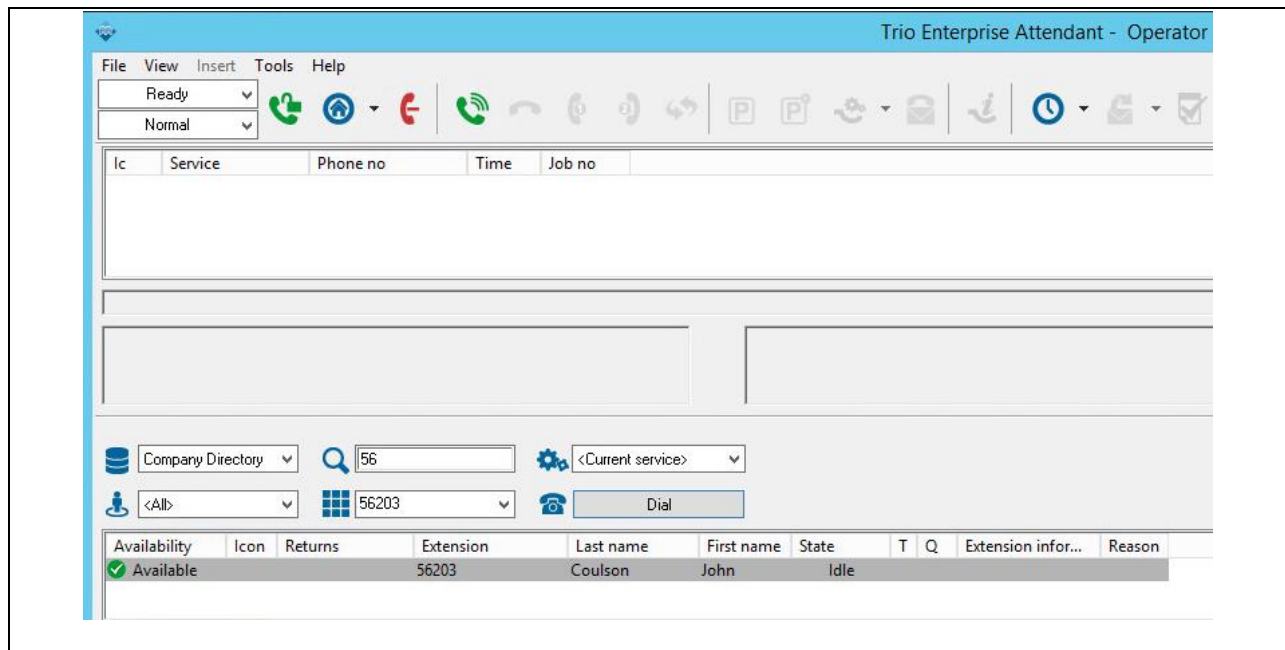


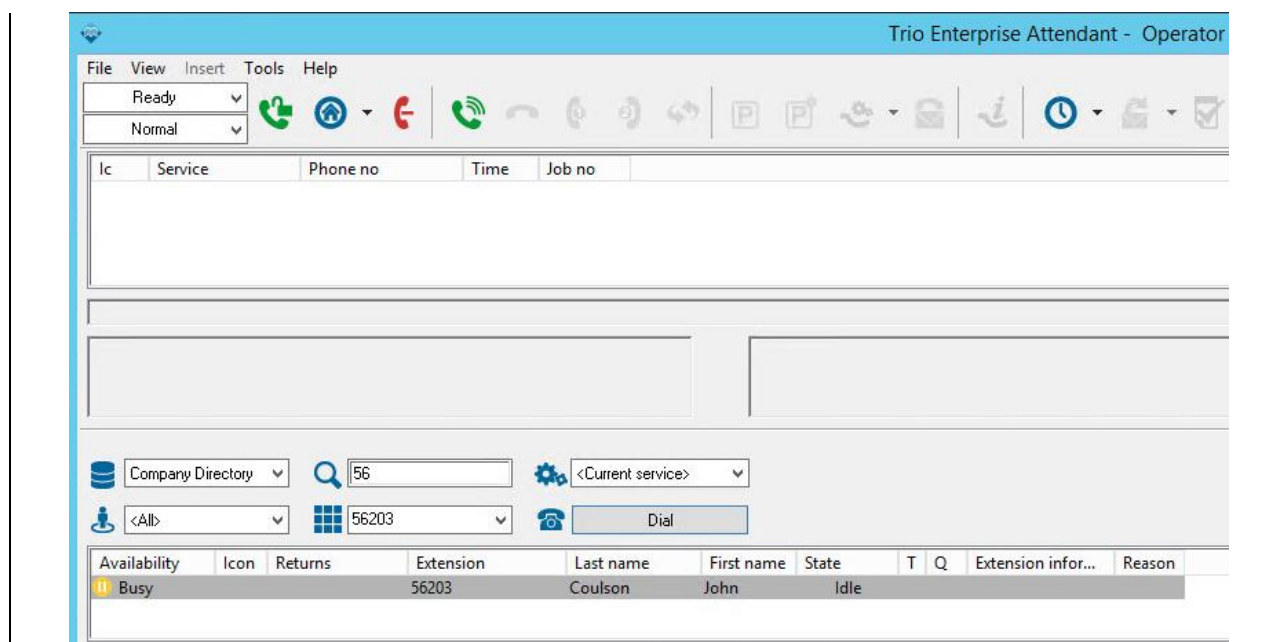
### 9.3 Verify Status of Users via Trio Enterprise Attendant

To verify that Trio Enterprise shows the presence status of users, log in to the Trio Enterprise Attendant by launching the “Agent Client” icon as shown here.



Log in with the appropriate credentials. The **Trio Enterprise Attendant** window appears as shown below. The screen below shows the presence of user **56203** as **Available**. Change the presence status of this user to “Busy” and the same is reflected on the Trio Enterprise screen as shown in the following screen.





## 10. Conclusion

These Application Notes have described the administration steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java API. All test cases passed with any observations noted in **Section 0**.

## 11. 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 the local Avaya representative.

1. *Administering Avaya Aura® Session Manager*, Release 7.0, Issue 1 August 2015
2. *Deploying Avaya Aura® System Manager*, Release 7.0, Issue 1 September 2015
3. *Administering Avaya Aura® System Manager for Release 7.0*, Release 7.0, Issue 1 August 2015
4. *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 7.0, 555-245-205, Issue 1 August 2015
5. *Deploying Avaya Breeze™*, Release 3.2 Issue 1 October 2016
6. *Administering Avaya Breeze™*, Release 3.2 Issue 1 October 2016
7. *Avaya Aura® Presence Services Snap-in Reference*, Release 7.0.1 Issue 2 May 2016
8. *Presence Services SDK Developers Guide*, Compass Document ID: 137976, PS Release: 7.0.1, Version: 1.0 Dec 3, 2015

Product Documentation for Enghouse Interactive AB can be obtained in the installed software or at: <http://enghouseinteractive.com>

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