



**Avaya Call Management System**  
Release 14  
Change Description

07-601579  
February 2007

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# Preface

This section contains the following topics:

- [Purpose](#) on page 5
- [Audience](#) on page 5
- [Reasons for reissue](#) on page 5
- [Related documentation](#) on page 6
- [Availability](#) on page 9

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## Purpose

The purpose of this document is to describe the new or changed features in Avaya CMS Release 14.

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## Audience

This guide is intended primarily for existing call center customers who are upgrading to an Avaya CMS R14.

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## Reasons for reissue

This is the first issue of this document.

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## Related documentation

You might find the following Avaya CMS documentation useful. This section includes the following topics:

- [Change description](#) on page 6
- [Administration documents](#) on page 6
- [Software documents](#) on page 7
- [Hardware documents](#) on page 7
- [Call Center documents](#) on page 7
- [Avaya CMS upgrade documents](#) on page 8
- [Availability](#) on page 9

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## Change description

For information about recent changes made in Avaya CMS, see:

- *Avaya Call Management System Release 14 Change Description*, 07-601579

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## Administration documents

For more information about Avaya CMS administration, see:

- *Avaya Call Management System Release 14 Administration*, 07-601585
- *Avaya Call Management System (CMS) Release 14 Database Items and Calculations*, 07-601591
- *Avaya Call Management System Supervisor Release 14 Reports*, 07-601590
- *Avaya Call Management System (CMS) Supervisor Release 14 Installation and Getting Started*, 07-601587
- *Avaya Call Management System High Availability User Guide*, 07-300066
- *Avaya Call Management System High Availability Connectivity, Upgrade and Administration*, 07-600957

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## Software documents

For more information about Avaya CMS software, see:

- *Avaya Call Management System Release 14 Software Installation, Maintenance, and Troubleshooting Guide*, 07-601578
- *Avaya CMS Open Database Connectivity Version 5.2*, 07-601580
- *Avaya Call Management System Release 14 LAN Backup User Guide*, 07-601589
- *Avaya Call Management System Release 14 External Call History Interface*, 07-601586
- *Avaya CMS Custom Reports*, 585-215-822
- *Avaya CMS Forecast User Guide*, 585-215-825
- *Avaya Call Management System (CMS) Supervisor Release 14 Report Designer*, 07-601588
- *Avaya Business Advocate Reports*, 07-601618

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## Hardware documents

For more information about Avaya CMS hardware, see:

- *Avaya Call Management System Sun Netra 210 Computer Hardware Installation, Maintenance, and Troubleshooting*, 07-600963
- *Avaya Call Management System Sun Fire V880/V890 Computer Hardware Installation, Maintenance, and Troubleshooting*, 07-600965
- *Avaya Call Management System Sun Blade 100/150 Workstation Hardware Installation, Maintenance, and Troubleshooting*, 07-600964
- *Avaya Call Management System Terminals, Printers, and Modems*, 585-215-874

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## Call Center documents

For more information about Avaya Call Center documents, see:

- *Avaya Call Management System Switch Connections, Administration, and Troubleshooting*, 07-601582

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## Avaya CMS upgrade documents

There are several upgrade paths supported with Avaya CMS. There is a document designed to support each upgrade.

This section includes the following topics:

- [Base load upgrades](#) on page 8
- [Platform upgrades and data migration](#) on page 8
- [Avaya Call Management System Upgrade Express \(CUE\)](#) on page 8

### Base load upgrades

Use a base load upgrade when upgrading CMS to the latest load of the same version (for example, r14ak.g to r14al.k). A specific set of instructions is included with the upgrade. The *Avaya Call Management System Release 14 Base Load Upgrade* document is shipped to the customer site with the CMS software CD-ROM as part of a Product Correction Notice (PCN).

### Platform upgrades and data migration

Use a platform upgrade when upgrading to a new hardware platform (for example, upgrading from a SPARCserver 5 to a Sun Netra 210). The new hardware platform is shipped from the Avaya factory with the latest CMS load. Therefore, as part of the upgrade you will have the latest CMS load (for example, R3V11 to R14).

For more information about platform upgrades and data migration, see:

- *Avaya Call Management System Release 14 Platform Upgrade and Data Migration*, 07-601581

### Avaya Call Management System Upgrade Express (CUE)

Use CUE when CMS is being upgraded from an earlier version (for example, R3V11) to the latest version (for example, R14).

A specific set of upgrade instructions is included with the upgrade. The *Avaya Call Management System Release 14 CMS Upgrade Express (CUE) for Sun Computers* document is included on the CUE software CD-ROM that is shipped to the customer site with the CUE kit.

For information about customer requirements for CUE upgrades, see:

- *Avaya Call Management System CMS Upgrade Express (CUE) Customer Requirements*, 700419930



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## Documentation Web sites

For Avaya product documentation, go to <http://www.avayadocs.com>. Additional information about new software or hardware updates will be contained in future issues of this book. New issues of this book will be placed on the Web site when available.

Use the following Web sites to view related support documentation:

- Information about Avaya products and service

<http://www.avaya.com>

- Sun hardware documentation

<http://docs.sun.com>

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Copies of this document are available from one or both of the following sources:

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[totalware@gwsmail.com](mailto:totalware@gwsmail.com)



# CMS supported hardware and software

This section describes the supported hardware and software for Avaya Call Management System (CMS) Release 14 (R14).

This section includes the following topics:

- [CMS hardware](#) on page 11
- [Supported CMS software](#) on page 12
- [Supervisor and Network Reporting software](#) on page 13
- [Supported communications servers](#) on page 15
- [CUE upgrades](#) on page 15

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## CMS hardware

This section includes the following topics:

- [Supported hardware platforms](#) on page 11
- [Nonsupported hardware platforms](#) on page 12
- [Orderable hardware platforms](#) on page 12
- [Serial connectivity](#) on page 12

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## Supported hardware platforms

The following hardware platforms are supported for Avaya CMS R14:

- Sun Fire V890
- Sun Fire V880
- Sun Blade 150
- Sun Netra 210

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## Nonsupported hardware platforms

CMS R14 does not support the Sun Blade 100 hardware platform.

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## Orderable hardware platforms

The following platforms are available for purchase from Avaya if you have a nonsupported hardware platform:

- Sun Fire V890
- Sun Netra 210

### See also:

To upgrade to a new platform and migrate your CMS data, see the procedures in *Avaya CMS Platform Upgrade and Data Migration*.

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## Serial connectivity

For general release, Avaya CMS R14 does not support serial connections using a Network Terminal Server (NTS). Customers that previously used an NTS for serial connections must convert to network connections.

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## Supported CMS software

Avaya CMS R14 uses the following software packages (optional packages are noted):

- Solaris 9 9/05
- Software Supplement for the Solaris Operating Environment CD-ROM
- Informix SQL
- Informix IDS
- Informix ESQL SDK
- Informix ILS
- Avaya CMS Supplemental Services
- Avaya Call Management System CD-ROM

- Avaya CMS OPENLINK Open Database Connectivity (ODBC) 5.2



**Important:**

ODBC 5.2 is certified for use on CMS R13, and CMS R14 or later.

- Avaya Visual Vectors Server (optional)

**Note:**

For specific software version information, see the CMS software installation, maintenance, and troubleshooting document for this release.

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## Supervisor and Network Reporting software

This section includes the following topics:

- [Maintenance release](#) on page 13
- [Service packs and patches](#) on page 13
- [Supported software platforms](#) on page 14
- [Nonsupported software platforms](#) on page 14
- [Third-party royalty-free license agreements](#) on page 14

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### Maintenance release

Avaya CMS R14 Supervisor is a maintenance release for:

- Avaya CMS R12 Supervisor
- Avaya CMS R13 Supervisor

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### Service packs and patches

To ensure compatibility and security, you must install the latest service packs and security patches for your supported Microsoft operating system prior to installing Avaya CMS R14 Supervisor and Network Reporting.

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## Supported software platforms

The following platforms are supported for Supervisor and Network Reporting:

- Windows 2000
- Windows XP Professional

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## Nonsupported software platforms

The following platforms are *not* supported for Supervisor and Network Reporting:

- Windows XP Tablet PC Edition
- Windows 98

**Note:**

In certain permissive-use cases, Windows 98 can be used for Supervisor and Network Reporting. Contact Avaya support for information about using Windows 98.

- Windows 95
- Windows NT
- Windows ME

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## Supported communications servers

The following communication server releases are supported for Avaya CMS R14:

- Definity R9, and R10
- Avaya Communication Manager 1.x (may display as Avaya MultiVantage R1 on some screens)
- Avaya Communication Manager 2.x
- Avaya Communication Manager 3.x
- Avaya Communication Manager 4.x

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## CUE upgrades

You can use CUE to upgrade to CMS R14 if your current CMS system is R3V9 or later.

**Important:**

If you are using Avaya CMS R13 Expanded AUX and you want to upgrade to R14, you must upgrade to Avaya CMS R14 Expanded AUX.

CUE upgrades are supported on the following platforms:

- Sun Fire V890
- Sun Fire V880
- Sun Blade 150
- Sun Netra 210





# CMS Release 14 enhancements

This section includes the following topics:

- [Vector enhancements](#) on page 17
- [Using enhanced vectors](#) on page 18
- [Visual Vectors R14](#) on page 19
- [Communication Manager capacity support](#) on page 19
- [CMS capacity increases](#) on page 20
- [Unmeasured trunk allocation](#) on page 20
- [Daylight savings time](#) on page 20
- [Avaya Advocate reports](#) on page 21

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## Vector enhancements

Avaya Call Management System Release 14 (CMS R14) and Visual Vectors Release 14 (R14) support the following Avaya Communication Manager 4.0 vector enhancements:

- 1 to 99 vector steps  
The previous limit for vector steps was 1 to 32.
- VDN variables 1 through 9  
The previous limit for VDN variables was 1 to 5
- Vector variables AA through ZZ  
This increases the number of vector variables from 26 to 702. You can use any combination of two letters from A to Z. Some examples of the combinations you can use are, AA to AZ, BA to BZ, and CA to CZ.
- Service-hours vector condition  
The service-hours condition allows you to have different hours of operation for each day of the week with only one vector step. This condition eliminates the need for a series of go to step X if time-of-day vector steps.

- Comment-out vector steps

The **Vector Contents** menu has options to **comment** and **uncomment** a vector step. A vector step that has been commented-out starts with a pound (#) sign, but contains the contents of the vector step.

## Using enhanced vectors

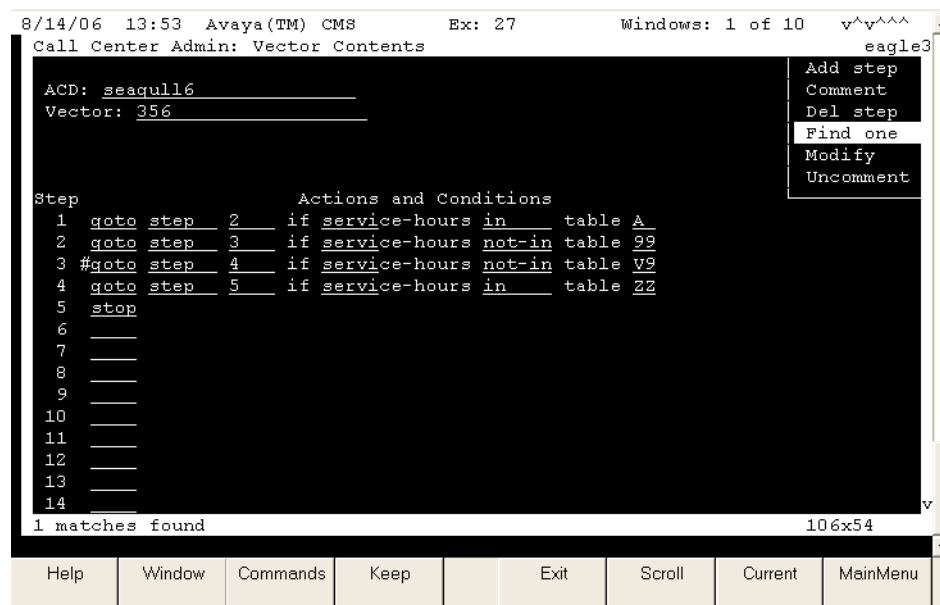
You can access the vector enhancements by selecting **Call Center Administration > Vector Contents** from the **CMS Main Menu**.



### Important:

You cannot use CMS R14 to create lines that are comments.

The following figure shows the **Call Center Admin: Vector Contents** window.



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## Visual Vectors R14

The Visual Vectors client has been updated to be compatible with vector enhancements supported by CMS R14.

Visual Vectors R14 is supported by CMS R14 with the following caveats:

- Visual Vectors R14 is English only.
- CUE upgrades from CMS Release 13 or earlier will no longer preserve vector step files in `opt/cc/aas/vectors`. The vector format changed in Visual Vectors Release 13.1.

For more information about Visual Vectors R14, see *Avaya Visual Vectors Release 14 Installation and Getting Started*, and *Avaya Visual Vectors Release 14 User Guide*.

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## Communication Manager capacity support

Avaya CMS R14 and Avaya CMS Supervisor R14 support the following Communication Manager Capacity increases:

- Up to 7,000 agents logged into a single skill for one Communication Manager call center  
The previous Communication Manager limit was 3,000 agents logged into a single skill. This limit is enforced by the Communication Manager software.
- Up to 7,000 simultaneous logged-in agents  
The previous Communication Manager limit was 5,200 simultaneous logged-in agents.
- Up to 100,000 logged-in agent/skill pairs on a single Communication Manager system



### **Important:**

The Sun Blade 150 and Netra 210 platforms with 1 GB of memory support a maximum of 50,000 agent/skill pairs per system. Netra 210 platforms with 3 GB of memory, Sun Fire V880 platforms, and Sun Fire V890 platforms support a maximum of 100,000 agent/skill pairs per system.

The previous Communication Manager limit was 60,000 logged-in agent/skill pairs.

- Up to 12,000 measured trunks on a single Communication Manager system  
The previous Communication Manager limit was 8,000 measured trunks. Avaya CMS still has a limit of 40,00 trunks for each system.

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## CMS capacity increases

CMS R14 supports up to 400,000 external call history (ECH) calls per hour. The previous CMS limit was 300,000 ECH calls per hour.

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## Unmeasured trunk allocation

Measured trunks and unmeasured trunks are now tracked separately by CMS. Unmeasured trunks are not subtracted from the system measured trunk limits, or ACD measured trunk limits. CMS R14 has a system limit of 20,000 unmeasured trunks, and an ACD limit of 6,000 unmeasured trunks. Avaya recommends that for Data Storage Allocation you set the number of unmeasured trunks to be 50% of the total number of measured trunks.

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## Daylight savings time

The Solaris operating system for CMS R14 supports the new daylight savings time standards that will go in effect in 2007.

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## Avaya Advocate reports

The Avaya Business Advocate reports were previously available only through a CSI offer. These reports are included on the Avaya CMS R14 Supervisor CD-ROM, and are available for use through Avaya CMS Supervisor.

The Avaya Business Advocate reports are:

- Historical - Agent Group Occupancy with ACW by Interval
- Historical - Agent Group Occupancy without ACW by Interval
- Historical - Agent Login-Logout with Level
- Historical - Graphical Daily Agent Occupancy by Split/Skill
- Historical - Group Summary Daily by Skill
- Historical - Skill Summary Report with Service Level
- Historical - Summary Interval by Specified Intervals
- Historical - Summary Reserve - Daily
- Historical - Summary Reserve - Interval
- Historical - Summary Reserve - Monthly
- Historical - Summary Reserve - Weekly
- Historical - VDN Group Report - Daily
- Historical - VDN Group Report - Interval
- Historical - VDN Group Report - Monthly
- Historical - VDN Group Report - Weekly
- Integrated - Advocate Comparison with Reserve Staff
- Integrated - VDN Comparison Report
- Real-Time - Split Skill Report with Reserve Staffed
- Real-Time - Status with Reserve Staffed Information

For more information about the Advocate reports, see the *Avaya Advocate Reports* document.



# Miscellaneous corrections

Errors or omissions were found in the documents described in this chapter. This section includes the following topics:

- [Exception capacities](#) on page 23
- [Agent login/logout database items](#) on page 23

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## Exception capacities

The following text is a correction in the CMS R14 Supervisor on-line help.

CMS can store a maximum of 2000 exception records of each element on all ACDs. Therefore, your contact center can store up to 2000 agent, 2000 split/skill, 2000 trunk group, 2000 VDN, and 2000 vector exception records across all ACDs.

---

## Agent login/logout database items

The following text is a correction in the *Agent login/logout database items* section in the *Avaya CMS Release 14 Database Items and Calculations* document.

Agent login/logout database item descriptions apply to historical items that are specific to the Agent Login/Logout (haglog) table. The indexes are:

- haglog1 - SEQ\_NUM
- haglog2 - SPLIT, LOGID, SEQ\_NUM
- haglog3 - SPLIT, ACD

## Miscellaneous corrections



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