Avaya one-X® Agent Overview

Release 2.0
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Chapter 1: Introduction

Avaya one-X Agent Release 2.0 is an integrated telephony softphone solution that provides seamless connectivity to at-home agents, remote agents, outsourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairment. This is the second release of Avaya one-X Agent and has number of enhancements in addition to the features available in the Release 1.0.

Agent collaboration, supervisory support, and central administration capabilities are the main enhancements of Avaya one-X Agent Release 2.0. These enhancements are supported by Presence Services, System Manager, and Communication Manager. Avaya one-X Agent Release 2.0 also relies on the Call Center features of Communication Manager.

In addition to the features present in release 1.0, Avaya one-X Agent now supports new features such as instant messaging, hot-desking, supervisor monitoring, central management, TTY interaction, desktop sharing, and single sign on. The availability of new features depends on the type of Avaya one-X Agent license used for deployment.

All the enhancements are achieved maintaining the same user interface to help users adapt quickly to the new features presented in this release.

Related topics:

Supported languages for Avaya one-X Agent

Avaya one-X Agent 2.0 supports the following languages on the UI. The localized interface should be available with the upcoming service pack release.

- Simplified Chinese
- Traditional Chinese
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Brazilian Portuguese

- Russian
- Spanish

Chapter 2: Avaya one-X Agent features

Usage mode

Agents can choose one of the following usage modes depending on their location, telephone set, and network:

My Computer: The My Computer mode allows agents who are on the move and want to access Communication Manager through the Internet to establish a voice connection over a Voice over Internet Protocol (VoIP) network. The My Computer mode provides the best IP audio quality that is possible with your connection speeds, personal computer performance, and network setup.

Desk Phone: The Desk Phone mode allows agents to use the office phone in a contact center environment. Agents can use the Desk Phone mode when they are at the contact center and want to share control between the office phone and the desktop computer. While in Desk Phone mode, agents access audio components from the office phone and visual components from the desktop computer.

Another Phone: The Another Phone mode allows agents to use a PSTN or a GSM phone to make or receive calls when they are telecommuting. The Another Phone mode is configured for toll-quality audio and optimizes audio through another phone. Agents use the Another Phone mode to access audio components from a home phone, an office phone, or from a mobile phone.

Users can use the usage modes in conjunction with the following license types:

- Agent
- Non-agent
- Basic
- Supervisor

Please refer to the Telephony Login panel field descriptions in the Using Avaya one-X Agent document to view the features available for each license type.

Call and Contact Center features

Avaya one-X Agent provides features for easier call handling and to optimize call center operations.

VuStats

The VuStats feature passes contact center information from Communication Manager to the VuStats Monitor display. Supervisors and agents use the VuStats feature to monitor critical

contact center activity and statistics. Agents can configure refresh intervals for the contents of a particular button and for the entire VuStats monitor cycle.

Agent Greetings

Avaya one-X Agent provides Agent Greetings support for agents in contact center. Agent Greetings are useful in environments where agents frequently play a standard disclaimer statement recording prior to answering a call. Agents can record and configure multiple agent greetings based on variables such as:

- Login status
- Agent work mode
- Agent ID
- Prompted digits
- Automatic Number Identification (ANI)
- Vector Directory Number (VDN)

Work Item

A Work Item provides an optimized Work Item paradigm for agents in the contact center. Work Items in the work list window provide a superior way to manage multiple concurrent interactions and allow agents to understand the status of each interaction with its corresponding media items.

Screen Pops

Agents can display Web pages, start applications, or retrieve and display caller information from a database. They can create Screen Pops using the **Screen Pops** menu on the System Settings window. A Screen Pop can consist of any process or application that can be initiated through one of the commands in the Windows executable or through registered file type activation.

Launch Application

With the Launch Application menu, agents can centralize, organize, and launch the application directly from the Avaya one-X Agent primary window. The **Launch Application** menu lists the labels given under **Launch Applications** on the System Settings window.

Follow Up Work

Agents can follow up the work for that associated work item after the call disconnects. The followup can be set as with and without timer. In followup with timer, the countdown timer for followup work starts when the agent begins to complete the task for the associated work item. When the wrap-up time reaches its limit, the work item closes and changes the agent status accordingly. When the agent is in the Follow Up Work mode, Communication Manager interprets the agent's status as Auxiliary and does not send any calls to the agent's extension until the agent's work state changes to Ready. In followup without timer, agent's status remains Auxiliary until the work item is manually closed to end of followup work.

Caller information

This feature allows agents to display the following caller data:

- Caller ID
- Automatic Number Identification (ANI)
- Dialed Number Identification Service (DNIS)

- User to User information (UUI)
- Prompted Digits

When an agent clicks the phone display, the application displays caller information with other collected digits originating from other applications, such as, Interactive Voice Response (IVR).

TTY call handling

Handling Tele Type (TTY) calls is a new feature of Avaya one-X Agent. TTY calls are calls initiated by callers having hearing or speech impairment. Callers make TTY calls using a TTY phone or device. These calls are received as a normal voice call work item. However, Communication Manager recognizes the TTY call signal and prompts to initiate a TTY interaction by displaying a TTY-specific icon.

The TTY interaction is addressed in a window similar to the IM window. Agents can interact with TTY callers using a set of abbreviations available on the TTY interaction window. The text messages between the caller and the Agent are broken when either the agent or the caller types "GA" — an abbreviation for Go Ahead. GA signifies end of a statement and that the other party can provide a response.

Avaya one-X Agent also supports a parallel video call with TTY callers, provided both agent and the caller have the necessary hardware. The video response is handled as a normal video call and is displayed in a separate media window in parallel with the TTY text interaction window.

Instant Messaging and Presence

Instant messaging and Presence are the new features added to Avaya one-X Agent in this release. Both these features are available provided Presence Services are installed as a part of server components in your network. Instant messaging (IM) allows agents to send instant messages using their Avaya one-X Agent client. Only agent-to-agent instant messaging (IM) is supported in this release.

Presence allows agents to know the availability of other agents. Agent state, voice channel state, and IM state are the three states for which the Presence status can be seen. After you have configured the IM settings, you simply need to add the IM address of your contact in your contact list to be able to view the contact's Presence status and use **Click to IM** to send messages.

Video calling and video file sharing

Agents can initiate a video call with call with a customer having the necessary hardware. Both parties can view videos in a picture-in-picture display. Agents can also play a video file containing either a demo, tutorial, or a product promo for the customer on the video call.

Desktop and application sharing

Agents can share desktops and desktop applications with callers. Avaya one-X Agent opens a separate window to display the agents desktop. Agents can use this feature to share applications with callers and provide a more interactive experience. Agents can control or give control of the sharing right in this process.

Contact Management features

This section describes Avaya one-X Agent features that agents can use to manage contact details.

Contact List

The Contact List window contains a list of individual record of customers, prospects, vendors, and business partners. Each contact record can contain an work telephone number, home telephone number, cell phone number, postal address, and other personal information.

Agents can create any number of contact records, or import a contact from Outlook Contact or from the corporate directory. Agents can manage these contacts within Avaya one-X Agent, or integrate Avaya one-X Agent with Outlook or a Lightweight Directory Access Protocol (LDAP) directory.

Agents can also import contact list from an existing Avaya IP Agent and IP Softphone program when starting the Avaya one-X Agent program for the first time.

Outlook Contacts

This feature provides support for configuring Microsoft Outlook to include Outlook Contacts in the Avaya one-X Agent contact list. Agents can configure the exchange sever address with Avaya one-X Agent and import contacts from Outlook Contacts. With Outlook integration, agents can click to dial a call to Outlook Contacts in the Avaya one-X Agent Contact List. Agents can also search any contact in their configured Outlook directory through the advanced search feature of Avaya one-X Agent.

Directory Services

The Directory feature allows agents to define a public directory service and configure it within the Avaya one-X Agent. Public Directory provides access to corporate or public directory services. With the directory service, agents can search through public or company information using the LDAP using the advanced search feature of Avaya one-X Agent.

Work Log

The Work Log window maintains all records of the agent interaction. These include incoming and outgoing call records, IM interaction records, TTY interaction records, and desktop sharing records. A single record contains contact name, telephone number in case of a telephonic interaction, date/time, and interaction duration. Further, each call record contains dialed Dual Tone Multiple Frequency (DTMF) number, screen pop name, and work code details. Agents can search or sort work log records from the work log window and add the search records to Contact List. Avaya one-X Agent can also import the work log records from Avaya IP Agent (if the computer has an existing IP Agent installation) and IP Softphone when an agent launches the Avaya one-X Agent program for the first time.

Supervisor desktop

Contact center supervisors need to perform various functions to monitor quality and perform contact center management. Avaya one-X Agent 2.0 introduces a set of new features that allow

supervisors to perform these functions through the same interface. The new features integrate telephony, presence, instant messaging, desktop sharing, agent monitoring, reporting, and Communication Manager supervisor features and provide them on the Avaya one-X Agent interface.

Service observing

Service observing allows a supervisor to observe an agent service. A supervisor can listen to agent-customer conversation using this feature. The agent does not get notified when service observing is in progress and agent can continue the conversation without any interference from the supervisor. Service observing is displayed as a work item on the Avaya one-X Agent application interface of the supervisor. The supervisor performing service observing can see the name of the agent being observed and the relevant time duration of observation.

Quick alert

Quick alert provides an instant messaging capability to the supervisor. You can use this facility to send important messages or reminders to an observed agent while the agent is on a call. The messages are displayed to the agent on the Top bar of the Avaya one-X Agent application interface. Agents can respond using IM; however, this feature can be used to send one way messages from supervisor to the agent during a service observing session.

Agent coaching

Supervisor can perform agent coaching while the agent is still on a call. Supervisor can listen to the agent's telephonic interaction and simultaneously engage in a coaching session using instant messaging (IM). Unlike quick alert, an agent can respond to the supervisor's messages on the IM window.

Barge in

The Barge In feature allows the supervisor to directly enter an active call and engage in conversation with the agent and customer. This enables the supervisor to handle calls that require better call handling.

Ad hoc transfer

Ad hoc transfer is done for calls where a supervisor has already connected to a call between an agent and the customer, and the agent has to drop the call and allow the supervisor and the customer to continue on the active call. After the agent drops the call, the call appears as a normal work item on the supervisor's Avaya one-X Agent application interface. Thus the call gets transferred to the supervisor and is treated as a normal call work item.

Remote agent log out

A supervisor can remotely log out an agent from the supervisor's contact list. This is possible only when the agent state is either **Available** or **Auxiliary** and not **Busy**. The supervisor's Contact List window displays the list of supervised agents with their respective agent status displayed in the very first column of the Contact List window.

Other features

Voice Mail

Avaya one-X Agent provides voice mail support for registered extensions in the voice mail system. It provides message waiting indication for the registered extension and allows the agent to call a number or to execute a program. Agents or system administrators can integrate voice mail system with a telephone system, third-party voice mail application, or web-based voice mail server.

Speed Dial

The Speed Dial feature allows agents to dial the frequently-dialed numbers. Agents can save the contact numbers of expert agents as shortcuts in the Speed Dial list.

Favorites

With this feature, agents can save contacts to the favorite list. Further, agents can use the Favorites list to gain quick access, especially when there is a large list of contacts in the Contacts list.

Dialpad

The numeric keypad allows agents to send DTMF signals during an active call. Agents can also define a phone number and use it as a shortcut to make calls through the Dialpad window.

Button Bar

Agents can choose their favorite dialpad and embed them in the main user Interface.

Conference call

Avaya one-X Agent offers two types of conference calls:

- Direct Conference: Agents use direct conference to add a participant to the conference call first without speaking to the contact.
- Consultative Conference: Agent use consultative conference to conference a call after announcing the conference call.

An agent can add a maximum of five participants to a conference call. Agents can drag an active call and drop the call into another active call to initiate a conference.

Call transfer

The Call Transfer feature allows agents to transfer an active call to a contact in contact center. An agent can transfer the call using the transfer button and dialing the required extension. Avaya one-X Agent offers two types of call transfer:

- Direct Transfer: Agent uses direct transfer to forward an active call without announcing the transfer.
- Consultative Transfer: Agent uses consultative transfer to forward after announcing the call to the contact.

Call Hold

The Call Hold feature allows agents to put an active call on hold. An agent can answer other calls while the call is on hold. Depending on the system settings, an agent can either put a call

on manual hold or on auto hold. By default, Avaya one-X Agent puts an active call on hold automatically when an agent initiates a new call or reactivates a previously held call.

Click-to-Dial

The Click-to-Dial feature allows an agent to use the mouse to automatically dial the properly formatted telephone numbers that appear on Web pages. This feature only functions with Web pages displayed in Microsoft Internet Explorer.

Video

Avaya one-X Agent supports video with H.323 telephony protocol in My Computer and Desk Phone modes. Using video, agents can conduct a face-to-face point video communication with a customer or an agent. An agent can also share a desktop or an application. The video feature provides the following controls:

- Desktop video controls: start, stop, mute/unmute, display properties and options, and relinquish camera control
- Point-to-point video control
- Bandwidth management and class of service control

Citrix Presentation Server

Citrix Presentation Server allows agents to connect to Avaya one-X Agent that is located on central servers. An agent can connect to Avaya one-X Agent remotely, from home, airport Internet kiosks, softphones and other devices outside the corporate network. Avaya one-X Agent may appear to be installed and running on an agent's desktop computer. However, it is actually running on Citrix Presentation Server hosted in the corporate environment. Citrix Presentation Server supports H.323 softphones for Avaya one-X Agent in the following environments:

- Microsoft Windows Server 2003
- Microsoft Windows Server 2008

Note:

Avaya one-X Agent does not support My Computer mode or video when in a Citrix environment.

Classic Citrix Presentation Server services are now packaged into citrix XenAp.

Favorites toolbar

Avaya one-X Agent allows you to set the toolbar buttons on the main window. These buttons provide quick-access to options including release a call, changing the answer settings to manual or auto, changing the agent status to ready or auxiliary, make a call to the supervisor directly, assign a work code to the work item, and dialing a last called number.

Phone display

Avaya one-X Agent allows you to view a 40-character display at the bottom of the Work List window from Communication Manager. You can view both call-related and non-call-related information including call-prompting digits, VuStats data, and the local date and time display from the ACD.

Dynamic Hot-desking

This is a Central Management enabled feature. Agents can sit at any desk and make or receive calls. Agent settings get automatically downloaded at the agents system immediately as agent

authenticates against the Central Management server. Thus, for agents to be able to hot desk, they must be administered on Central Management.

Configuration features

Central Management

Avaya Central Management is a Web-based solution developed to centrally manage operations for contact centers running Avaya one-X Agent. It can manage end points, Avaya one-X Agent users, and agent configuration data from a central location. This is an optional solution that Avaya one-X Agent clients can deploy based on their management requirement. Avaya one-X Agent Central Management has a task-based user interface that helps in efficient and effective management of Avaya one-X Agent users and user settings. The user interface is consistent with the Avaya one-X Agent client interface for the respective settings and therefore is easy to configure.

The prominent features of Central Management are listed below:

- Provides secure and role-based access.
- Provides centralized control of end points.
- Allows creating global settings for all users.
- Allows creating parent and child templates that can be assigned to agent groups based on role and business area.
- Centrally controls agent from accessing various critical client settings.
- Imports multiple agent profiles, with their customized settings, from an existing setup.
- Supports Active Directory User infrastructure.
- Centrally stores setting changes made by an agent and makes them available the next time the agent logs on.
- Centrally stores and manages predefined location data and links desktop client to Communication Manager. This enables agent hot-desking.

Profiles

A Profile is a collection of pre-configured settings and preferences. Agents can select profiles to load the pre-configured settings required to handle calls. Administrators can design profiles for agent groups and deploy them with the installation.

Importing settings

If IP Agent or Avaya IP Softphone is installed on your computer, you can import the following settings:

- Login credentials
- Contacts
- Work log

Control on agent permissions

Administrators can set attributes to control agent permissions. Most UI settings have a ReadOnly attribute. If ReadOnly is set to true, agents cannot change the settings for the

corresponding field on the UI. ReadOnly attribute works hierarchically, which means the attribute value set for parent applies to all its children elements. This provides granularity to control agent permissions.

Feature comparison between Avaya one-X Agent and IP Agent

The following table shows the feature comparison between Avaya one-X Agent and IP Agent.

Feature	Avaya one-X Agent	IP Agent	Remarks
New Avaya Work Item normalizing UI paradigm	Yes	No	This requires no detailed knowledge of Communication Manager-specific ACD and "telephone button" operation, especially as regards "Agent States." This UI paradigm will be used across the Contact Center line of routing servers - Communication Manager, Interaction Center and Proactive Contact.
Only context appropriate actions are available	Yes	No	Actions appropriate for the application are addressed.
Eliminates the legacy Windows Registry as the source of configuration parameters	Yes	No	The Windows registry is used minimally. Configuration is mainly stored in XML files in the user's Application Data folder.
Co-resident with other Avaya softphones	Yes	No	IP Agent/IP Softphone and Avaya one-X Agent can be installed on the same PC and can also run simultaneously registered to different Communication Manager extensions. Avaya one-X Agent and one-X Communicator (both without Video) can be installed on the same PC, but cannot run simultaneously.
MSI Installation	Yes	Yes	This includes MSI compliant "Silent Install" and support for command line parameterization and execution.
Configuration Utility	Yes, Improved	Yes	Since configuration is stored as XML, export utility is not required.
Launch Tool Bar	Yes, Improved	Yes, 20 max on	Avaya one-X Agent has single click drop down menu selection for an

Feature	Avaya one-X Agent	IP Agent	Remarks
		Fixed Windows Toolbar	unlimited number of external application accesses.
Secure Desktop	Yes	Yes	
Infrastructure support for Location Data	Yes	No	
Encrypted Signaling Link	Yes	Yes	Communication Manager Release 2.x and higher
Encrypted Voice in My Computer	Yes	No	Communication Manager Release 3.x and higher
Communication Manager Enhanced Dial Plan	Yes	Yes	
Crash Dump Tool	No	Yes	
60 Agent Greetings per Agent	Yes, improved	Yes	No theoretical limit in Avaya one-X Agent.
High Definition Audio	Yes	Yes	
Blue Tooth Headsets	Yes	Yes	Only for media. No Blue Button control
Web Dialer Enhancements	Yes	Yes	Configurable highlight string
Compatibility with Communication Manager No-Hold conference and transfer	Yes, Improved	Yes	Avaya one-X Agent requires no knowledge of Communication Manager button sequences

Feature	Avaya one-X Agent	IP Agent	Remarks
Instant Messaging	No	Yes	IP Agent only integrates Avaya SES IM, without agent controls
Screen Pops	Yes	Yes	Avaya one-X Agent does not support DDE screen pops.
Advanced Segmentation Client	Yes	Yes	This allows 32 characters of UUI information as a parameter to "Fire URL" Screen Pop.
Dial from Microsoft Outlook Contacts	Yes	Yes	
Shared Control with Callmaster IV and V	Yes	Yes	
Automatic RTP Codec Negotiation	Yes	No	
Configurable Event and Error Logging	Yes	No	Avaya one-X Agent has 4 levels of logging. IP Agent is All-Off or All-on.
Improved LDAP protocol support for Public Directory Searches	Yes	Yes	
Connectivity	My Computer, Desk Phone, Other Phone	Road Warrior, Shared Control of Avaya Telephone through the Server, Telecommuter	Can add any number of telecommute numbers
Callmaster VI Endpoint	No	Yes	

Feature	Avaya one-X Agent	IP Agent	Remarks
Shared Control through Avaya Proprietary Telephone	No	Yes	This function is limited to older Avaya IP Phones.
Virtualization Support	Yes, improved	Yes, Citrix XenApp only, and only in Telecommuter	The Avaya one-X Agent application is supported on any host Operating System, whether the host is "hard" or "virtual." Presentation Services are the responsibility of the Virtualization platform chosen. Desk Phone and Other Phone supported universally. My Computer only when the End Point sound system/device is local to application execution hardware.
Avaya Video Telephony Services-h.323	Yes, point to point	No	Communication Manager 4.x and higher required with separate Video Licenses and Web Cam hardware.
Alternate/ Mini User Interface	No	Yes	
Phone Directory	Yes, called Contacts List	Yes	Including dialing from the Directory.

Avaya one-X Agent configurations and corresponding features

Avaya one-X Agent can be installed in the following configurations.

Config. Type	Configuration
1.	Telephony only (without Central Management or IM/Presence)
2.	Telephony with Central Management (without IM/Presnce)

Config. Type	Configuration
3.	Telephony with IM/Presence (without Central Management)
4.	Telephony with Central Management and IM/Presence

Corresponding features

The features available for each of the combinations are shown in the following table.

Features	Config. type 1	Config. type 2	Config. type 3	Config. type 4
Administrators can administer agent profiles from a central location	N	Y	N	Y
Agents can use Instant Messaging to communicate with other agents	N	N	Y	Y
Agents can use Instant Messaging to communicate with outside clients	N	N	Y	Y
Users can publish their Presence status and subscribe to Presence status of other users in the network	N	N	Y	Y
Supervisors can monitor agents in their group and can control their privileges	N	Y	N	Y
Agents can user soft TTY to interact with clients having vocal and hearing impairment	Y	Y	Y	Y
Agents can play a video file over established video call	Y	Y	Y	Y
Agents can share their desktop	N	N	Y	Y
Agents can share applications	v	N	Y	Y
Administrators can use an external API to make and control calls	Y	Y	Y	Y
An external API can be used to receive notifications from Avaya one-X Agent	Y	Y	Y	Y
Agents can log on from any desk (called hot-desking)	N	Y	Y	Y

Features	Config. type 1	Config. type 2	Config. type 3	Config. type 4
Agents can use a single sign on and get authentication for all available features	N	Y	Y	Y

Security and Management features

Avaya one-X Agent provides agents with options for a secure implementation. All passwords are stored in encrypted format.

Silent installation

In Avaya one-X Agent, installations without user interaction are accomplished through the use of the MSI command-line parameters.

Secure connections through firewall

Avaya one-X Agent supports connections through a third-party, external, VOIP-aware firewall.

User authentication through the enterprise directory

Avaya one-X Agent integrates with the existing enterprise directory. Avaya one-X Agent uses the Active Directory or LDAP user records for authentication and authorization.

Denial of Service protection

Avaya one-X Agent is protected against Denial of Service attacks.

Alternate Gatekeeper

When an agent registers an IP Endpoint with an Communication Manager, the Communication Manager sends a C-LAN circuit pack IP address to the IP Endpoint. If registration is successful, Communication Manager sends back IP addresses of all the C-LAN circuit packs in the network region. Agent can use these addresses if call signaling on the original C-LAN circuit pack fails.

Support for server load balancing across gatekeepers

Registration and usage of Communication Manager can be distributed across multiple C-LAN circuit packs within a network region. This increases performance and reliability for all IP Endpoints.

Secure operation

The best practice would be such that Microsoft Windows Desktop applications are designed to run with the most restrictive user privileges possible. In particular, they should not be required to run unrestricted with Administrator privileges. In everyday operation Avaya one-X Agent only has to have write access to the current user Documents folder \Documents and Settings \<user>Application Data\Avaya\Avaya one-X Agent\, and can only modify the Current User registry hive.

⚠ **Danger:**

Because IP Endpoints do not dial to and connect with local emergency services when dialing from remote locations, agents or extensions in remote locations must not use this feature for emergencies.

Avaya Inc. is not responsible or liable for any damages resulting from misplaced emergency calls made from an Avaya endpoint. Your use of this product indicates that you have read this advisory and agree to use an alternative telephone to dial all emergency calls from remote locations.

Related topics:

Additional security information

Additional security information for all Avaya products, including Avaya one-X Agent and the Avaya components that integrate with it, is available at http://support.avaya.com/japple/css/japple?PAGE=avaya.css.OpenPage&temp.template.name=SecurityAdvisory.

You can find information about the following:

- Avaya Product Security Vulnerability Response Policy
- Avaya Security Vulnerability Classification
- Security advisories for Avaya products
- Software patches for security issues
- Reporting a security vulnerability
- Automatic e-mail notifications of security advisories

You can also find additional information about security practices at:

http://www.nsa.gov/ia/guidance/security_configuration_guides/index.shtml

Chapter 3: Licensing

Avaya controls the use of Avaya one-X Agent and the optional Avaya Video Telephony Solution through licenses. Avaya one-X Agent is available with license types to match the customer contact interaction management requirements. The base license type, which is an entitlement of Avaya Call Center, enables the use of the Avaya one-X Agent client deployed in the Desktop Phone configuration. The Advanced version provides all the capabilities of Base, including video and other connection modes such as My Computer and Another Phone with other deployment options including application virtualization.

Avaya one-X Agent features by license type

Feature	Base	Advanced
Desk Phone	✔	✔
My Computer		✔
Other Phone		✔
Screen Pop	✔	✔
Agent Greetings	✔	✔
Click-to-dial	✔	✔
Outlook Integration	✔	✔
Internet Explorer Integration	✔	✔
Virtualization		✔
Avaya Video Telephony Solution Integration (Requires a license)		✔
Follow-up Work	✔	✔
Caller Data	✔	✔

VuStats	✔	✔
Hot Desking	✔	✔
LDAP Integration	✔	✔
Drag and Drop Transfer	✔	✔
Drag and Drop Conferencing	✔	✔
Work Log	✔	✔
Contact List	✔	✔
Launch Application	✔	✔

Chapter 4: Documentation and Training

Product documentation

The following are the documents available for Avaya one-X Agent:

- *Avaya one-X Agent Overview (this guide)*
- *Installing and Configuring Avaya one-X Agent*
- *Administering Communication Manager for Avaya one-X Agent*
- *Using Avaya one-X Agent*
- *Avaya one-X Agent Quick Reference Card*
- *Maintaining and Troubleshooting Avaya one-X Agent*
- Installing Server Applications for Avaya one-X Agent
- Administering Avaya one-X Agent with Central Management
- Avaya one-X Agent 2.0 API Documentation
- *Avaya one-X Agent Documentation Library*

Training

The following table lists all courses available for Avaya one-X Agent:

Course Title	Course Media
Selling and Designing Avaya one-X Agent	Web Based Training
Implementing Avaya One-X Agent	Web Based Training
Administering and Maintaining Avaya One-X Agent	Flash tutorials integrated with online help system
Using Avaya one-X Agent	Flash tutorials integrated with online help system

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