



# **Avaya Contact Center Control Manager User's Guide**

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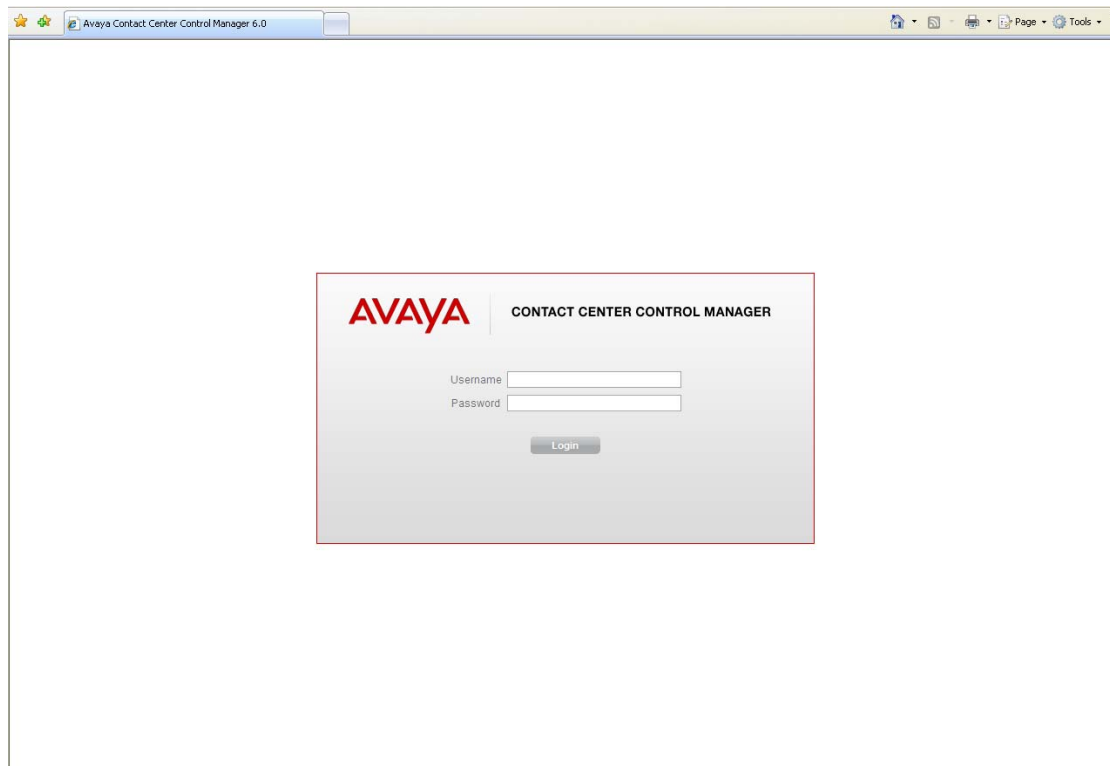
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## Log in to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Administration

Follow these steps to log in to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER (ACCM):

- Open Microsoft Internet Explorer
- Browse to the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER server (contact your system administrator for the exact URL):  
`http://servername/accm`

The following screen appears:

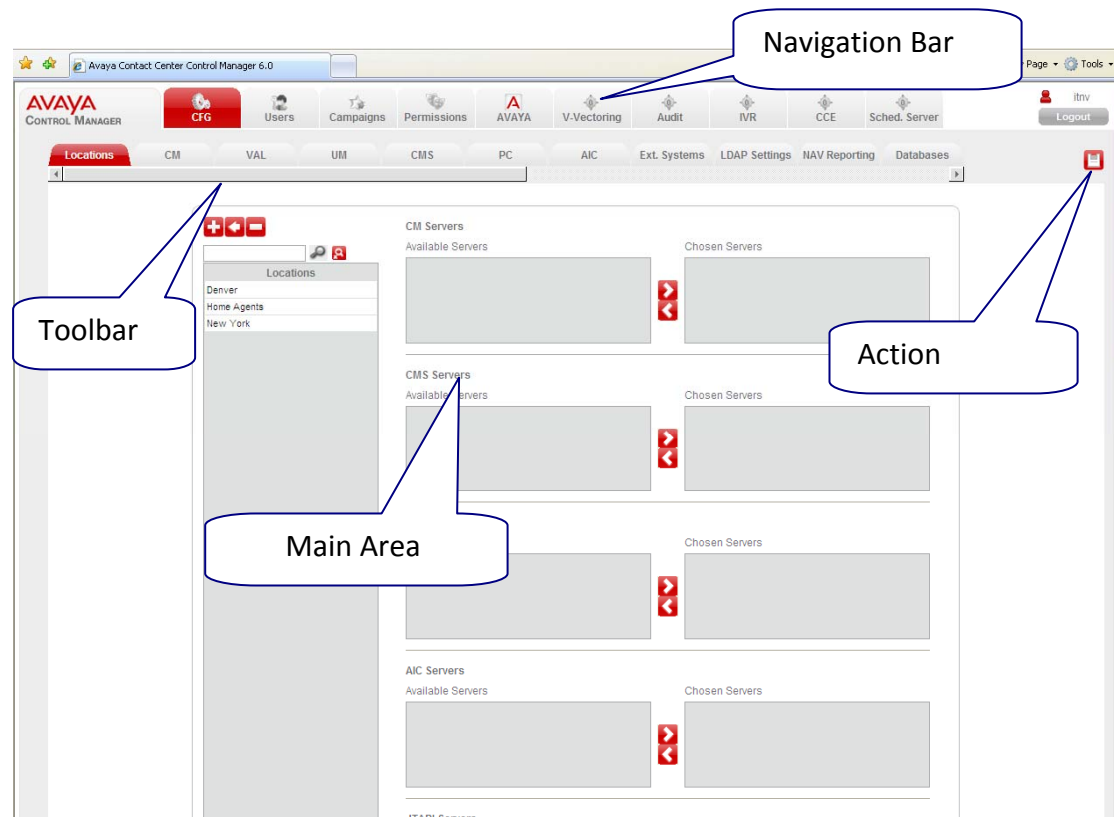


Type your username and password and click on the Login button.

# The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Main Screen Layout










The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER 9 main screen as it will appear after a successful login:

The main screen is divided into four frames:



<b>Navigation Bar</b>	<b>This area contains a set of tabs that allow you to navigate between the different aspects of Avaya Aura™ Contact Center Control Manager administration.</b>
<b>Toolbar</b>	The toolbar contains a set of tabs to control the administration. The tabs are related to the selected tab on the navigation bar.
<b>Action Buttons</b>	Each tab on the toolbar has its own related action buttons.  The action buttons change according to the selected tab.
<b>Main Area</b>	The main area presents the details and allows you to configure information according to the tab selected.

## Functional Buttons

Buttons	Name	Description
	Add	Add a new item.
	Edit	Edit the item selected.
	Delete	Delete the checked item(s).
	Search	Search for agent according to the entered value.
	Save	Save changes.
	Close	Close the current screen and go back to the last screen.
	Import	Import users/agents from an Excel file to the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER application.
	CM Properties	View/update the CM properties of an object.
	Clone	Clone the user/agent.



## Navigation Bar Tabs

### Users

The Users tab allows you to manage the users and their details.

A user can be an agent, supervisor, manager, or administrator.

At the User Management tab, you can add users, edit their details, manage their permissions, and assign agent skills.

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users (selected), Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. The left sidebar shows a tree view for Org with options for Chicago, London, New York, Sales, Direct Sales, Telemarketing, Paris, Tokyo, Virtual Site, and Unassigned. The main content area displays a table of users with columns for Full name, Profile, User name, AVAYA login, Status, and Extension. A checkbox for 'Show active users only' is present above the table. The table lists 15 users, including agents and one administrator (Mike Lamb).

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beans	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000
<input type="checkbox"/>	David Berk	Agent		3802	Active	
<input type="checkbox"/>	David Berk	Agent		3037	Active	40000
<input type="checkbox"/>	John Chase	Agent		40049	Active	40000
<input type="checkbox"/>	Barb Even	Agent		40055	Active	40000
<input type="checkbox"/>	Sven Heinig	Agent		3003	Active	
<input type="checkbox"/>	Ervin Johnson	Agent		3250	Active	40000
<input type="checkbox"/>	Michael Jordan	Agent		3036	Active	40000
<input type="checkbox"/>	Arkady Karpman	Agent		3018	Active	40000
<input type="checkbox"/>	Mike Lamb	Administrator	mlamb		Active	8000
<input type="checkbox"/>	Frank Lampard	Agent		40043	Active	40000
<input type="checkbox"/>	Horacio Lopez	Agent		40071	Active	40000

1 2

The screen is divided into two sections:

### **Organizational Tree**


The tree manages the users and sites/Departments/teams in the organizational chart.

There are four levels according to the organizational hierarchy:

- Root
- Site
- Department
- Team

After highlighting a root, site, Department, or team name, the Users table displays all users under it with their details.

“Unassigned” is a group that contains all deleted Agents.

The function buttons  that manage the site/Department/team details are located at the right side of the screen.

## Add New Item

To add a new team, Department, or site, highlight on the highest level of the item you want to add, and click on the Add button. The Details screen will open:

Each item can be added only from the level above it:

- From Root, you can add a site
- From Site, you can add a Department
- From Department, you can add a team
- From Team, you can add a user (in the table)

The higher-level item will be populated automatically

Add New Site screen:

The screenshot displays the 'Add New Site' screen in the Avaya Aura Contact Center Control Manager. The top navigation bar includes tabs for CFG, Users (highlighted), Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. A 'Logout' button is located in the top right corner. Below the navigation bar, a 'Site' sub-header is visible. The main form area contains the following fields: 'Site name \*' (text input), 'Site description' (text area), and 'Site location \*' (dropdown menu). A checkbox labeled 'Show in A-NAV' is checked at the bottom of the form.

Site Location allows you to set a location for a site. All users and agents under that site will be added to the systems under the linked location (CM, CMS, etc.)

Add New Department screen:

The screenshot shows the 'Add New Department' screen in the Avaya Aura Contact Center Control Manager. The top navigation bar includes the Avaya logo, 'CONTROL MANAGER', and several tabs: CFG, Users (highlighted in red), Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. A user profile icon labeled 'itrv' and a 'Logout' button are on the right. Below the navigation bar, a red tab labeled 'Department' is active. The main content area contains a form with the following fields: 'Department name' (text input), 'Department site' (dropdown menu showing 'New York'), and 'Department description' (text area). A 'Show in A-NAV' checkbox is checked at the bottom of the form. A red 'X' icon is visible in the top right corner of the form area.

Add New Team screen:

The screenshot shows the 'Add New Team' screen in the Avaya Aura Contact Center Control Manager. The top navigation bar is identical to the previous screen. Below the navigation bar, a red tab labeled 'Team' is active, and a sub-tab labeled 'LDAP Mapping' is visible. The main content area contains a form with the following fields: 'Team name' (text input), 'Team department' (dropdown menu showing 'Sales'), and 'Team description' (text area). A 'Show in A-NAV' checkbox is checked at the bottom of the form. A red 'X' icon is visible in the top right corner of the form area.

Fill in the details.

The Show in ANAV checkbox determines whether the branch will be shown in ANAV.

## Delete Item

To delete a team, Department, or site, check the checkbox ☒ next to the item and click the Delete button.

You can check more than one item to delete.

The deleted items are actually set to “not active.”

Teams, Departments, or sites that are Not Active will **not** be presented in the tree or on any relevant screen.

If a team, Department, or site is set to Not Active, all agents/users under it will be transferred to the unassigned group.

## Edit Item

To edit item details, double-click on the item name or highlight it and click on the Edit button.

That will open the Details screen for editing.

Once you finish editing, click on Save button.

You can transfer the team to another Department by choosing one from the drop-down list of available Departments.

Once it is changed, it will also be changed in the tree.

The users in that team will be transferred along with the team.

You can transfer a Department to another site by choosing one from the drop-down list of available sites.

Once it is changed, it will also be changed in the tree.

**Users Table**

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beans	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000
<input type="checkbox"/>	David Berk	Agent		3802	Active	40000
<input type="checkbox"/>	David Berk	Agent		3037	Active	40000
<input type="checkbox"/>	John Chase	Agent		40049	Active	40000
<input type="checkbox"/>	Barb Even	Agent		40055	Active	40000
<input type="checkbox"/>	Sven Heing	Agent		3003	Active	40000
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<input type="checkbox"/>	Michael Jordan	Agent		3036	Active	40000
<input type="checkbox"/>	Arkady Karpman	Agent		3018	Active	40000
<input type="checkbox"/>	Mike Lamb	Administrator	mlamb		Active	8000
<input type="checkbox"/>	Frank Lampard	Agent		40043	Active	40000
<input type="checkbox"/>	Horacio Lopez	Agent		40071	Active	40000

The Users table shows all users in the chosen item in a grid view.

The table displays all users—agents, supervisors, managers, and administrators—with their details.

The columns can be sorted by clicking on the column headers.

The table is divided to pages, and you can page between them to view the full list of users.

If the Show active users only checkbox is checked, only active users will be shown. Once it is unchecked, all users under the chosen item will be shown.

The function buttons that manage the user details are located at the top left of the Users table

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beans	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000

## Add New User

In order to add a new user, highlight the team name you want to add the user to, and click on the Add button.

The Details screen will open, and you can fill in the details.

The User Details screen is divided to five tabs:

## Users Tab

### Details

The details section contains the user's personal details.

Field	Description
First Name (En)	User's first name—must be in English*
Last Name (En)	User's last name—must be in English*
First Name (local lang)	User's first name—used to support local languages other than English*
Last Name (local Lang)	User's last name—used to support local languages other than English *

Username	The username the user will use to log in to any of the relevant applications (one username for all applications managed via AVAYA AURA™ CONTACT CENTER CONTROL MANAGER )
Password	Password the user will use to log in to any of the relevant applications (one password for all applications managed from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER )
Confirm Password	Enter the password again to confirm it
Avaya Login	The agent's login ID at Avaya Softphone according to the CM numbering plan (if Dialing Plan is activate, the Avaya login cannot be entered manually; the number is inserted automatically according to the dialing plan)
Team	The team the user is assigned to according to the organizational hierarchical tree
Description	Free text field

\*When the agents are entered into the CM automatically from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , the English name will be entered into the CM, and the first name will be displayed on ANAV and can be entered in any language.



## **Profile**

The Profile tab is used to manage the user profile. It contains additional enabled fields and tabs.

There are four types of profiles: Agent, Supervisor, Manager, and Administrator.

Select the radio button to choose the profile type.

Once one profile type is selected, new fields and tabs are opened for editing.

If Supervisor is chosen, the Extension Number field is displayed. The extension number is essential to the Silent Login and Whisper operations, which are performed by the supervisor.

## **Available applications**

The Available Applications tab allows you to enable which applications the user can log in to. The permissions are set elsewhere in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER.

In order to allow a user to log in to an application, mark the checkbox next to the chosen application.

Once checked, the user can enter that application using the username and password specified in the Details section.

You can select more than one application

After you save the Details screen for a new user, the Agent Skills screen will pop up. Here you can assign skills to that agent.

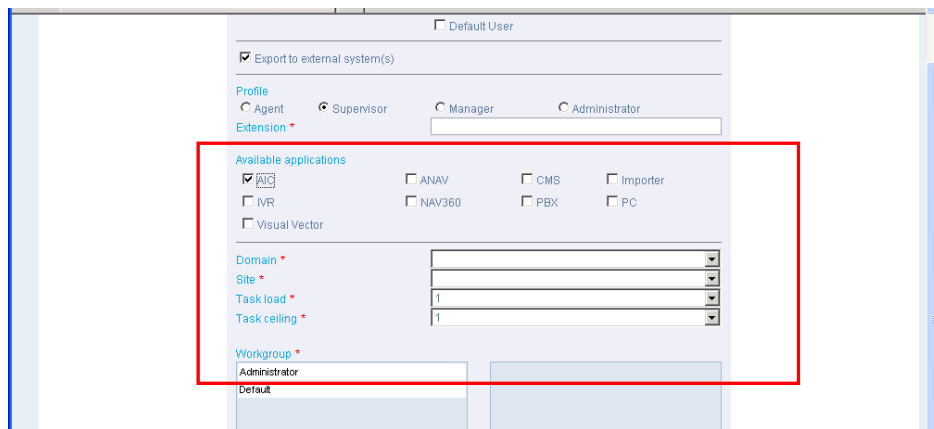
You must add at least one skill in order to save the new user.

## **Export to external systems**

When integration between AVAYA AURA™ CONTACT CENTER CONTROL MANAGER and external systems is implemented using the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER API, this checkbox will be automatically enabled. When saving the user/agent, external integration will be triggered. If the checkbox is not checked, then the specific user/agent won't be saved to the external systems.

### AIC properties

The AIC properties fields are enabled only when the integration to AIC is enabled and the user has AIC on his Available Applications.



The screenshot shows the user configuration interface. At the top, there is a checkbox for 'Export to external system(s)' which is checked. Below this, there is a 'Profile' section with radio buttons for 'Agent', 'Supervisor', 'Manager', and 'Administrator'. The 'Agent' profile is selected. Below the profile section, there is a red rectangle highlighting the 'Available applications' section. This section contains checkboxes for 'AIC', 'ANAV', 'CMS', 'Importer', 'IVR', 'NAV360', 'PBX', and 'PC'. The 'AIC' checkbox is checked. Below the 'Available applications' section, there are dropdown menus for 'Domain', 'Site', 'Task load', and 'Task ceiling'. The 'Domain' dropdown is set to 'Administrator' and the 'Site' dropdown is set to 'Default'. Below these, there is a 'Workgroup' dropdown menu set to 'Default'.

You must configure the following information when adding a new agent/user to AIC:

- Domain
- Site
- Task load
- Task ceiling
- Workgroup

For more information, please refer to the Avaya Interaction Center administration guide.

## Clone User

The Clone option allows you to create a new user/agent that copies almost all the properties of the original one.

1. To clone a user/agent, select an agent and click on the  button.


- For an **agent**, the following properties will be copied :
  - Team
  - Description
  - Profile
  - Skills and skill levels
- For a **user**, the following properties will be copied :
  - Team

- Description
  - Profile
  - Available applications
  - Permissions
  - Groups to view
  - Campaigns to view
  - Skills to view
  - VDNs to view
  - Vectors to view
  - Locations to view
- 
- For both, you must enter the following uncloned properties:
    - Name
    - Username
    - Password
    - AVAYA login

## CM Properties

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, and a user profile icon. The 'Users' tab is selected. Below the navigation bar, there are sub-tabs for Users, Permissions, Skills, Groups to view, Virtual Group, Campaigns to view, Skills to view, and VDNs to view. The main content area displays the 'noam Even' user profile form. The form includes fields for First name (eng) \* (Mike), Surname (eng) \* (Lamb), LDAP Username, Username, Password, Confirm password, AVAYA login (40056), Team \* (Direct Sales), Template (Default), and Description. There is a checkbox for 'Export to external system(s)' and a 'Profile' section with radio buttons for Agent, Supervisor, Manager, and Administrator. The 'Available applications' section has checkboxes for AACC, AIC, aridemo, CCE Config, CM, CMS, IQ, NAV360, PC, POM, Visual Vector, and Voice Portal. The 'User defined fields' section has two empty text boxes. A red circle highlights the gear icon in the top right corner of the interface.

CM properties allow you to configure the agent properties in the CM, right from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , in an easy and convenient manner.

In order to view/update the agent's properties, click on the  button.

The following screen will appear:

AVAYA  
CONTROL MANAGER

CFGUsersCampaignsPermissionsAVAYAV-VectoringAuditIVRCCE Sched. Server

itrv  
Logout

User

Mike Lamb

Agent

Password

TN

1

Coverage path

AAS

no

LCW reception

spe

AUDIX name for messaging

LoginID for ISDN/SIP Display?

no

Auto answer

station

ACW agent considered idle

system

Logout reason code type

system

Direct agent skill

Service objective

no

Local call preference

no

Password Confirmation

COR

1

Security code

AUDIX

no

LWC log external calls

no

Hears service observing tone

MIA Across skills

system

Aux work reason code type

system

Maximum time in ACW before logout

system

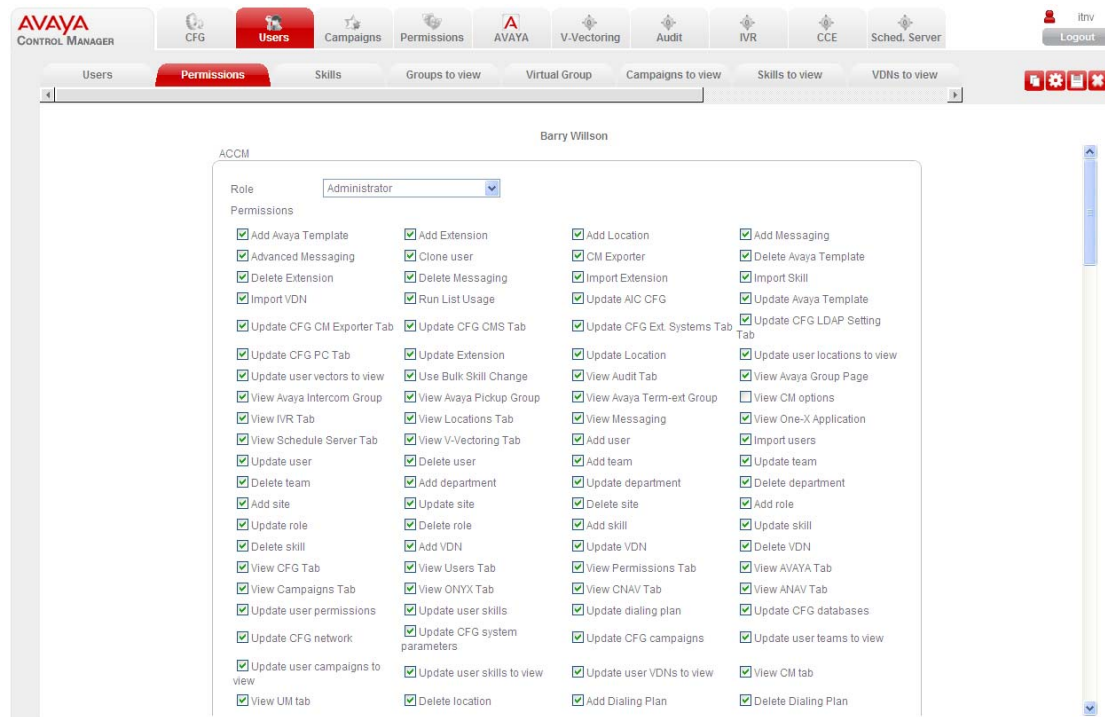
Forced Agent Logout Time

Direct agent calls first

Call handling preference

skill-level

## Permissions tab



The Permission tab controls the user's roles and permissions for each application, in one unified view for all applications.

The screen is divided into the various applications that were selected through the Available Applications screen.

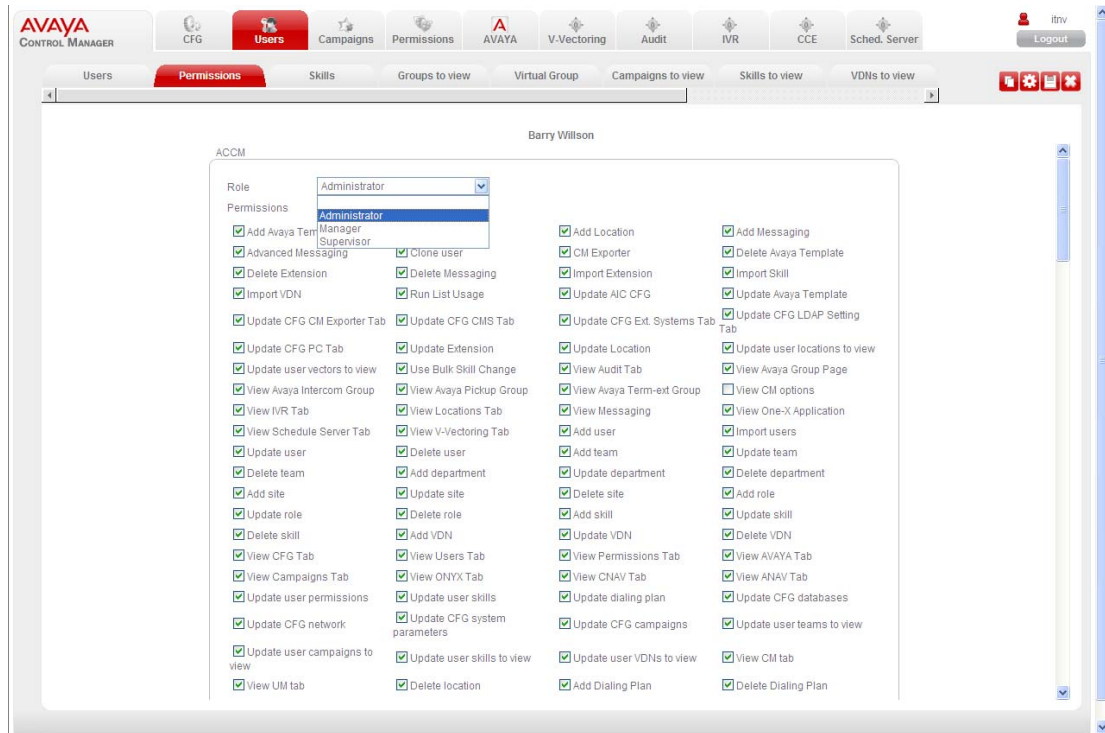
The user can have only one role for each application.

The permissions set for each role are taken from the permissions defined for the role in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Permissions Management tab, and can only be edited there.

Once a role is chosen, its assigned permissions are shown in read-only form; they cannot be edited.

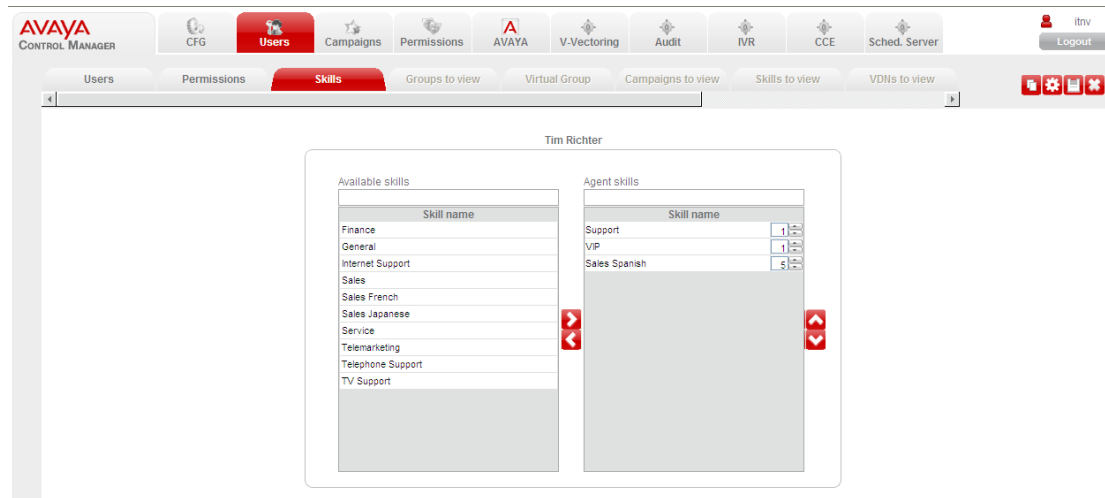
You cannot set specific permissions for specific users: you can only assign a role.

In order to add or update the role, choose one from the drop-down list, then click the Save button.





## Skills tab



The Skills tab allows you to assign skills and skill levels for each agent.

You can assign or delete skills for an agent by using the arrow buttons.



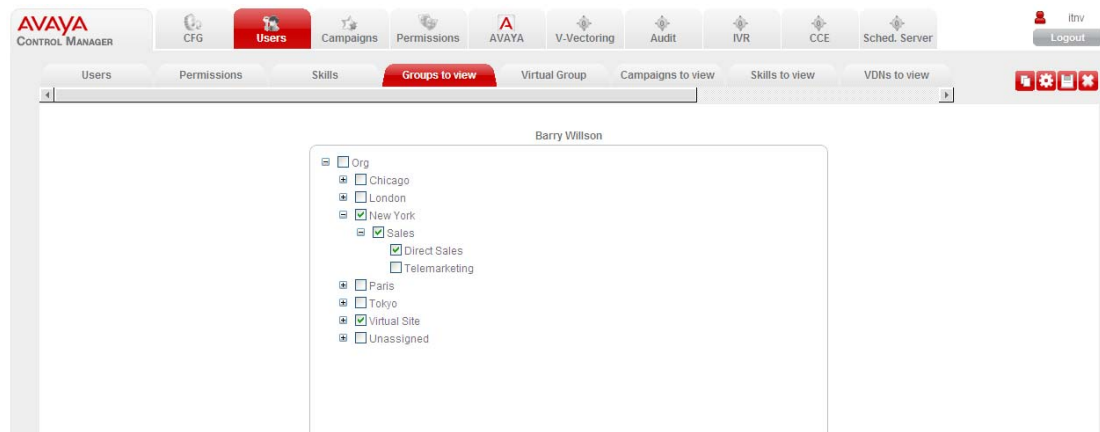
The screen presents the skills available at the contact center, and which skills and levels that the agent has been assigned in the Agent Skills section.

Levels range from 1-16, which you can choose from the drop-down list or enter in the text box.

The level reflects the skill level of that specific user on that skill.

The change is updated directly in the CM.

## Groups to view tab



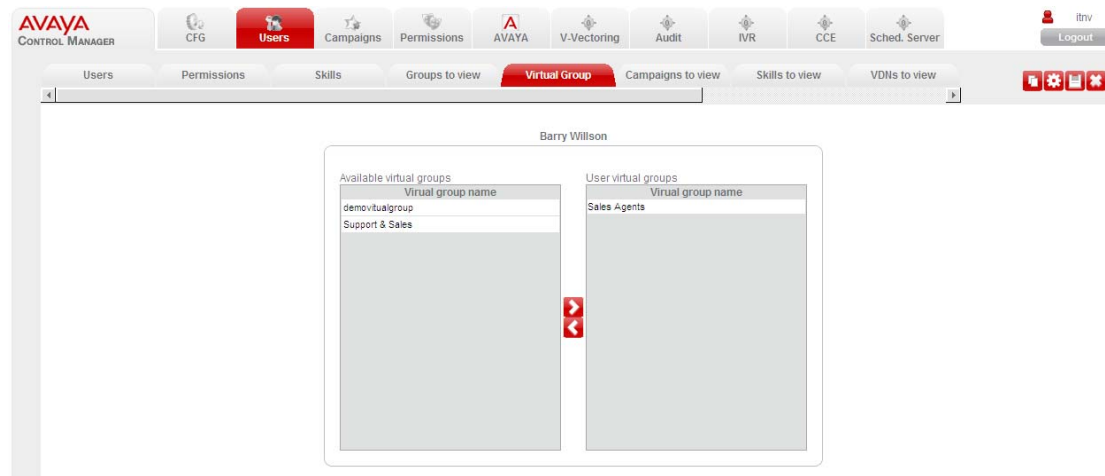
The Groups to view tab manages the sites/Departments/teams that the user will be able to see in ANAV and can manage through AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The Groups to view tab is displayed only if the user profile type is Supervisor, Manager, or Administrator.

Check ☒ the sites/Departments/teams that the user should see in ANAV.

Only these groups will be shown in the agent's tree and under Display Agents in ANAV and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

## Virtual groups to view



The Virtual groups to view tab manages the virtual groups that this user will be able to see in ANAV and can manage through AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The Virtual groups to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

Check ☒ the sites/Departments/teams that the user should see in ANAV.

Only these groups will be shown in the agent's tree and under the Display Agents screen in ANAV and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

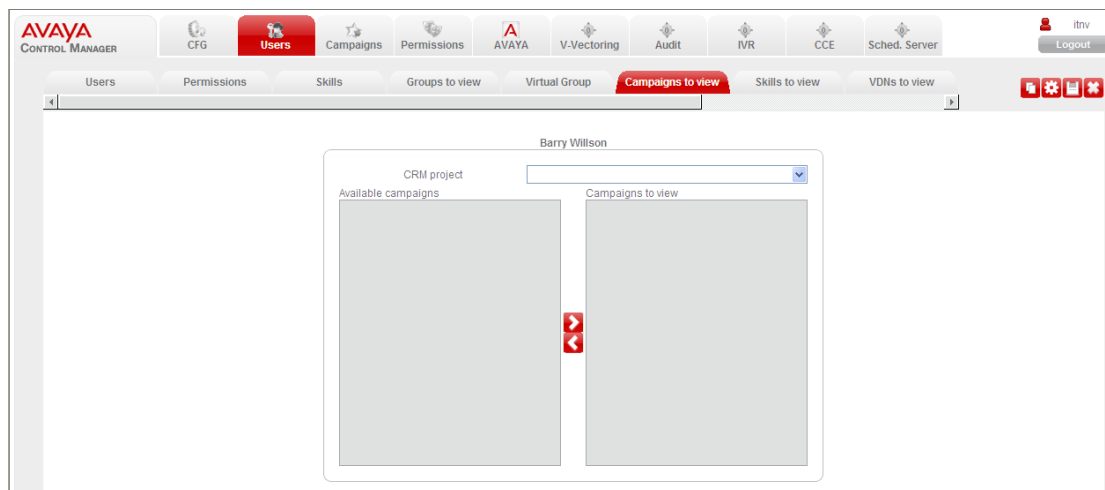
## Campaigns to view tab

The Campaigns to view tab manages the campaigns that this user will be able to see in the ANAV application and that can be managed through AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

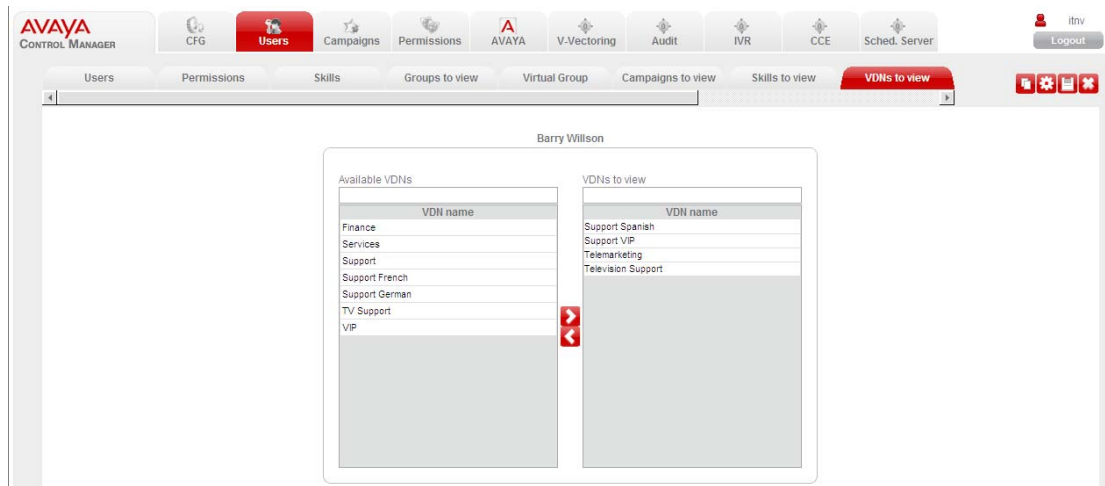
The Campaigns to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

The Available Campaigns section shows all the campaigns in the application.

You can assign or remove campaigns to be viewed by the user using the arrow buttons.



## VDNs to view tab

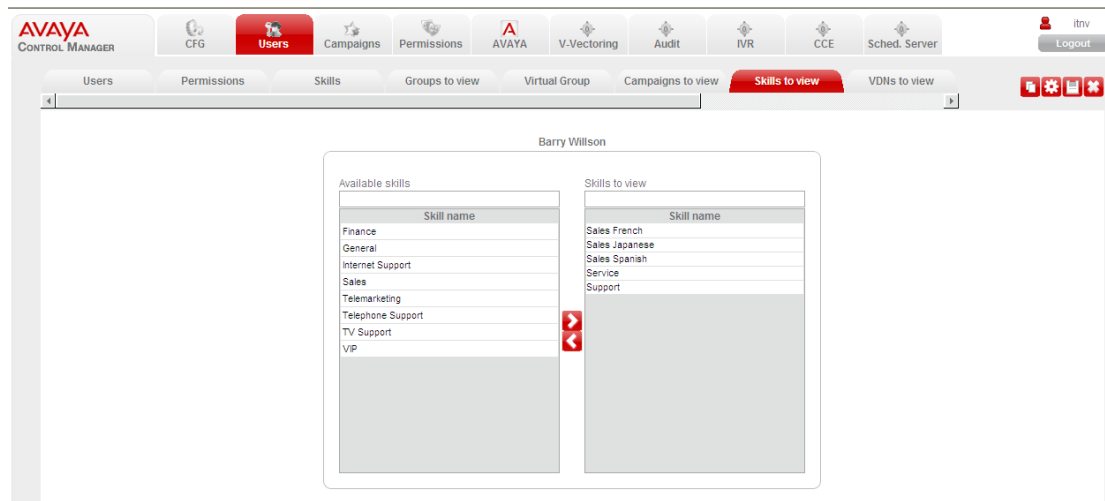


The VDNs to view tab manages the VDNs that this user will be able to see in the ANAV application and that are managed through AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The VDNs to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

Chose the VDNs that the user should see in the ANAV and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER by using the arrow buttons.

## Skills to view tab

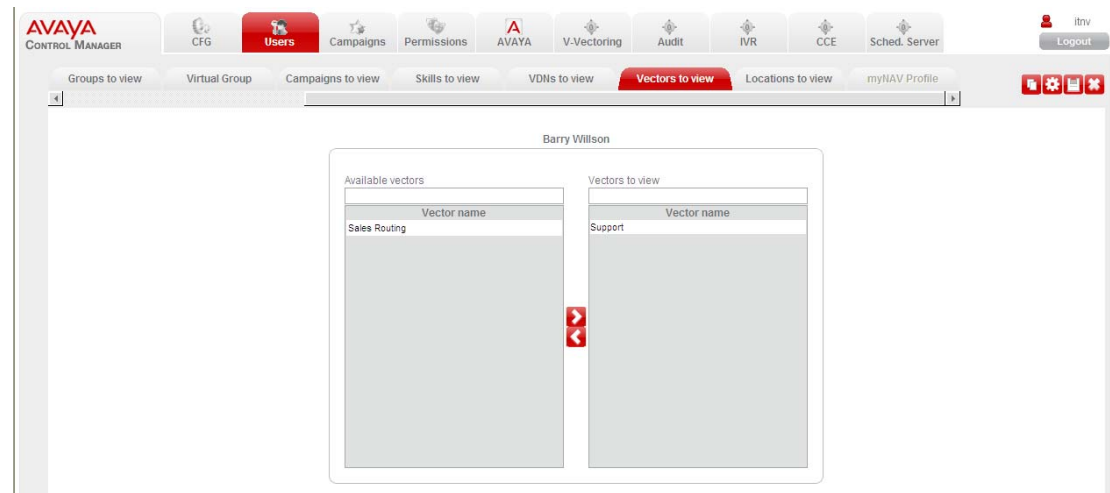


The Skills to view tab manages the skills that this user will be able to see in the ANAV application and that can be managed through AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The Skills to view tab is displayed only if the user's profile type is Supervisor, Manager, or Administrator.

Chose the skills that the user should see in the ANAV and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER using the arrow buttons.

## Vectors to view tab



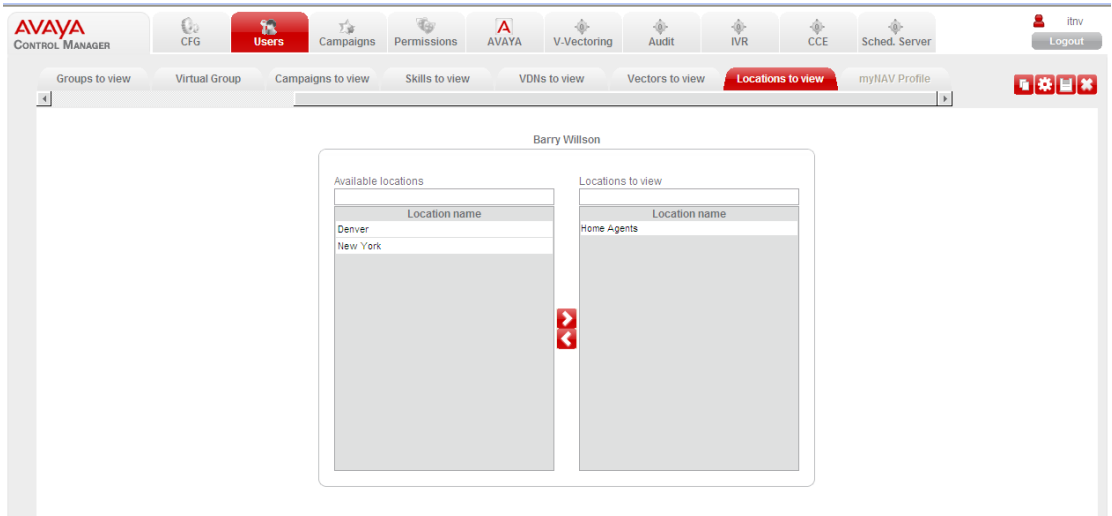
The Vectors to view tab manages the vectors that this user will be able to see and manage in the V-Vectoring application.

The Vectors to view tab is displayed only if the user's profile type is Supervisor, Manager or Administrator

The Vectors to view tab is enabled only if the user has the V-Vectoring application enabled under Available Applications.

You can assign or remove vectors to be viewed by the user by using the arrow buttons.

Locations to view tab



The Locations to view tab manages the locations that this user will be able to see and that can be managed through AVAYA AURA™ CONTACT CENTER CONTROL MANAGER . The location access of the user affects which Communication Manager objects he will be able to manage in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .



## Delete Item

In order to delete a user, check the checkbox ☒ next to the name and click the Delete button.

You can check more than one user to delete.

Clicking the Delete button deactivates the user.

Users that are Not Active will be shown in gray in the User table and will not be shown in the tree on ANAV.

A user can be activated from the checkbox on the User Details screen.

A user who is Not Active cannot enter any of the applications.

Once a user is deleted, the Active checkbox is unchecked.

## Edit User

To edit a user's details, double-click on the name or highlight it and click on the Edit button.

That will open the Details screen for editing.

Once you finish editing, click on the Save button.

## Users Search

To search, enter the value you are looking for in the Search text box and click Search.

You cannot search for teams, Departments, or sites—only for users.

Only the users under the selected item in the tree are searched.

You can search for any detail in the table: first name, last name, Avaya login, or login name.

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users (selected), Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. The left sidebar shows a tree view of organizational units (Org) with options like Chicago, London, New York, Sales, Direct Sales, Telemarketing, Paris, Tokyo, Virtual Site, and Unassigned. The main content area displays a search results table for users. The search bar at the top left of the main area contains the text 'tim ric'. The table has columns: Full name, Profile, User name, AVAYA login, Status, and Extension. The table lists several users, including David Berk, Sven Heilig, Arkady Karpman, Mike Lamb, David Perry, Tim Richter, and Barry Wilson. A 'Show active users only' checkbox is also present.

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	David Berk	Agent		3802	Active	
<input type="checkbox"/>	Sven Heilig	Agent		3003	Active	
<input type="checkbox"/>	Arkady Karpman	Agent		2018	Active	40000
<input type="checkbox"/>	Mike Lamb	Administrator	mlamb		Active	8000
<input type="checkbox"/>	David Perry	Agent		3005	Active	40000
<input type="checkbox"/>	Tim Richter	Agent		3009	Active	
<input type="checkbox"/>	Barry Wilson	Supervisor	barryw	3008	Active	40000

Matching results will be displayed in same table format (the table will display only matching users).

AVAYA  
CONTROL MANAGER

CFG

Users

Campaigns

Permissions

AVAYA

V-Vectoring

Audit

IVR

CCE

Sched. Server

flvr

Logout

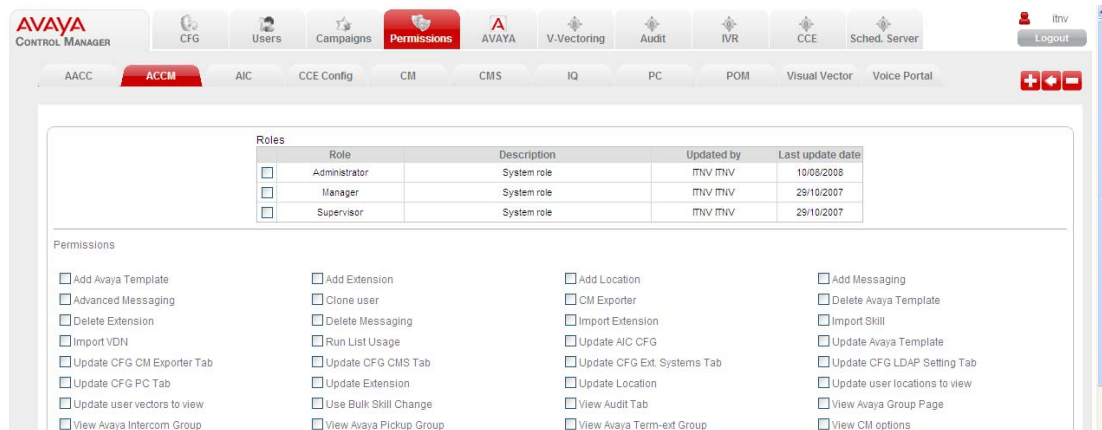
Search

☐ Show active users only

	Full name	Profile	User name	AVAYA login	Status
<input type="checkbox"/>	Tim Richter	Agent		3009	Active

## Permissions Tab

The Permissions tab allows you to set the roles for each application and the set of permissions for each role.



Each application will have its own tab under the Permissions tab.

Each application tab is divided into two sections: roles and permissions.

The Roles section lists all roles, with details.

A user's role controls the set of permissions that the user has in that application.

The Permissions section lists the permissions assigned to role.

The permission states what the user can see and execute within the application in question.

To add new role:

Click on the Add button.

The Details screen will open:

Fill in the details: name and description.

Then select the permissions assigned to that role by checking ☒ the relevant ones.

You cannot add new permissions; you can only choose from predefined list.

Click Save.

To edit a role, double-click it or highlight its row and click on the Edit button.

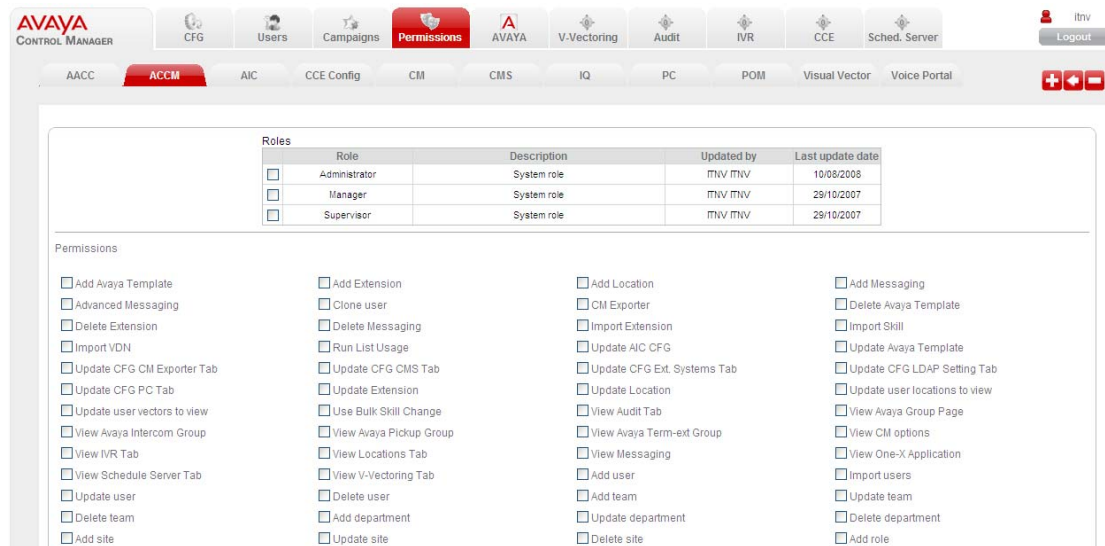
Double-clicking on a specific role will display all the users who have that role.





Double-clicking on a name will take you to that user's record.











Follow the same instructions for all applications.










Full Name	Profile	User Name	Avaya Login	Status
thv thv	Administrator	thv	10229	Active

# AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Permissions



















Permission	Description
Add User	<p>The user can add new users/agents.</p> <p>The user will see the  icon above the Agents table.</p>
Delete User	<p>The user can delete users/agents.</p> <p>The user will see the  icon above the Agents table.</p>
Update User	<p>The user can update user/agent details.</p> <p>The user will see the  icon above the Agents table.</p>
Import User	<p>The user can import users/agents from Excel files.</p> <p>The user will see the  icon above the Agents table.</p>
Clone User	The user can clone users and agents.










	The user will see the icon  at the user/agent record.
Add Team	The user can add new teams.  The user will see the  icon.
Delete Team	The user can delete teams.  The user will see the  icon.
Update Team	The user can add update team details.  The user will see the  icon.
Add Department	The user can add new Departments.  The user will see the  icon.
Delete Department	The user can delete Departments.  The user will see the icon  .
Update Department	The user can add update Department details.  The user will see the  icon
Add Site	The user can add new sites.  The user will see the  icon.
Delete Site	The user can delete sites.  The user will see the  icon.
Update Site	The user can update site details.  The user will see the  icon.











Add Role	<p>The user can add new roles.</p> <p>The user will see the  icon.</p>
Delete Role	<p>The user can delete roles.</p> <p>The user will see the  icon.</p>
Update Role	<p>The user can update role details and assign permissions to it.</p> <p>The user will see the  icon.</p>
Add Skill	<p>The user can add new skills.</p> <p>The user will see the  icon.</p>
Delete Skill	<p>The user can add delete skills.</p> <p>The user will see the  icon.</p>
Update Skill	<p>The user can add update skill details.</p> <p>The user will see the  icon.</p>
Add VDN	<p>The user can add new VDNs.</p> <p>The user will see the  icon.</p>
Delete VDN	<p>The user can delete VDNs.</p> <p>The user will see the  icon.</p>
Update VDN	<p>The user can update VDN details.</p> <p>The user will see the  icon.</p>
Add Extension	<p>The user can add new extensions.</p>






















	The user will see the  icon.
Delete Extension	The user can delete extensions.  The user will see the  icon.
Update Extension	The user can add update extension details.  The user will see the  icon.
View CFG Tab	The user will see the top tab: CFG.
View Users Tab	The user will see the top tab: Users
View Permissions Tab	The user will see the top tab: Permissions
View AVAYA Tab	The user will see the top tab: AVAYA
View Campaigns Tab	The user will see the top tab: Campaigns
View CNAV Tab	The user will see the top tab: CNAV
View ONYX Tab	The user will see the top tab: ONYX
View ANAV Tab	The user will see the top tab: ANAV
Update User Permissions	The user can update user permissions.  The user will see  icon.
Update User Skills	The user can update the user/agent skills.  The user will see the  icon.
Update Dialing Plan	The user can update the dialing plan.  The user will see the  icon.
Update CFG Databases	The user can update data in Databases tab (under the CFG tab).  The user will see the  icon.










Update CFG Networks	<p>The user can update data in the Networks tab (under the CFG tab).</p> <p>The user will see the  icon.</p>
Update CFG Intervals	<p>The user can update data in the Intervals tab (under CFG tab).</p> <p>The user will see the  icon.</p>
Update CFG Campaigns	<p>The user can update data in the Campaigns tab (under CFG tab).</p> <p>The user will see the  icon.</p>
Update User Teams to view	<p>The user can update users' Teams to view.</p> <p>The user will see the  icon.</p>
Update User Campaigns to view	<p>The user can update users' Campaigns to view.</p> <p>The user will see the  icon.</p>
Update User Skills to view	<p>The user can update users' Skills to view.</p> <p>The user will see the  icon.</p>
Update User VDNs to view	<p>The user can update users' VDNs to view.</p> <p>The user will see the  icon.</p>
Add Hunt	<p>The user can add a new hunt group.</p> <p>The user will see the  icon.</p>
Edit Hunt	<p>The user can edit a hunt group.</p> <p>The user will see the  icon.</p>











Delete Hunt	<p>The user can delete a hunt group.</p> <p>The user will see the  icon.</p>
Add Holiday Table	<p>The user can add a new Holiday table.</p> <p>The user will see the  icon.</p>
Edit Holiday Table	<p>The user can edit a Holiday table.</p> <p>The user will see the  icon.</p>
Delete a Holiday Table	<p>The user can delete a Holiday table.</p> <p>The user will see the  icon.</p>
Add Time of Day Table	<p>The user can add a new Time of Day table.</p> <p>The user will see the  icon.</p>
Edit Time of Day Table	<p>The user can edit a Time of Day table.</p> <p>The user will see the  icon.</p>
Delete Time of Day Table	<p>The user can delete a Time of Day table.</p> <p>The user will see the  icon.</p>
Add Service Hour Table	<p>The user can add a new Service Hour table.</p> <p>The user will see the  icon.</p>
Edit Service Hour Table	<p>The user can edit a Service Hour table.</p> <p>The user will see the  icon.</p>
Delete Service Hour Table	<p>The user can delete a Service Hour table.</p>

	<p>The user will see the  icon.</p>
Add Coverage Path	<p>The user can add a new coverage path.</p> <p>The user will see the  icon.</p>
Edit Coverage Path	<p>The user can edit a coverage path.</p> <p>The user will see the  icon.</p>
Delete Coverage Path	<p>The user can delete coverage path.</p> <p>The user will see the  icon.</p>
Add Coverage Time of Day	<p>The user can add a new coverage time of day.</p> <p>The user will see the  icon.</p>
Edit Coverage Time of Day	<p>The user can edit a coverage time of day.</p> <p>The user will see the  icon.</p>
Delete Coverage Time of Day	<p>The user can delete a coverage time of day.</p> <p>The user will see the  icon.</p>
Add Pickup Group	<p>The user can add a new pickup group.</p> <p>The user will see the  icon.</p>
Edit Pickup Group	<p>The user can edit pickup groups.</p> <p>The user will see the  icon.</p>
Delete Pickup Group	<p>The user can delete pickup groups.</p> <p>The user will see the  icon.</p>










Add Intercom Group	<p>The user can add a new intercom group.</p> <p>The user will see the  icon.</p>
Edit Intercom Group	<p>The user can edit intercom groups.</p> <p>The user will see the  icon.</p>
Delete Intercom Group	<p>The user can delete intercom groups.</p> <p>The user will see the  icon.</p>
Add Group Page	<p>The user can add a new group page.</p> <p>The user will see the  icon.</p>
Edited Group Page	<p>The user can edit group pages.</p> <p>The user will see the  icon.</p>
Delete Group Page	<p>The user can delete group pages.</p> <p>The user will see the  icon.</p>
Add Announcement	<p>The user can add new announcements.</p> <p>The user will see the  icon.</p>
Edit Announcement	<p>The user can edit announcements.</p> <p>The user will see the  icon.</p>
Delete Announcement	<p>The user can delete announcements.</p> <p>The user will see the  icon.</p>
Add off-pbx-station-mapping	<p>The user can add new off-pbx-station-mappings.</p>





	<p>The user will see the  icon.</p>
Edit off-pbx-station-mapping	<p>The user can edit off-pbx-station mappings.</p> <p>The user will see the  icon.</p>
Delete off-pbx-station mapping	<p>The user can delete off-pbx-station-mappings.</p> <p>The user will see the  icon.</p>
Add off-pbx-telephone config	<p>The user can add a new off-pbx-telephone-config.</p> <p>The user will see the  icon.</p>
Edit off-pbx-telephone-config	<p>The user can edit off-pbx-telephone-config.</p> <p>The user will see the  icon.</p>
Delete off-pbx-telephone-config	<p>The user can delete off-pbx-telephone-config.</p> <p>The user will see the  icon.</p>
Add tem-extension Group	<p>The user can add tem-extension groups.</p> <p>The user will see the  icon.</p>
Edit tem-extension Group	<p>The user can edit tem-extension-groups.</p> <p>The user will see the  icon.</p>
Delete tem-extension group	<p>The user can delete tem-extension-groups.</p> <p>The user will see the  icon.</p>
Add Template	<p>The user can add templates.</p> <p>The user will see the  icon.</p>

Delete Template	<p>The user can delete templates.</p> <p>The user will see the  icon.</p>
Edit Template	<p>The user can edit templates.</p> <p>The user will see the  icon.</p>
Add Dialing Plan	<p>The user can add a dialing plan.</p> <p>The user will see the  icon.</p>
Edit Dialing Plan	<p>The user can edit a dialing plan.</p> <p>The user will see the  icon.</p>
Delete Dialing Plan	<p>The user can delete a dialing plan.</p> <p>The user will see the  icon.</p>
Use CM Exporter	
Add Data Module	<p>The user can add a Data Module.</p> <p>The user will see the  icon.</p>
Edit Data Module	<p>The user can edit a Data Module.</p> <p>The user will see the  icon.</p>
Delete Data Module	<p>The user can delete a Data Module.</p> <p>The user will see the  icon.</p>
Add VRT	<p>The user can add a VRT.</p> <p>The user will see the  icon.</p>
Edit VRT	<p>The user can edit a VRT.</p>

	The user will see the  icon.
Delete VRT	The user can delete a VRT.  The user will see the  icon.
Add Variable	The user can add a Variable.  The user will see the  icon.
Edit Variable	The user can edit a Variable.  The user will see the  icon.
Delete Variable	The user can delete a Variable.  The user will see the  icon.
Add Abbr Dialing Group	The user can add an Abbr Dialing Group.  The user will see the  icon.
Edit Abbr Dialing Group	The user can edit an Abbr Dialing Group.  The user will see the  icon.
Delete Abbr Dialing Group	The user can delete an Abbr Dialing Group.  The user will see the  icon.
Add Abbr Dialing Personal	The user can add an Abbr Dialing Personal.  The user will see the  icon.
Edit Abbr Dialing Group	The user can edit an Abbr Dialing Personal.  The user will see the  icon.



Delete Abbr Dialing Personal	<p>The user can delete an Abbr Dialing Personal.</p> <p>The user will see the  icon.</p>
Add Abbr Dialing System	<p>The user can add an Abbr Dialing System.</p> <p>The user will see the  icon.</p>
Edit Abbr Dialing Group	<p>The user can edit an Abbr Dialing System.</p> <p>The user will see the  icon.</p>
Delete Abbr Dialing System	<p>The user can delete an Abbr Dialing System.</p> <p>The user will see the  icon.</p>
Add Abbr Dialing Enhanced	<p>The user can add an Abbr Dialing Enhanced.</p> <p>The user will see the  icon.</p>
Edit Abbr Dialing Enhanced	<p>The user can edit an Abbr Dialing Enhanced.</p> <p>The user will see the  icon.</p>
Delete Abbr Dialing Enhanced	<p>The user can delete an Abbr Dialing Enhanced.</p> <p>The user will see the  icon.</p>
Add Policy Routing	<p>The user can add a Policy Routing.</p> <p>The user will see the  icon.</p>
Edit Policy Routing	<p>The user can edit a Policy Routing.</p> <p>The user will see the  icon.</p>
Delete Policy Routing	<p>The user can delete a Policy Routing.</p>

	<p>The user will see the  icon.</p>
Add VUstats	<p>The user can add a VUstats.</p> <p>The user will see the  icon.</p>
Edit VUstats	<p>The user can edit a VUstats.</p> <p>The user will see the  icon.</p>
Delete VUstats	<p>The user can delete a VUstats.</p> <p>The user will see the  icon.</p>

## Search permissions

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER provides the ability to search for permissions in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER application.

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes icons for CFG, Users, Campaigns, Permissions (highlighted), AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. Below the navigation bar, there are tabs for 'Roles' and 'LDAP Mapping'. The 'Roles' tab is active, showing a search interface. On the left, there is a table with columns 'Role name \*' and 'Role description'. The 'Role name' field contains 'Manager' and the 'Role description' field contains 'System role'. To the right of the table, there are several checkboxes: 'View All Agents', 'View All VDNs', 'View All Skills', 'View All Vectors', 'View All Campaigns', and 'View All Locations'. Further right, there is a search box with a magnifying glass icon. Below the search box, there are two dropdown menus: 'Filter' (set to 'AVAYA') and 'Sub Filter' (set to 'Abb dialing'). At the bottom right, there are two buttons: 'Filter permissions' and 'Clear search and filter results'.

The search option includes the following features:

1. Free text search from the search box
2. Filter based search based on permissions groups.

After searching you can return to the original permission screen by clicking on the “clear search and filter results”.

## PDS Permissions

**Roles**

Role	Description	Updated by	Last update date
<input type="checkbox"/> Administrator		mnv mnv	28/03/2010
<input type="checkbox"/> Agent		mnv mnv	20/07/2008
<input type="checkbox"/> Analysis Operator		mnv mnv	20/07/2008

**Permissions**

☐ Agent      ☐ Analysis Operator      ☐ System Administrator      ☐ System Auditor

☐ System Operator

Permission	Description
Agent	PDS agent
System Operator	PDS system operator
Analysis Operator	PDS analysis operator
System Administrator	PDS system administrator
System Auditor	PDS system auditor

## Visual Vector Permissions

**Roles**

Role	Description	Updated by	Last update date
<input type="checkbox"/> Administrator		ITNV MIV	28/03/2010
<input type="checkbox"/> dasd	dasd	ITNV MIV	27/08/2010
<input type="checkbox"/> my test role		ITNV MIV	02/09/2010

**Permissions**

<input type="checkbox"/> Create GoTo Vector - Center Info	<input type="checkbox"/> Create GoTo Vector - Queue Activity	<input type="checkbox"/> Create adjunct route	<input type="checkbox"/> Create Agent Acct. With Skill Level
<input type="checkbox"/> Create agent activity	<input type="checkbox"/> Create agent activity test	<input type="checkbox"/> Create announcement	<input type="checkbox"/> Create busy
<input type="checkbox"/> Create caller info	<input type="checkbox"/> Create center info	<input type="checkbox"/> Create center info test	<input type="checkbox"/> Create collect
<input type="checkbox"/> Create Comment	<input type="checkbox"/> Create consider	<input type="checkbox"/> Create converse	<input type="checkbox"/> Create disconnect
<input type="checkbox"/> Create go to unconditional	<input type="checkbox"/> Create go to vector	<input type="checkbox"/> Create GoTo Vector - Agent Activity	<input type="checkbox"/> Create GoTo Vector - Caller Info
<input type="checkbox"/> Create GoTo Vector - Holiday	<input type="checkbox"/> Create GoTo Vector - MediaGateway	<input type="checkbox"/> Create GoTo Vector - Server	<input type="checkbox"/> Create GoTo Vector - Service Hours

Permission	Description
Create adjunct route	The user can create an adjunct route.
Create agent activity	The user can create an agent activity.
Create agent activity test	The user can create an agent activity test.
Create announcement	The user can create an announcement.
Create busy	The user can create a busy.
Create caller info	The user can create caller info.
Create center info	The user can create center info.
Create center info test	The user can create a center info test.
Create collect	The user can create a collect.
Create consider	The user can create a consider.
Create converse	The user can create a converse.
Create disconnect	The user can create a disconnect.
Create go to unconditional	The user can create a go to unconditional.
Create go to vector	The user can create a go to vector.

Create holiday	The user can create a holiday.
Create media-gateway/port-network	The user can create a media-gateway/port-network.
Create message skill	The user can create a message skill.
Create music	The user can create music.
Create queue activity	The user can create a queue activity.
Create queue activity test	The user can create a queue activity test.
Create queue unconditional	The user can create a queue unconditional.
Create reply	The user can create replies.
Create return	The user can create returns.
Create ring back	The user can create a ring back.
Create route to digits	The user can create a route to digits.
Create route to number	The user can create a route to number.
Create server	The user can create servers.
Create set	The user can create sets.
Create silence	The user can create silences.
Create stop	The user can create a stop.
Create time announcement	The user can create time announcements.
Create time of day	The user can create a time of day.
Create variable	The user can create variables.
Create vector	The user can create vectors.
Delete adjunct route	The user can delete adjunct routes.
Delete agent activity	The user can delete an agent activity.
Delete agent activity test	The user can delete an agent activity test.
Delete announcement	The user can delete announcements.

Delete busy	The user can delete a busy.
Delete caller info	The user can delete caller info.
Delete center info	The user can delete center info.
Delete center info test	The user can delete a center info test.
Delete collect	The user can delete a collect.
Delete consider	The user can delete a consider.
Delete converse	The user can delete a converse.
Delete disconnect	The user can delete a disconnect.
Delete go to unconditional	The user can delete a go to unconditional.
Delete go to vector	The user can delete a go to vector.
Delete holiday	The user can delete a holiday.
Delete media-gateway/port-network	The user can delete a media-gateway/port-network.
Delete message skill	The user can delete a message skill.
Delete music	The user can delete music.
Delete queue activity	The user can delete queue activity.
Delete queue activity test	The user can delete a queue activity test.
Delete queue unconditional	The user can delete a queue unconditional.
Delete reply	The user can delete a reply.
Delete return	The user can delete a return.
Delete ring back	The user can delete a ring back.
Delete route to digits	The user can delete a route to digits.
Delete route to number	The user can delete a route to number.
Delete server	The user can delete a server.
Delete set	The user can delete a set.

Delete silence	The user can delete a silence.
Delete stop	The user can delete a stop.
Delete time announcement	The user can delete a time announcement.
Delete time of day	The user can delete a time of day.
Delete variable	The user can delete a variable.
Delete vector	The user can delete a vector.
Save to AVAYA	The user can save to AVAYA.
Update adjunct route	The user can update an adjunct route.
Update agent activity	The user can update agent activity.
Update agent activity test	The user can update an agent activity test.
Update announcement	The user can update an announcement.
Update busy	The user can update a busy.
Update caller info	The user can update caller info.
Update center info	The user can update center info.
Update center info test	The user can update a center info test.
Update collect	The user can update a collect.
Update consider	The user can update a consider.
Update converse	The user can update a converse.
Update disconnect	The user can update a disconnect.
Update go to unconditional	The user can update a go to unconditional.
Update go to vector	The user can update a go to vector.
Update holiday	The user can update a holiday.
Update media-gateway/port-network	The user can update a media-gateway/port-network.
Update message skill	The user can update a message skill.



Update music	The user can update music.
Update queue activity	The user can update queue activity.
Update queue activity test	The user can update a queue activity test.
Update queue unconditional	The user can update a queue unconditional.
Update reply	The user can update a reply.
Update return	The user can update a return.
Update ring back	The user can update a ring back.
Update route to digits	The user can update a route to digits.
Update route to number	The user can update a route to number.
Update server	The user can update a server.
Update set	The user can update a set.
Update silence	The user can update a silence.
Update stop	The user can update a stop.
Update time announcement	The user can update a time announcement.
Update time of day	The user can update times of day.
Update variable	The user can update variables.
Update vector	The user can update vectors.
View adjunct route	The user can view adjunct routes.
View agent activity	The user can view agent activity.
View agent activity test	The user can view agent activity tests.
View announcement	The user can view announcements.
View busy	The user can view busies.
View caller info	The user can view caller info.
View center info	The user can view center infos.
View center info test	The user can view a center info tests.

View collect	The user can view a collects.
View consider	The user can view considers.
View converse	The user can view converses.
View disconnect	The user can view disconnects.
View go to unconditional	The user can view go to unconditionals.
View go to vector	The user can view go to vectors.
View holiday	The user can view holidays.
View media-gateway/port-network	The user can view media-gateway/port-networks.
View message skill	The user can view message skills.
View music	The user can view music.
View queue activity	The user can view queue activity.
View queue activity test	The user can view queue activity tests.
View queue unconditional	The user can view queue unconditional.
View reply	The user can view replies.
View return	The user can view returns.
View ring back	The user can view ring backs.
View route to digits	The user can view route to digits.
View route to number	The user can view route to numbers.
View server	The user can view servers.
View set	The user can view sets.
View silence	The user can view silences.
View stop	The user can view stops.
View time announcement	The user can view time announcements.
View time of day	The user can view times of day.
View variable	The user can view variables.

View vector

The user can view vectors.

## Search permissions

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER provides the ability to search for permissions in the Visual Vectoring application.

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions (selected), AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. Below the navigation bar, there's a 'Roles' section with a search box and a filter dropdown. The main area displays a list of permissions with checkboxes for selection. The 'Role name' field is set to 'Administrator'.

The search option includes the following features:

1. Free text search from the search box
2. Filter based search based on permissions groups.

after searching you can return to the original permission screen by clicking on the “clear search and filter results”.

## CMS Permissions

Role	Description	Updated by	Last update date
<input type="checkbox"/> Administrator		mmv mmv	28/03/2010

Permissions

<input type="checkbox"/> Agent administration Read	<input type="checkbox"/> Agent administration Write	<input type="checkbox"/> Call center administration read	<input type="checkbox"/> Call center administration write
<input type="checkbox"/> Cms system setup read	<input type="checkbox"/> Cms system setup write	<input type="checkbox"/> Custom reports Read	<input type="checkbox"/> Custom reports Write
<input type="checkbox"/> Dictionary Read	<input type="checkbox"/> Dictionary Write	<input type="checkbox"/> Exceptions read	<input type="checkbox"/> Exceptions write
<input type="checkbox"/> Forecast read	<input type="checkbox"/> Forecast write	<input type="checkbox"/> Mail read	<input type="checkbox"/> Mail write
<input type="checkbox"/> Maintenance read	<input type="checkbox"/> Maintenance write	<input type="checkbox"/> Reports read	<input type="checkbox"/> Reports write
<input type="checkbox"/> Timetable read	<input type="checkbox"/> Timetable write	<input type="checkbox"/> Unix system write	<input type="checkbox"/> User permissions read
<input type="checkbox"/> User permissions write			

Permission	Description
Agent administration read	
CMS system set up read	
Dictionary read	The user can view the CMS dictionary/view the object properties.
Forecast read	
Maintenance read	
Timetable read	
User permissions write	The user can manage user permissions on CMS.
Agent administration write	The user can manage agent properties on CMS.
CMS system set up write	
Dictionary write	The user can change CMS object properties.
Forecast write	
Maintenance write	
Timetable write	
Call center	

administration read	
Custom reports read	
Exceptions read	
Mail read	
Reports read	The user can view CMS reports.
Unix system write	For system administrators only.
Call center administration write	
Custom reports write	The user can customize CMS reports.
Exceptions write	
Mail write	
Reports write	
User permissions read	The user can view user permissions.

For more information, please refer to the AVAYA CMS administration guide.

## IVR Permissions

Role	Description	Updated by	Last update date
<input type="checkbox"/> Administrator		mnv mnv	28/03/2010

Permissions

<input type="checkbox"/> Add APP DID	<input type="checkbox"/> Add Billing Customer Type	<input type="checkbox"/> Add Billing Link	<input type="checkbox"/> Add Campaign
<input type="checkbox"/> Add Configuration	<input type="checkbox"/> Add Customer Type	<input type="checkbox"/> Add Districts	<input type="checkbox"/> Add Dynamic Menu
<input type="checkbox"/> Add Hour Of Day	<input type="checkbox"/> Add IVR Point	<input type="checkbox"/> Add IVR Point Group	<input type="checkbox"/> Add Phone Num Valid
<input type="checkbox"/> Add Prompt	<input type="checkbox"/> Add Prompt Holiday	<input type="checkbox"/> Add Prompt Type	<input type="checkbox"/> Add Prompts District
<input type="checkbox"/> Add Prompts Region	<input type="checkbox"/> Add Regions	<input type="checkbox"/> Add Schedule	<input type="checkbox"/> Add Schedule Default
<input type="checkbox"/> Add Schedule Exception	<input type="checkbox"/> Add Site	<input type="checkbox"/> Add System Parameters	<input type="checkbox"/> Add Transfer
<input type="checkbox"/> Add Transfer IVR Point link	<input type="checkbox"/> Clone Prompt	<input type="checkbox"/> Clone Prompts District	<input type="checkbox"/> Clone Prompts Region

Permission	Description
Add Districts	The user can add districts to list.
Add Hour Of Day	The user can add an hour of day to list.
Add Phone Num Valid	The user can add phone number validation to list.
Add Prompt	The user can add a prompt to list.
Add Prompt Type	The user can add a prompt type to list.
Add Prompts District	The user can add a prompts district to list.
Add Prompts Region	The user can add a prompts region to list.
Add Regions	The user can add regions to list.
Add Schedule	The user can add schedules to list.

Add Schedule Default	The user can add a schedule default to an existing schedule.
Add Schedule Exception	The user can add a schedule exception to an existing schedule.
Add Site	The user can add a site to list.
Add System Parameters	The user can add system parameters.
Add Dynamic Menu	The user can add dynamic menus.
Add IVR Point	The user can add IVR points.
Clone Prompt	The user can clone a prompt to create one that is almost identical.
Clone Prompts District	The user can clone a prompts district to create one that is almost identical.
Clone Prompts Region	The user can clone a prompts region to create one that is almost identical.
Delete Districts	The user can delete districts.
Delete Hour Of Day	The user can delete an hour of day.
Delete Phone Num Valid	The user can delete phone number validations.
Delete Prompt	The user can delete prompts.
Delete Prompt Type	The user can delete prompt types.
Delete Prompts District	The user can delete prompts districts.
Delete Prompts Region	The user can delete prompts regions.
Delete Regions	The user can delete regions.
Delete Schedule	The user can delete schedules.
Delete Schedule Default	The user can delete schedule defaults.
Delete Schedule Exception	The user can delete schedule exceptions.

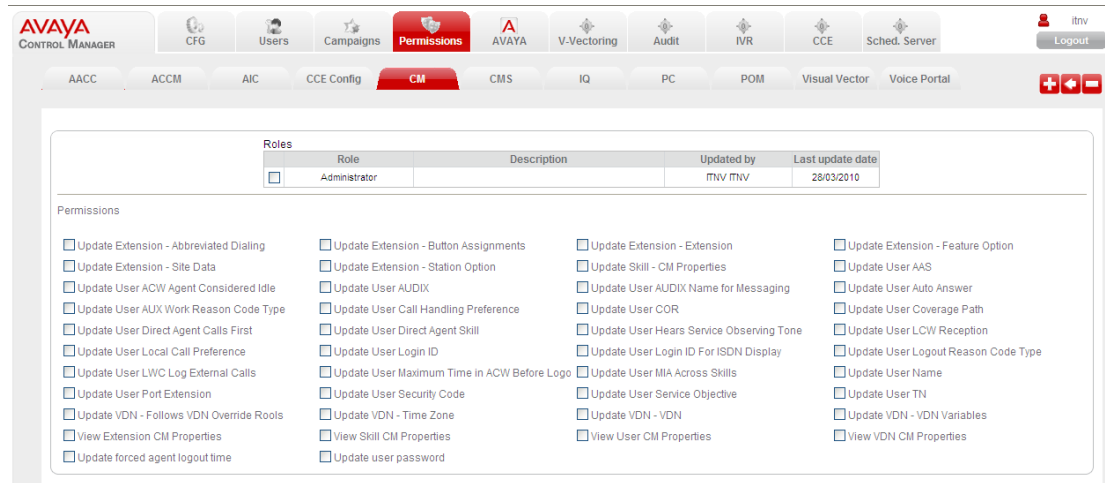
Delete Site	The user can delete sites.
Delete System Parameters	The user can delete system parameters.
Delete IVR Point	The user can delete IVR points.
Delete Dynamic Menu	The user can delete dynamic menus.
Enable Dynamic menu	The user can enable dynamic menu options.
Enable all Dynamic menu	The user can enable all dynamic menus.
Enable General Exception	The user can enable a general exception to a schedule.
Enable Prompt	The user can enable prompts.
Enable Prompts District	The user can enable prompts districts.
Enable Prompts Region	The user can enable prompts regions.
Set Schedule Prompt	The user can assign an existing schedule to a prompt.
Update Dynamic Menu	The user can update dynamic menus.
Update IVR Point	The user can update IVR points.
Update Districts	The user can update districts.
Update Hour Of Day	The user can update an hour of day.
Update Phone Num Valid	The user can update phone number validations.
Update Prompt	The user can update prompts.
Update Prompt Type	The user can update prompt types.
Update Prompts District	The user can update prompts districts.
Update Prompts Region	The user can update prompts regions.
Update Regions	The user can update regions.
Update Schedule	The user can update schedules.



Update Schedule Default	The user can update schedule defaults.
Update Schedule Exception	The user can update schedule exceptions.
Update Site	The user can update sites.
Update System Parameters	The user can update system parameters.
View Customers Tab	The user can view the Customers tab.
View Districts	The user can view districts.
View Dynamic Menus Tab	The user can view the Dynamic Menus tab.
View Dynamic Prompts Tab	The user can view the Dynamic Prompts tab.
View General Tab	The user can view the General tab.
View Hour Of Day	The user can view the Hour of Day.
View IVR Points Tab	The user can view the IVR Points tab.
View Phone Num Valid	The user can view the phone num validation.
View Prompt Type	The user can view prompt types.
View Prompts	The user can view prompts.
View Prompts District	The user can view prompts districts.
View Prompts Region	The user can view prompts regions.
View Regions	The user can view regions.
View Schedule	The user can view schedules.
View Schedule Tab	The user can view the Schedule tab.
View Site	The user can view sites.
View System Parameters	The user can view system parameters.

## CM Permissions





The CM permissions manage the permissions to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER objects in the AVAYA CM.



Permission	Description
Update Extension - Abbreviated Dialing	The user can update the Abbreviated Dialing extension properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update Extension - Button Assignments	The user can update the Button Assignments extension properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update Extension - Extension	The user can update the Extension extension properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER
Update Extension - Feature Option	The user can update the Feature Option extension properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update Extension - Site Data	The user can update the Site Data extension properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update Extension - Station Option	The user can update the Station Option extension properties

Station Option	on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update Skill - CM Properties	The user can update Skill properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update User AAS	The user can update user fields on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update User ACW Agent Considered Idle	
Update User AUDIX	
Update User AUDIX Name for Messaging	
Update User Auto Answer	
Update User AUX Work Reason Code Type	
Update User Call Handling Preference	
Update User COR	
Update User Coverage Path	
Update User Direct Agent Calls First	
Update User Direct Agent Skill	
Update User Hears Service Observing Tone	
Update User LCW Reception	
Update User Local Call Preference	
Update User Login ID	
Update User Login ID For	

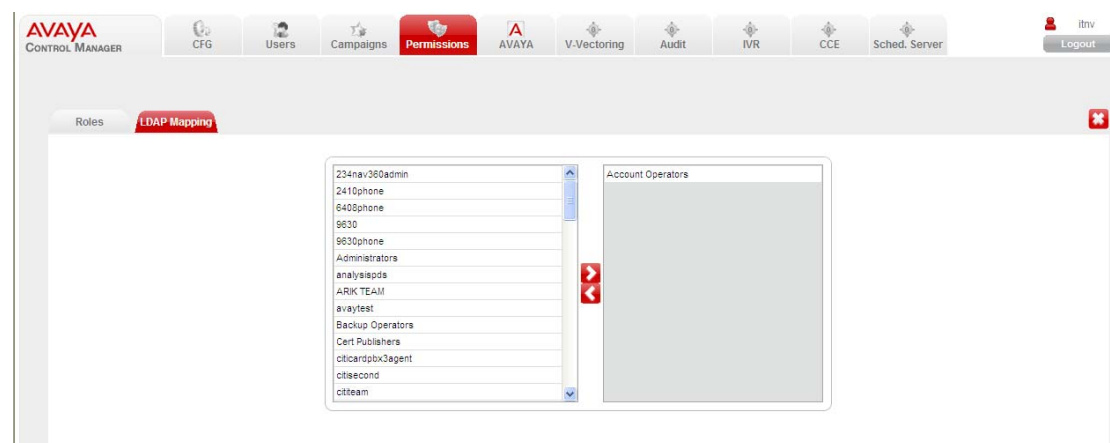
ISDN Display	
Update User Logout Reason Code Type	
Update User LWC Log External Calls	
Update User Maximum Time in ACW Before Logout	
Update User MIA Across Skills	
Update User Name	
Update User Port Extension	
Update User Security Code	
Update User Service Objective	
Update User TN	
Update VDN - Follows VDN Override Roles	The user can update the VDN's Follows VDN Override Roles properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update VDN - Time Zone	The user can update the VDN's Time Zone properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update VDN - VDN	The user can update the VDN's VDN properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
Update VDN - VDN Variables	The user can update the VDN's VDN Variables properties on the CM from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
View Extension CM Properties	The user can view extensions' CM properties.

	<p>The user will see the  icon.</p>
View Skill CM Properties	<p>The user can view skills' CM properties.</p> <p>The user will see the  icon.</p>
View User CM Properties	<p>The user can view users' CM properties.</p> <p>The user will see the  icon.</p>
View VDN CM Properties	<p>The user can view VDNs' CM properties.</p> <p>The user will see the  icon.</p>

## LDAP

In order to map LDAP groups to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER roles, a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER administrator needs to access the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER permissions section and create a mapping between the groups and the roles.

Each AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Role can be mapped to one or more LDAP groups.



Choose which LDAP roles (from those in the organization's Active Directory system) to map to the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER role by using the arrow buttons.

An LDAP role can be mapped to **more than one AVAYA AURA™ CONTACT CENTER CONTROL MANAGER role.**

If Enable LDAP Integration is not enabled, then this tab will be disabled and you will not be able to click on it.

For more information, see the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER /LDAP integration section of this document.

## Avaya CM Objects

The AVAYA section of AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to manage different AVAYA Communication Manager features. These are just a few examples:

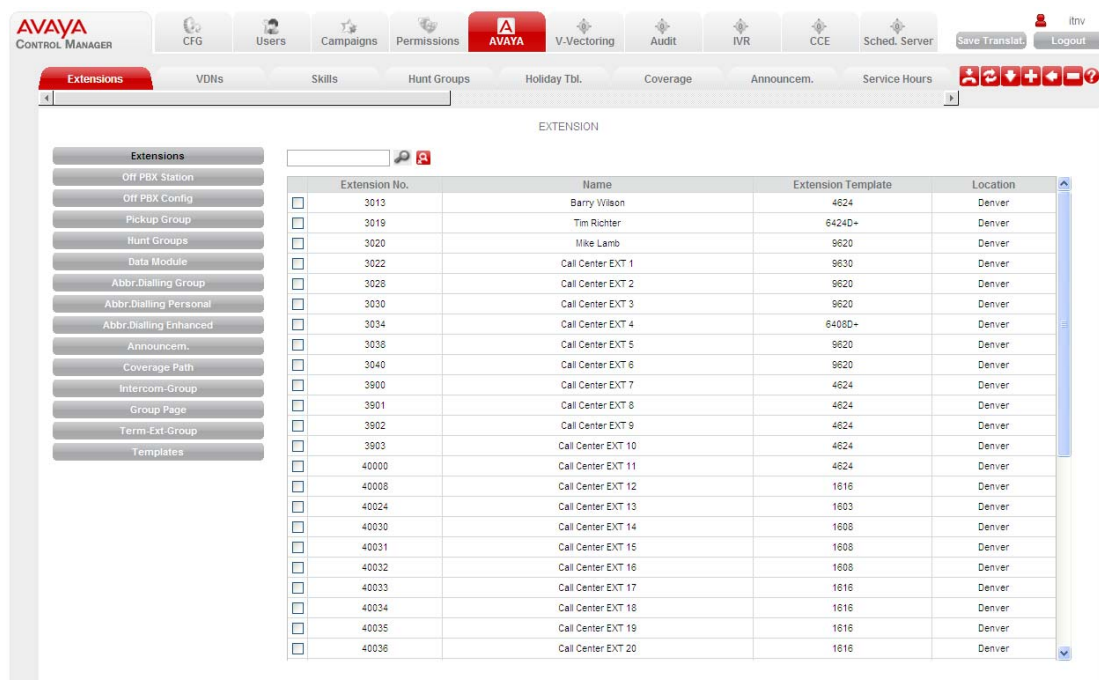
- Extensions
- off pbx station mappings
- off pbx telephone config
- VDNs
- Skills
- Hunt groups
- Holyday tables
- Coverage objects (coverage path, remote, time of day, and answer group)
- Announcements
- Service Hour tables
- Groups (pickup groups, intercom groups, group page, and term-ext group)
- Time of Day table
- Data Modules
- Vector Routing Tables (VRT)
- Variables
- Abbr. Dialing Personal
- Abbr. Dialing Group
- Abbr. Dialing Enhanced
- Abbr. Dialing System
- Policy Routing Tables
- VUStats

- Numbering plan & Templates

## Extensions

### Adding a new extension

The extension management feature allows you to manage all the extensions that are part of the environment.



The extension list includes the following details:

Field	Description
Extension Number	The extension number in the CM.
Extension Name	The extension name.
Extension template	The template that the extension was created from. This also indicates the extension type.
Location	The location that the extension is assigned to.




To add an extension, click on the Add button.

The New Extension screen will open:

Fill in the extension details

Field	Description
Extension Number	The extension number.
Extension Name	Free text field.
Extension location	The location that the extension is assigned to.
Extension template (type)	Choose a template. The template indicates the extension type and configuration. Extension templates can be designed in the template section.


Click on the Save  button in order to save the new extension.

The extension will be added automatically to the CM.

## Editing an extension

To edit an existing extension, double-click the relevant row from the extension list:

The Extension preview screen will appear. From this screen you can perform the following actions:

1. Edit the Extension details by clicking on the CM Properties 

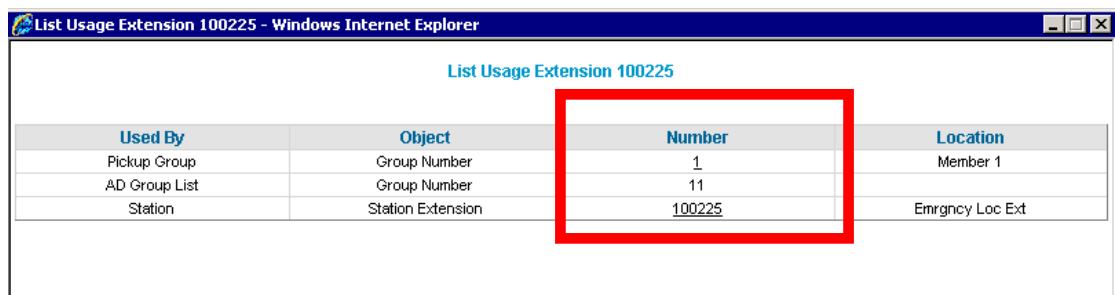
The following screen will appear (the screen layout depends on the extension type):

The screen layout of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER extension page is identical to its format in Communication Manager. For more information about the different features that can be used in each extension type, please refer to the official Avaya documentation.

2. Show usage of the extension by clicking on the button

Show Usage

This feature will allow you to see a list of all the objects the extension is connected to. It will also enable you to drill down from the extension to the pickup group the extension is assigned to.




Used By	Object	Number	Location
Pickup Group	Group Number	1	Member 1
AD Group List	Group Number	11	
Station	Station Extension	100225	Emrgncy Loc Ext

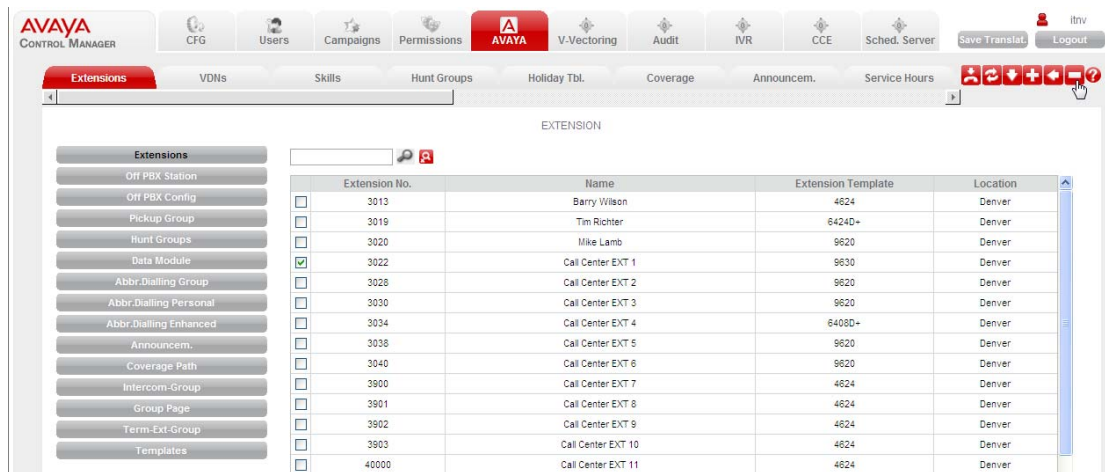
By clicking on the pickup group number you can jump directly to the pickup group for editing.

3. Access the Messaging features of the extension.

For more information about the Messaging capabilities please refer to the Messaging section of this document.

## Deleting an extension

To delete an extension, select the checkbox next to the extension that you want to delete and click on the Delete  button.

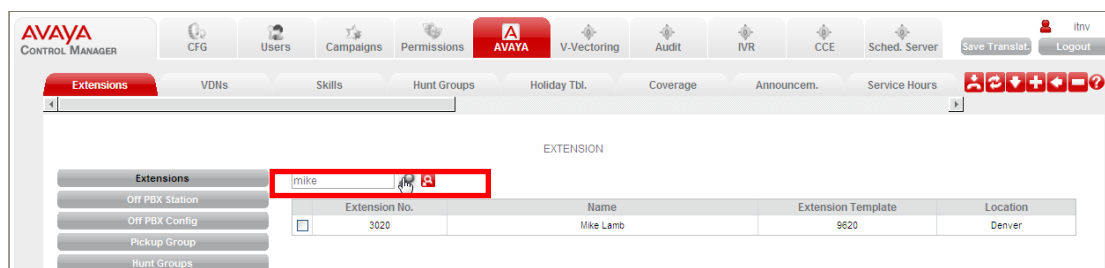


Extension No.	Name	Extension Template	Location
3013	Barry Wilson	4624	Denver
3019	Tim Richter	6424D+	Denver
3020	Mike Lamb	9620	Denver
3022	Call Center EXT 1	9630	Denver
3028	Call Center EXT 2	9620	Denver
3030	Call Center EXT 3	9620	Denver
3034	Call Center EXT 4	6408D+	Denver
3038	Call Center EXT 5	9620	Denver
3040	Call Center EXT 6	9620	Denver
3900	Call Center EXT 7	4624	Denver
3901	Call Center EXT 8	4624	Denver
3902	Call Center EXT 9	4624	Denver
3903	Call Center EXT 10	4624	Denver
40000	Call Center EXT 11	4624	Denver

## Searching for an extension

The search feature allows you to search for an extension based on its name or number.

To use the search option, enter the text to search for and click on the search button (marked in red).



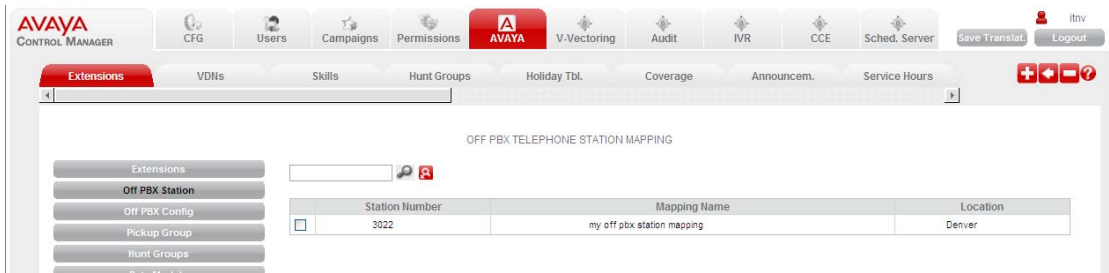
Extension No.	Name	Extension Template	Location
3020	Mike Lamb	9620	Denver

Off-pbx-station-mapping

The off-pbx-station-mapping feature provides users the ability to add, edit, and delete off-pbx-station-mappings.

To access the off-pbx-station-mapping management page:

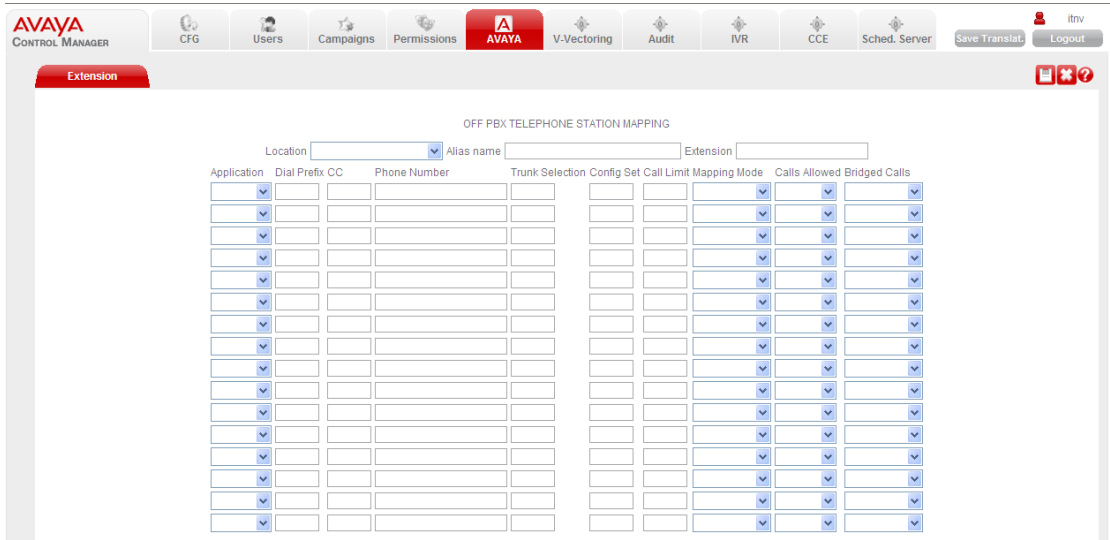
- 1. Go to the Extensions tab.
- 2. Click on the Off-pbx-station-mapping button.



Adding an off-pbx-station-mapping

To add a new off-pbx-station-mapping, click on the Add  button.

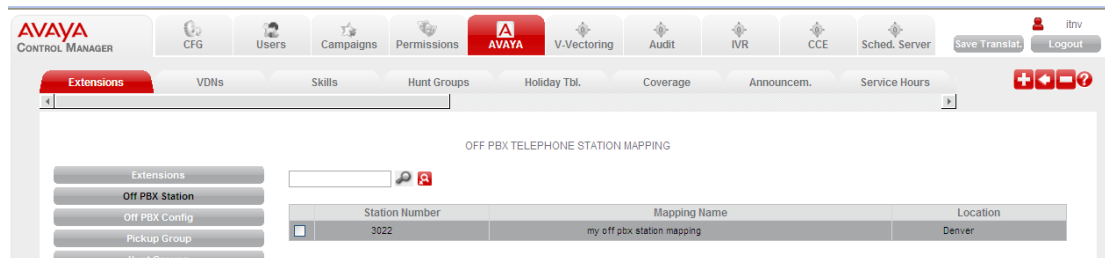
The Add new off-pbx-station-mapping screen will appear:



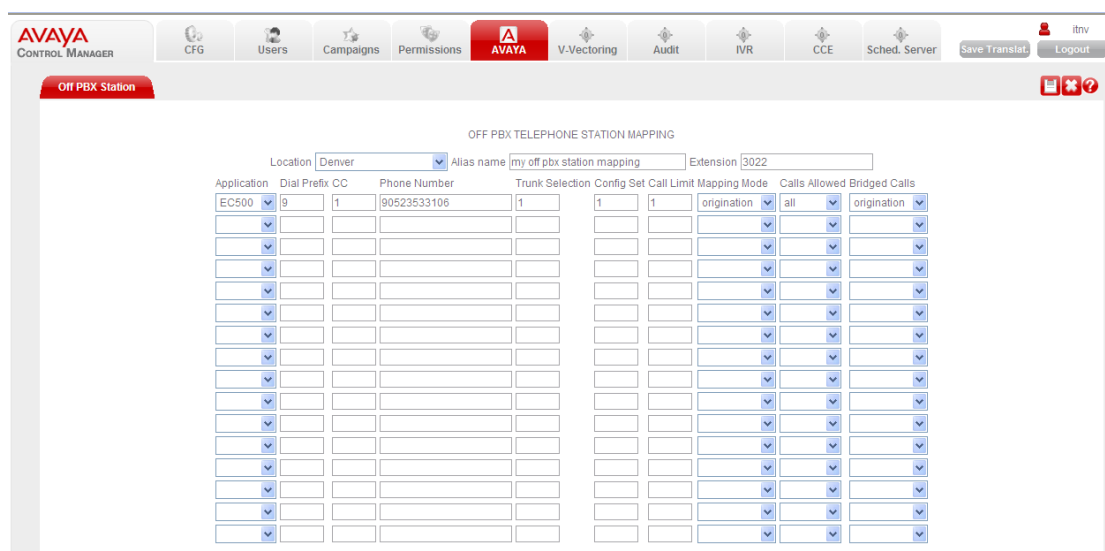
The off-pbx-station-mapping feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

## Editing an off-pbx-station-mapping

To edit an existing off-pbx-station-mapping, double-click the relevant row from the off-pbx-station-mapping list:



The following screen will appear:

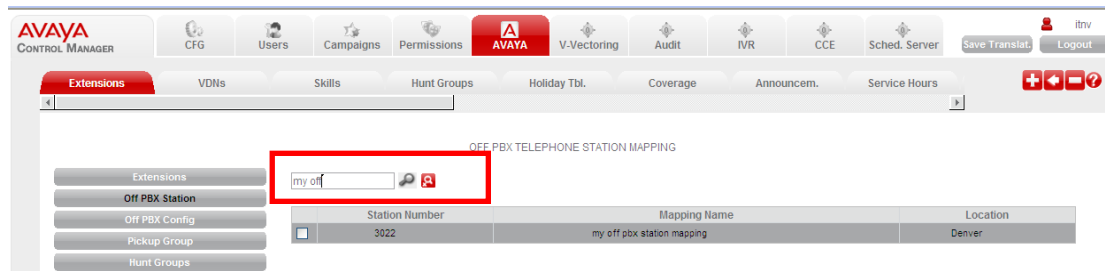


The off-pbx-station-mapping feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

## Searching for an off-pbx-station-mapping

The search feature allows you to search for an off-pbx-station-mapping based on its extension number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

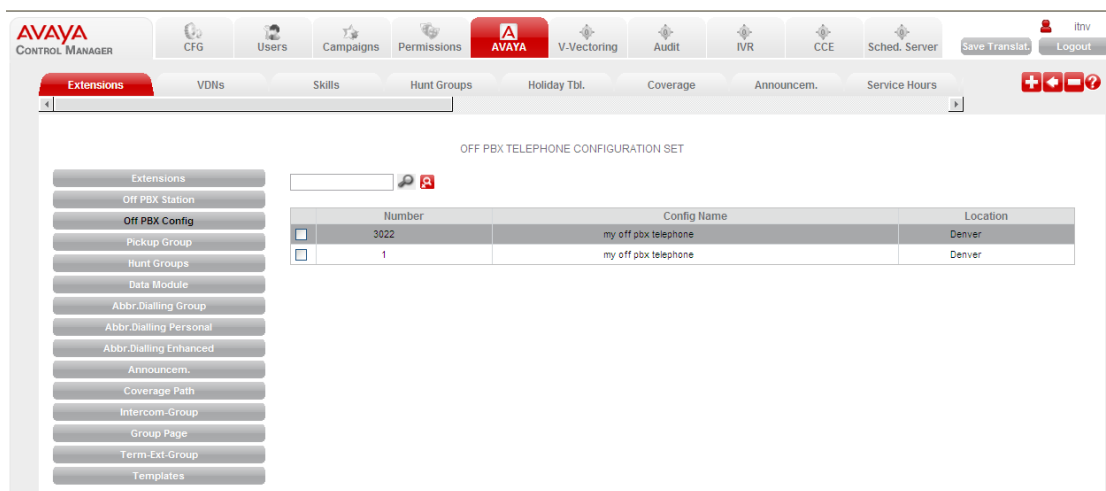


## Off-pbx-telephone-config

The off-pbx-telephone-config feature allows you to add, edit, and delete off-pbx-telephone-config.

To access the off-pbx-telephone-config management page:

1. Go to the Extensions tab.
2. Click on the Off-pbx-telephone-config button.



### Adding an off-pbx-telephone-config

To add a new off-pbx-telephone-config, click on the Add  button.

The Add new off-pbx-telephone-config screen will appear:



The off-pbx-telephone-config feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

## Editing an off-pbx-telephone-config

To edit an existing off-pbx-telephone-config, double-click the relevant row from the off-pbx-telephone-config list:

The following screen will appear:

The off-pbx-telephone-config feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

### Searching for an off-pbx-telephone-config

The search feature allows you to search for an off-pbx-telephone-config based on its extension number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

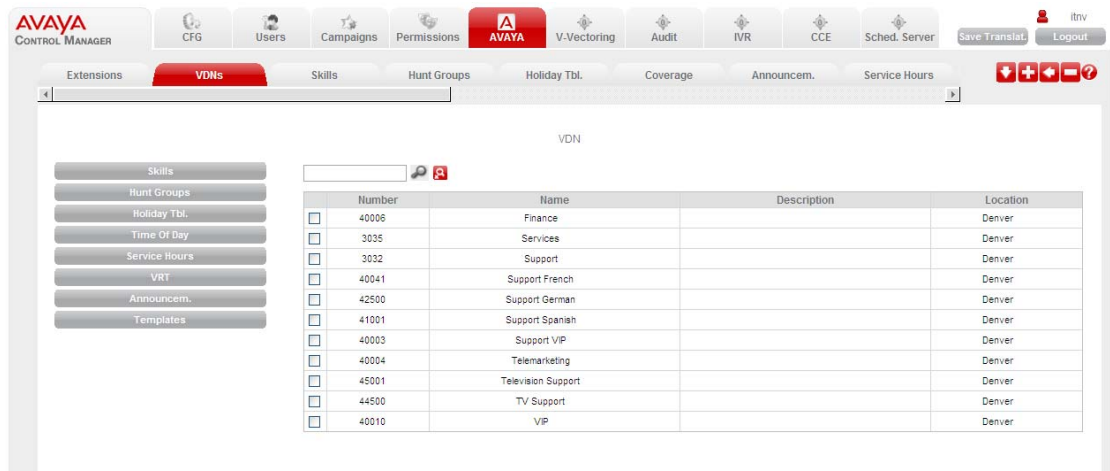
The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. The left sidebar lists various configuration options: Extensions, Off PBX Station, Off PBX Config, Pickup Group, Hunt Groups, and Data Module. The main content area is titled "OFF PBX TELEPHONE CONFIGURATION SET". It features a search box with the text "my off" and a red search button. Below the search box is a table with the following data:

	Number	Config Name	Location
<input type="checkbox"/>	3022	my off pbx telephone	Denver
<input type="checkbox"/>	1	my off pbx telephone	Denver

# VDN

The VDN management feature allows you to manage the VDN configuration.

To access the VDN management section, navigate to the VDNs tab.



## Adding a new VDN

To add a new VDN, click on the Add button, and the detail screen will open:

The screenshot shows the 'VDN' configuration page in the Avaya Aura Contact Center Control Manager. The page has a top navigation bar with various tabs. The main content area is titled 'VDN' and contains the following fields:

- VDN Number \*
- VDN name (eng) \*
- Vector number
- VDN description
- VDN location \*
- VDN Template \*
- ☒ Save to CMS
- ☒ Export to external system(s)

Fill in the VDN details:

Field	Description
VDN ID	The VDN number
VDN Name (Eng)	The VDN name that will be added to the CM. It must be in English, up to 22 letters, without special characters other than _ (underscore).
VDN Name (local lang)	Used to support local languages other than English.  The VDN name can be different from the one used in the CM. That name is what will be displayed in ANAV.
Vector number	The vector that is built in the VDN.
VDN Description	Free text—will not be displayed.
VDN Location	Assignment of the VDN to a location.
VDN Template	The VDN default settings will populate based on the template that was selected.

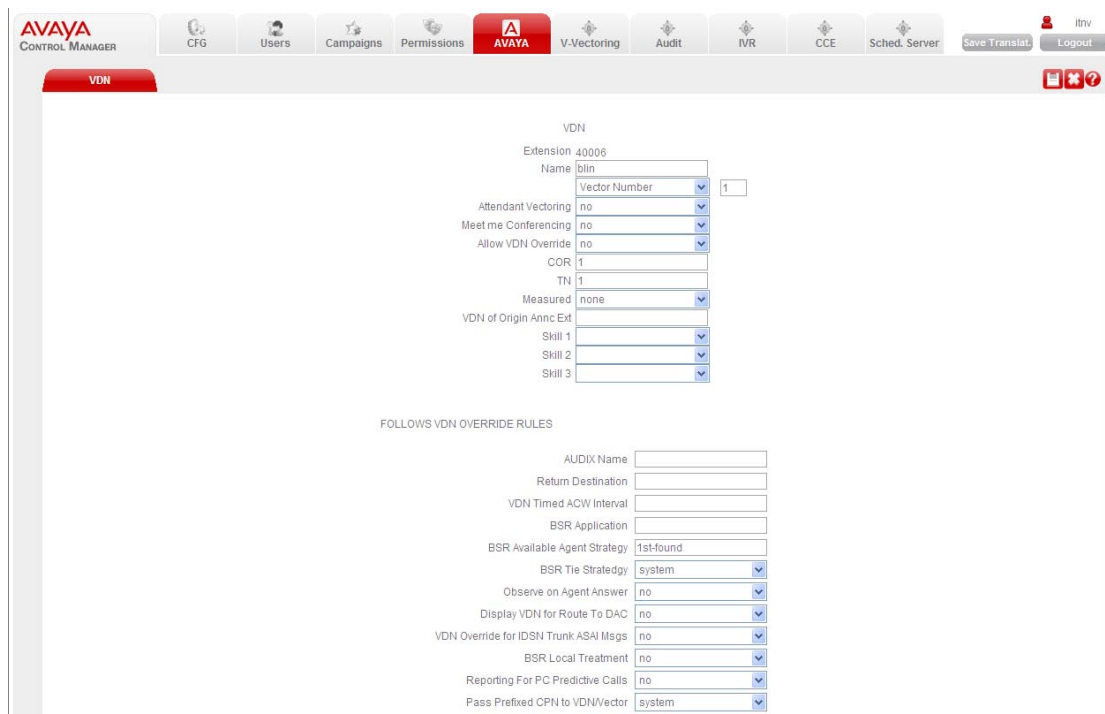
## Editing a VDN

To edit the VDN details, open the VDN record by double-clicking its row in the VDN list.

You can configure the VDN properties on the CM directly from the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER UI.

To view/update VDN properties, click on the  button.

The following screen will appear:



VDN

Extension 40006

Name blin

Vector Number 1

Attendant Vectoring no

Meet me Conferencing no

Allow VDN Override no

COR 1

TN 1

Measured none

VDN of Origin Annc Ext

Skill 1

Skill 2

Skill 3

FOLLOWS VDN OVERRIDE RULES

AUDIX Name

Return Destination

VDN Timed ACW Interval

BSR Application

BSR Available Agent Strategy 1st-found

BSR Tie Strategy system

Observe on Agent Answer no

Display VDN for Route To DAC no

VDN Override for IDSN Trunk ASAJ Msgs no

BSR Local Treatment no

Reporting For PC Predictive Calls no

Pass Prefixed CPN to VDN/Vector system

The VDN feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

### Deleting a VDN

To delete a VDN, check the checkbox next to the VDN name and click on the Delete button.

### Searching for a VDN

The search feature allows you to search for a VDN based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

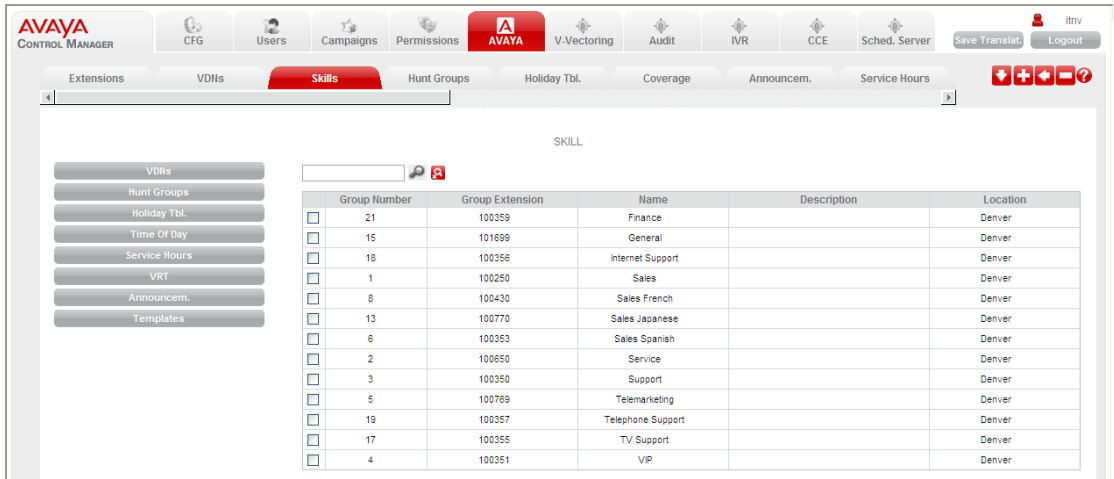
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs (selected), Skills, Hunt Groups, Holiday Tbl., Coverage, Announcem., and Service Hours. The VDNs tab is active, displaying a search bar with the text 'support' and a red search button. Below the search bar is a table of VDNs with columns for Number, Name, Description, and Location. The table lists various VDNs, including Finance, Services, Support, Support French, Support German, Support Spanish, Support VIP, Telemarketing, Television Support, TV Support, and VIP.

Number	Name	Description	Location
40006	Finance		Denver
3035	Services		Denver
3032	Support		Denver
40041	Support French		Denver
42500	Support German		Denver
41001	Support Spanish		Denver
40003	Support VIP		Denver
40004	Telemarketing		Denver
45001	Television Support		Denver
44500	TV Support		Denver
40010	VIP		Denver

Skills

The skills management feature allows you to manage skill configurations.

To access the skill management section, navigate to the Skills tab.



## Adding a new skill

To add a new skill, click the Add button, and the Skill Details screen will open:

The screenshot displays the 'Skill Details' configuration page in the Avaya Aura Contact Center Control Manager. The page is organized into several sections with various input fields and dropdown menus.

- Top Navigation:** Includes tabs for CFG, Users, Campaigns, Permissions, AVAYA (active), V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translation, and Logout.
- Skill Section:**
  - Skill location:** A dropdown menu set to 'Denver'.
  - Template:** A dropdown menu set to 'Default Skill'.
  - Skill description:** A text area for describing the skill.
  - Options:** Checkboxes for 'AIC skill' (unchecked) and 'Export to external system(s)' (checked).
- Group and Queue Information:**
  - Skill Group Number:** A text field.
  - Skill name (eng):** A text field.
  - Skill Group Extension:** A text field.
  - Group Type:** A dropdown menu set to 'ucd-mia'.
  - TN:** A text field set to '1'.
  - COR:** A text field set to '1'.
  - Security Code:** A text field.
  - ISDN/SIP caller display:** A text field.
  - Queue Limit:** A text field set to 'unlimited'.
  - Call Warning Threshold:** A text field with a 'Port' dropdown.
  - Time Warning Threshold:** A text field with a 'Port' dropdown.
- Advanced Settings:**
  - ACD:** A dropdown menu set to 'Yes'.
  - Queue:** A dropdown menu set to 'Yes'.
  - Vector:** A dropdown menu set to 'Yes'.
  - Early Answer:** A text field set to 'n'.
  - Local Agent Preference:** A text field.
  - Skill:** A dropdown menu set to 'Yes'.
  - AAS:** A text field set to 'n'.
  - Measured:** A text field set to 'none'.
  - Supervisor Extension:** A text field.
  - Controlling Adjunct:** A text field set to 'none'.
  - Timed ACW Interval:** A text field.
  - Interruptible Aux Threshold:** A dropdown menu set to 'none'.
  - Expected Call Handle Time:** A text field set to '180'.
  - Redirect On No Answer:** A text field.
  - Redirect To VDN:** A text field.

Skill details:

Field	Description
Skill number	The hunt number in the CM.
Skill Name (Eng)	The VDN name that will be inserted to the CM. Must be in English, up to 22 letters, without special characters other than _ (underscore).
Skill Name (local lang)	Used to support local languages other than English.  The VDN name can be different from the



	one at the CM. That name is what will be displayed in ANAV.
Skill Description	Free text.
Skill Location	The location that the skill is assigned to.
Skill Template	The skill default settings will populate based on the template that was selected.

### Editing a skill

To edit the skill details, open the skill record by double-clicking its row in the skill list.

The skill feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

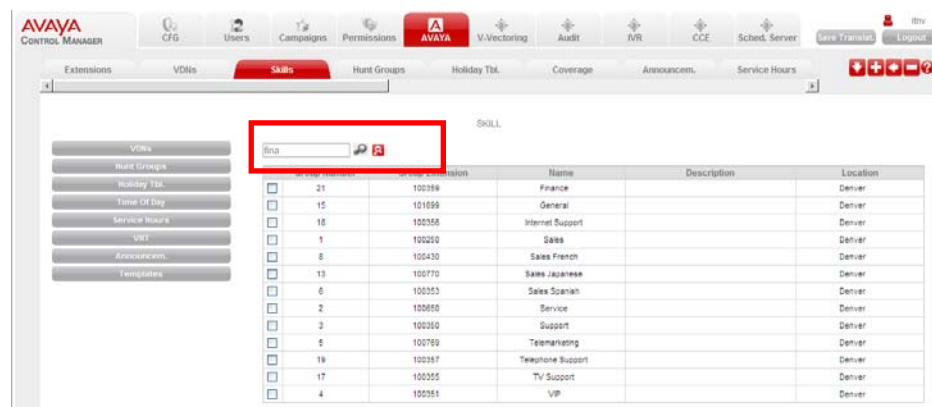
### Deleting a skill

To delete, check the checkbox next to the skill name and click on the Delete button.

### Searching for a skill

The search feature allows you to search for a skill based on its name or number.

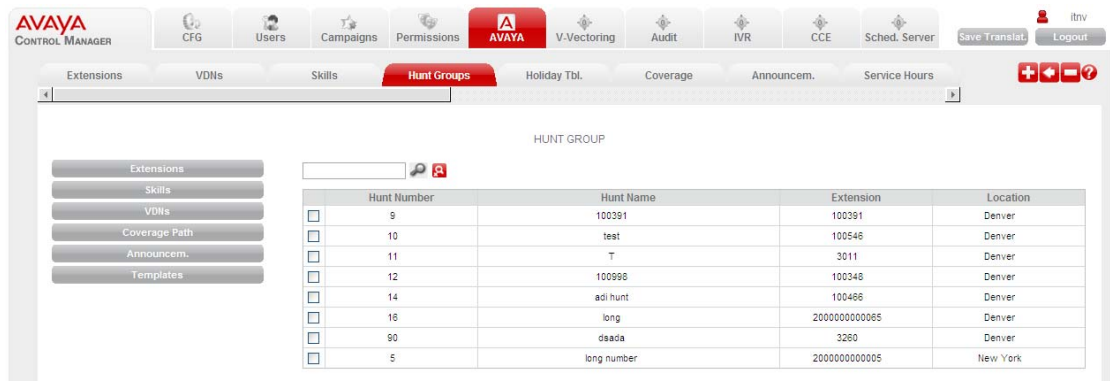
To use the search option, enter the search text in the search box and click on the search button (marked in red).



# Hunt Groups

The hunt group management feature allows you to manage hunt group configurations.

To access the hunt group management section, navigate to the Hunt Groups tab.



### Adding a new hunt group

To add a new hunt group, click the Add button, and the Hunt Group Details screen will open:

The screenshot shows the 'Hunt Groups' configuration page in the Avaya Aura Contact Center Control Manager. The page has a top navigation bar with various icons and a sidebar with tabs for different system areas. The main content area is titled 'HUNT GROUP' and contains a form for configuring a new hunt group. The form includes several input fields and dropdown menus for specifying details like location, group number, name, extension, and various service options. There are also buttons for adding and removing extensions and ranges, and a 'Save to cms' checkbox at the bottom.

Enter the hunt group details:

Field	Description
Group number	The hunt group number.
Group name	The hunt group name.
Group extension	The hunt group extension number.
Hunt group Location	The location the hunt group is assigned to.

For more information about all other hunt group features, please refer to the official Avaya documentation.

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to add extensions and extension ranges to the hunt group.

☒ Add Extension

Extension Number

Add Extension

☐ Add Range

Start from extension

End at extension

Add Range

Select the Add Extension checkbox and enter the extension number in the text field. Click on Add Extension to add the extension.

Select the Add Range checkbox and enter the range of the extensions, then click on Add Range.

After adding the extension(s), they will appear in the bottom part of the screen:

AVAYA CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR CCE Sched. Server Save Translat Logout

Hunt Groups

Location \* Denver

Group Number \* 9

Group Name \* 100391

Group Extension \* 100391

Group Type ucd-mia

TN 1

COR 5

Security code

ISDN/SIP Caller Display Queue n

Coverage path

Night service destination

MM Early answer no

Local agent preference no

Message center none

LWC Reception none

Audit name

HUNT GROUP

☒ Add Extension

Extension Number

Add Extension

☐ Add Range

Start from extension

End at extension

Add Range

☐ Remove Extension

Extension Number

Remove Extension

☐ Remove Range

Start from extension

End at extension

Remove Range

Add Extension from location list\*

Save to CMS

Assigned extensions

	Id	Extension No.	Name	Location
<input type="checkbox"/>	--	100247		--

When working in a location-based environment, the Add Extension from Location List feature can help users to easily assign extensions to a hunt group.

☒

Add Extension

Extension Number

Add Extension

☐

Remove Extension

Extension Number

Remove Extension

☐

Add Range

Start from extension

End at extension

Add Range

☐

Remove Range

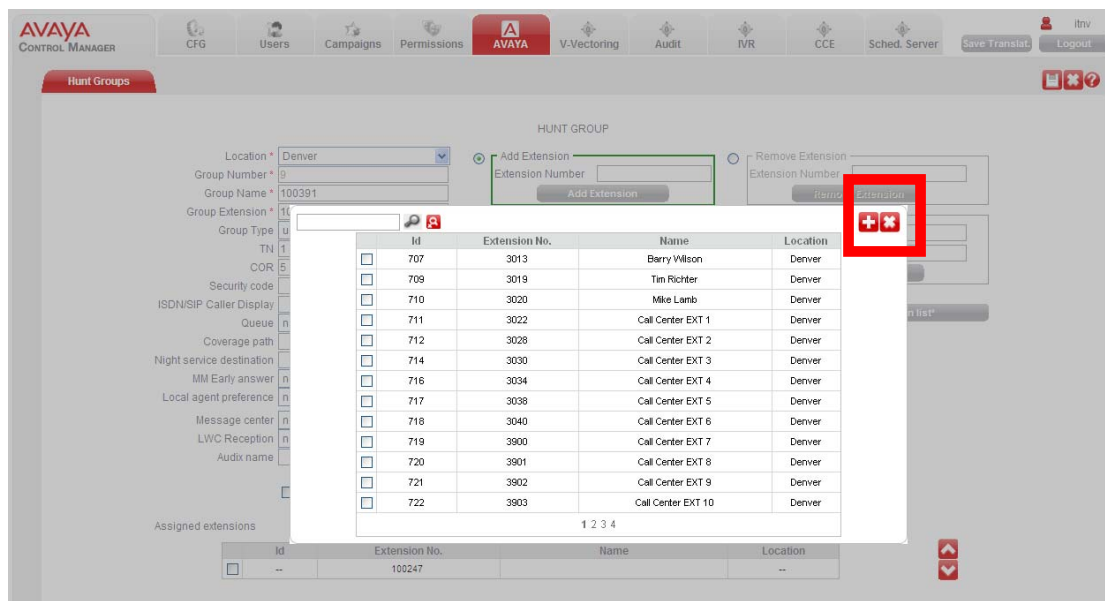
Start from extension

End at extension

Remove Range

Add Extension from location list\*

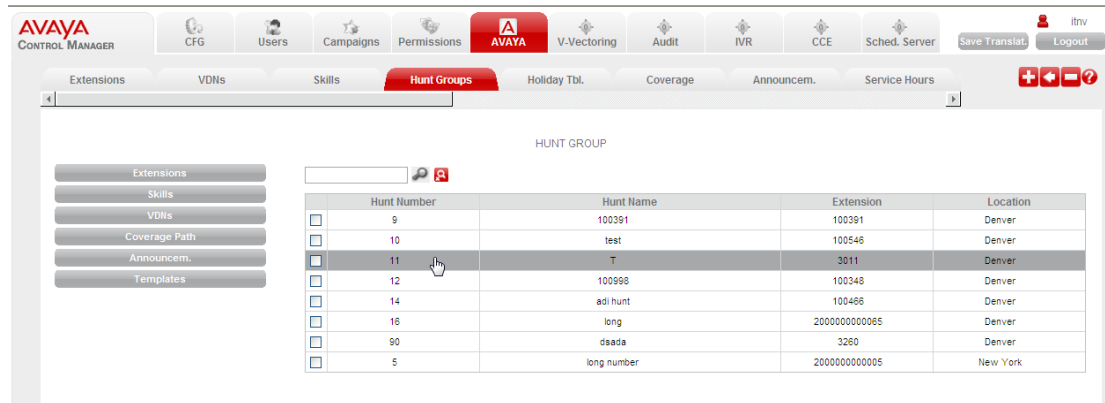
Click on the Add extension from location list button to get a display of all the extensions that are assigned to the hunt group's location.



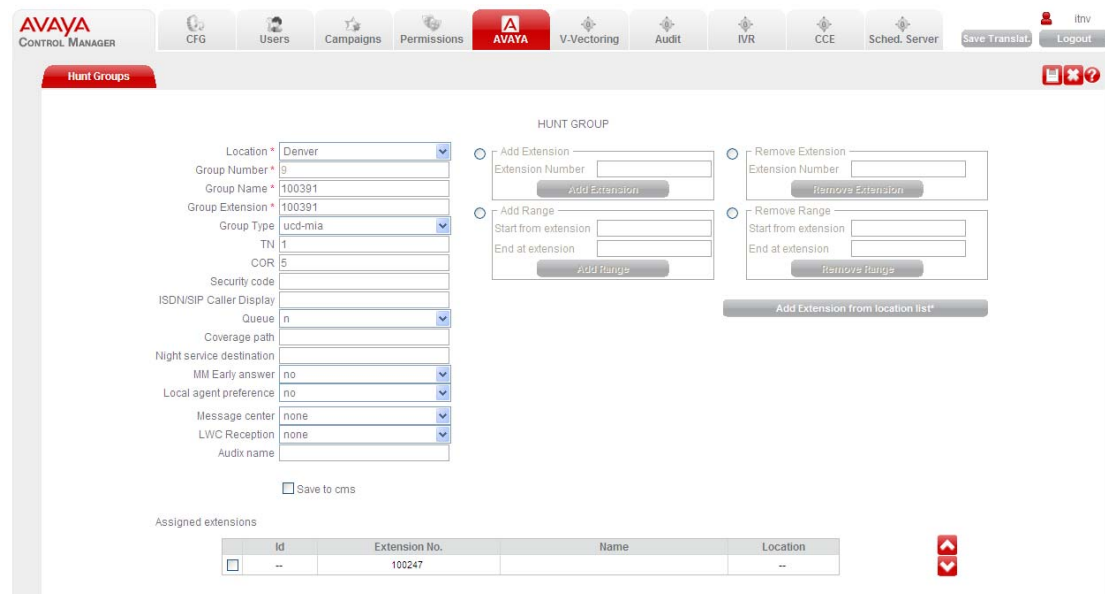
To add an extension, select the checkbox next to the extension and click on the Add button (marked in red).

## Editing a hunt group

To edit hunt group details, open the hunt group record by double-clicking its row in the hunt group list.

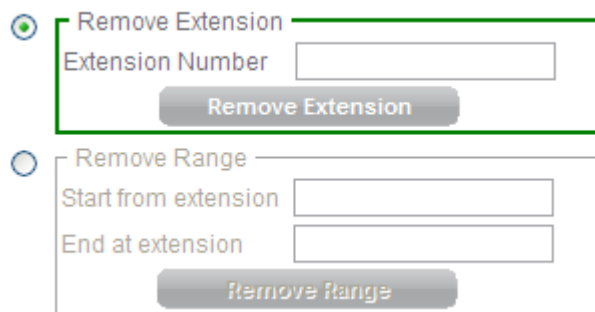


The following screen will appear:



The hunt group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to remove extensions and extension ranges from a hunt group.



The image shows two forms side-by-side. The top form, titled 'Remove Extension', has a radio button selected next to it. It contains a text input field labeled 'Extension Number' and a 'Remove Extension' button. The bottom form, titled 'Remove Range', has an unselected radio button. It contains two text input fields labeled 'Start from extension' and 'End at extension', and a 'Remove Range' button.

Select the Remove Extension checkbox and enter the extension number in the text box. Click on Remove Extension to remove the extension.

Select the Remove Range checkbox and enter the range of the extensions, then click on Remove Range.

After removing the extension(s), they will be removed from the bottom part of the screen.

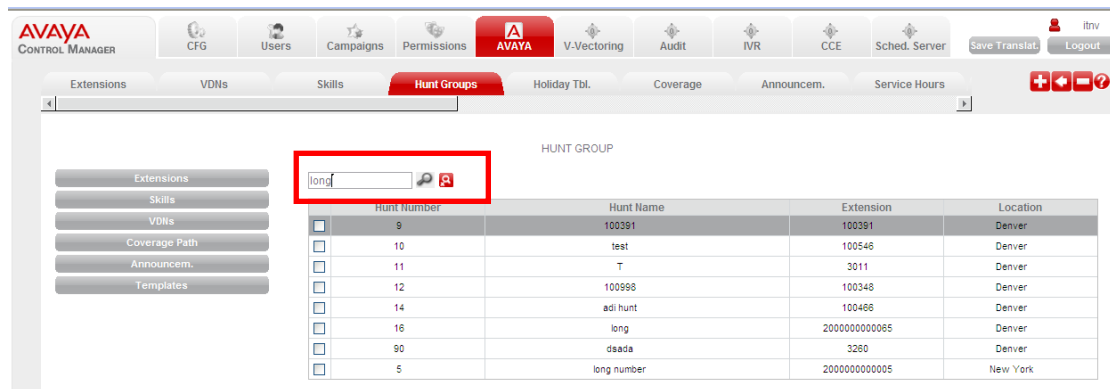
#### Deleting a hunt group

To delete, select the checkbox next to the hunt group name and click on the Delete button.

## Searching for a hunt group

The search feature allows you to search for a hunt group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups (selected), Holiday Tbl., Coverage, Announcem., and Service Hours. The left sidebar contains buttons for Extensions, Skills, VDNs, Coverage Path, Announcem., and Templates. The main content area displays a table of Hunt Groups. A search box with the text 'long' and a search button (marked with a red box) is located above the table.

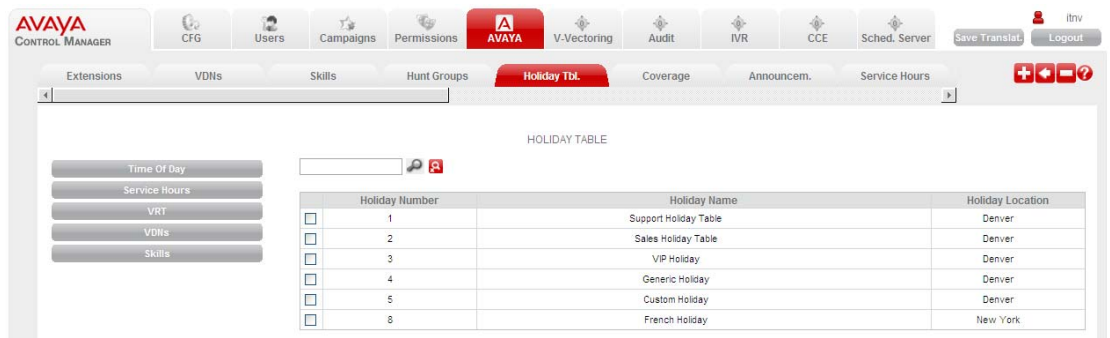
	Hunt number	Hunt Name	Extension	Location
<input type="checkbox"/>	9	100391	100391	Denver
<input type="checkbox"/>	10	test	100546	Denver
<input type="checkbox"/>	11	T	3011	Denver
<input type="checkbox"/>	12	100998	100348	Denver
<input type="checkbox"/>	14	adi hunt	100466	Denver
<input type="checkbox"/>	16	long	20000000000005	Denver
<input type="checkbox"/>	90	dsada	3260	Denver
<input type="checkbox"/>	5	long number	20000000000005	New York



## Holiday Tables

The holiday table management feature allows you to manage the configuration of Holiday tables.

To access the holiday table management section, navigate to the Holiday Table tab.



## Adding a new holiday table

To add a new holiday table, click the Add button and the detail screen will open:

[illegible]

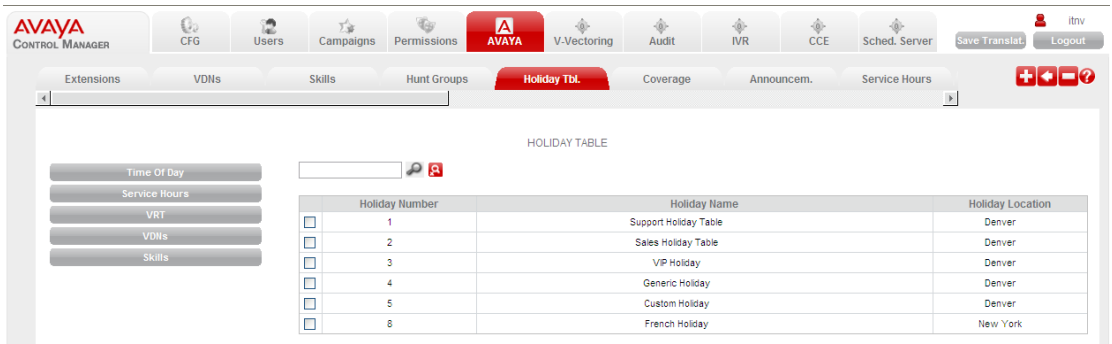
Enter the Holiday Table details:

Field	Description
Holiday Number	The holiday table number.
Holiday Name	The holiday table name.
Holiday Table Location	The location the holiday table is assigned to.

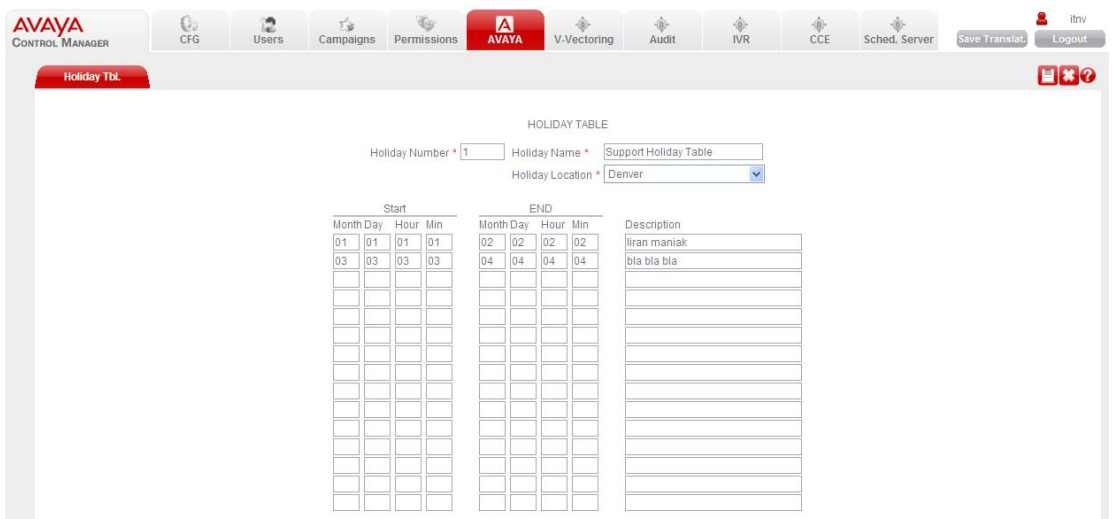
For more information about all other holiday table features, please refer to the official Avaya documentation.

Editing a holiday table

To edit a holiday table's details, open the holiday table record by double-clicking its row in the holiday table list.



The following screen will appear:



The holiday table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

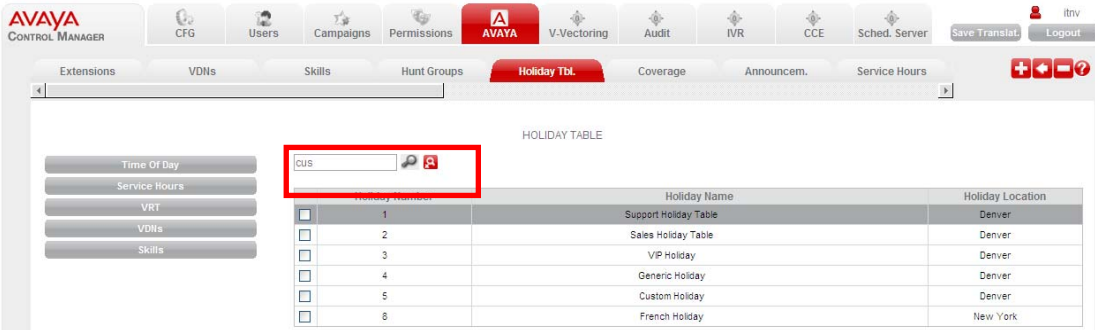
## Deleting a holiday table

To delete, select the checkbox next to the holiday table name and click on the Delete button.

## Searching for a holiday table

The search feature allows you to search for a holiday table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



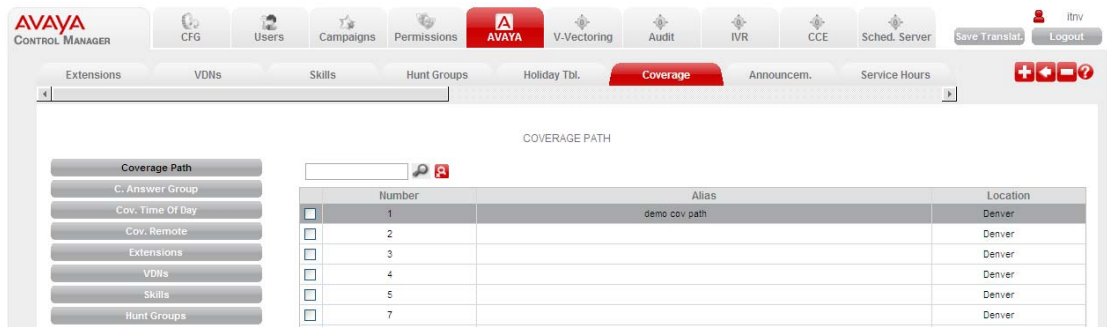
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups, **Holiday Tbl.**, Coverage, Announcem., and Service Hours. The main content area is titled "HOLIDAY TABLE". On the left, there is a sidebar with buttons for Time Of Day, Service Hours, VRT, VDNs, and Skills. In the center, there is a search box containing the text "CUS" and a red search button. Below the search box is a table with the following data:

		Holiday Name	Holiday Location
<input type="checkbox"/>	1	Support Holiday Table	Denver
<input type="checkbox"/>	2	Sales Holiday Table	Denver
<input type="checkbox"/>	3	VIP Holiday	Denver
<input type="checkbox"/>	4	Generic Holiday	Denver
<input type="checkbox"/>	5	Custom Holiday	Denver
<input type="checkbox"/>	6	French Holiday	New York

Coverage Path

The coverage path management feature allows you to manage the configuration of a coverage path.

To access the coverage path management section, navigate to the Coverage tab and click on the Coverage Path button.



### Adding a new coverage path

To add a new coverage path, click the Add button, and the Coverage Path details screen will open:

**AVAYA CONTROL MANAGER** | CFG | Users | Campaigns | Permissions | **AVAYA** | V-Vectoring | Audit | IVR | CCE | Sched. Server | Save Translat. | Logout

**Coverage**

**COVERAGE PATH**

Location \*  Alias

Coverage Path Number \*

Next Path Number

Hunt After Coverage\*

Linkage

Cvg Enabled for VDN Route-To Party?

---

**COVERAGE CRITERIA**

Station/Group Status

Internal Call \*  External Call \*

Active?   Number Of Rings: \*

Busy?

Don't Answer?

All?

DND/SAC/Goto Cover?

Holiday Coverage?

---

**COVERAGE POINTS**

Terminate to Coverage Pts. with Bridget Appearances? \*

Point1:  Rng1:  Point2:  Rng2:

Point3:  Rng3:  Point4:  Rng4:

Point5:  Rng5:  Point6:  Rng6:

Enter the coverage path details:

Field	Description
Coverage Path Number	The coverage path number.
Alias	The coverage path name.
Coverage Path Location	The location that the coverage path is assigned to.

For more information about all other coverage path features, please refer to the official Avaya documentation.

## Editing a coverage path

To edit the coverage path details, open the coverage path record by double-clicking its row in the coverage path list.

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage (selected), Announcem., and Service Hours. The left sidebar contains a list of menu items: Coverage Path, C. Answer Group, Cov. Time Of Day, Cov. Remote, Extensions, VDNs, Skills, and Hunt Groups. The main area displays a table titled 'COVERAGE PATH' with columns for Number, Alias, and Location. The table lists 15 rows, with the second row (Number 2) selected. The selected row has an alias of 'demo cov path' and a location of 'Denver'.

Number	Alias	Location
1		Denver
2	demo cov path	Denver
3		Denver
4		Denver
5		Denver
7		Denver
10		Denver
12		Denver
22		Denver
23		Denver
41		Denver
43		Denver
50		Denver

The following screen will appear:

The screenshot shows the Avaya Aura Contact Center Control Manager interface with the Coverage Path details form. The form is titled 'COVERAGE PATH' and contains the following fields:

- Location: Denver (dropdown)
- Alias: demo cov path (text)
- Coverage Path Number: 1 (text)
- Next Path Number: (text)
- Hunt After Coverage: No (dropdown)
- Linkage: (text)
- Cvg Enabled for VDN Route-To Party: No (dropdown)

Below these fields is the 'COVERAGE CRITERIA' section, which includes:

- Station/Group Status: Internal Call (No/Yes dropdown), External Call (No/Yes dropdown), Number Of Rings: 2 (text)
- Active?: No/Yes dropdown
- Busy?: Yes/No dropdown
- Don't Answer?: Yes/No dropdown
- All?: No/Yes dropdown
- DND/SAC/Goto Cover?: Yes/No dropdown
- Holiday Coverage?: Yes/No dropdown
- Holiday Table: 2 (text)

Below the criteria is the 'COVERAGE POINTS' section, which includes:

- Terminate to Coverage Pts. with Bridget Appearances: No (dropdown)
- Point1: (text), Rng1: (text), Point2: (text), Rng2: (text)
- Point3: (text), Rng3: (text), Point4: (text), Rng4: (text)
- Point5: (text), Rng5: (text), Point6: (text), Rng6: (text)

The coverage path feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

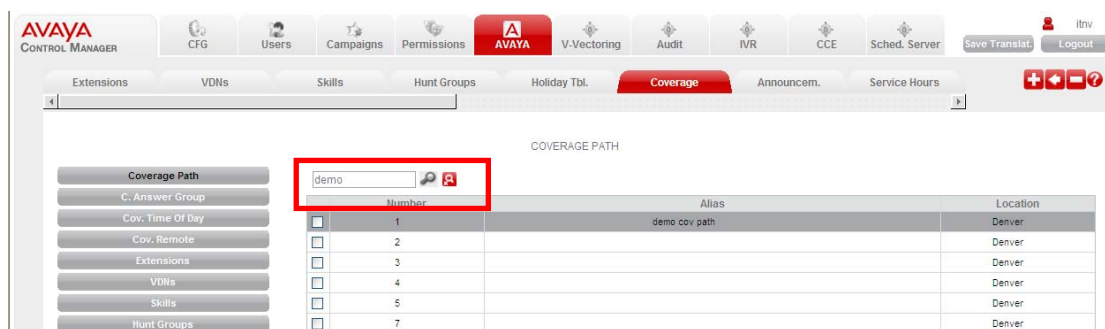
## Deleting a coverage path

To delete, select the checkbox next to the coverage path name and click on the Delete button.

## Searching for a coverage path

The search feature allows you to search for a coverage path based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



The screenshot shows the Avaya Aura Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage (selected), Announcem., and Service Hours. The Coverage Path search box is highlighted with a red box, containing the text 'demo'. The search button is marked with a red 'X' icon. Below the search box is a table with columns for Number, Alias, and Location.

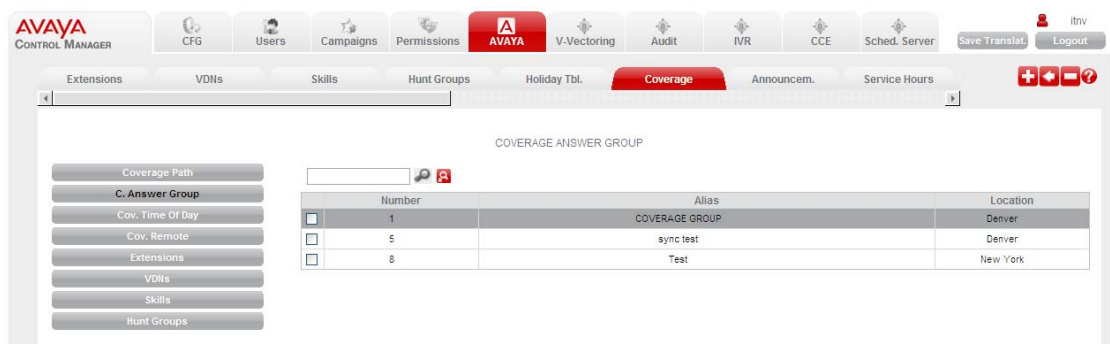
Number	Alias	Location
1	demo cov path	Denver
2		Denver
3		Denver
4		Denver
5		Denver
7		Denver



Coverage Answer Group

The coverage answer group management feature allows you to manage coverage answer group configurations.

To access the coverage answer group management section, navigate to the Coverage tab and click on the Coverage Answer Group button.



Adding a new coverage answer group

To add a new coverage answer group, click the Add button, and the detail screen will open:

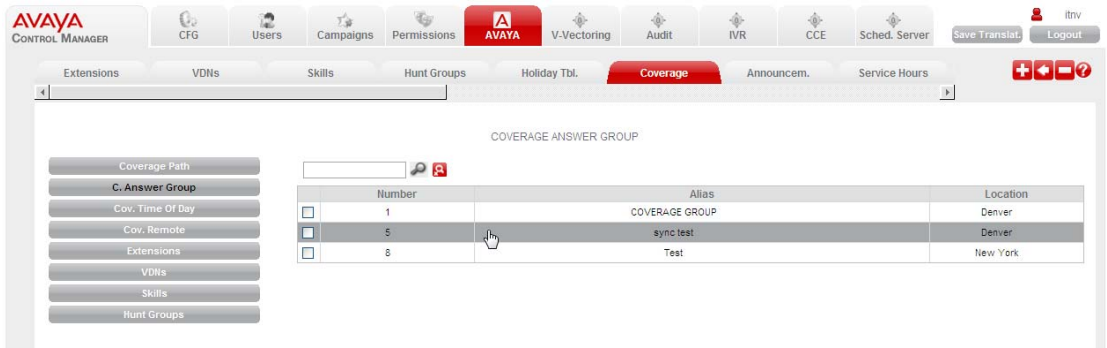
Enter the coverage answer group details:

Field	Description
Coverage Answer Group Number	The coverage answer group number
Alias	The coverage answer group name
Coverage Answer Group Name	The name of the coverage answer group
Coverage Answer Group Location	The location the coverage answer group is assigned to.

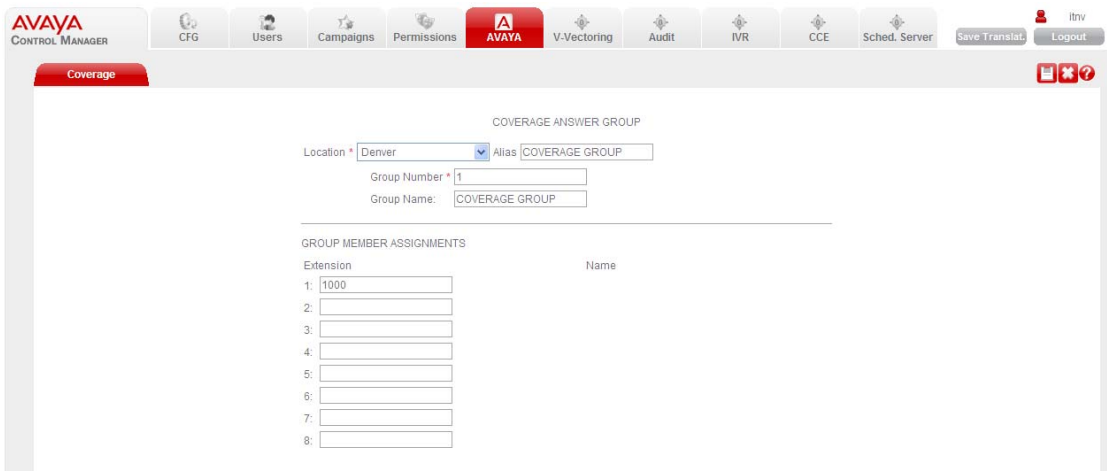
For more information about all other coverage answer group features, please refer to the official Avaya documentation.

Editing a coverage answer group

To edit the coverage answer group details, open the coverage answer group record by double-clicking its row in the coverage answer group list.



The following screen will appear:



The coverage answer group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

## Deleting a coverage answer group

To delete, select the checkbox next to the coverage answer group name and click on the Delete button.

## Searching for a coverage answer group

The search feature allows you to search for a coverage answer group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage (highlighted in red), Announcem., and Service Hours. The main content area is titled "COVERAGE ANSWER GROUP". On the left, there is a sidebar with buttons for Coverage Path, C. Answer Group, Cov. Time Of Day, Cov. Remote, Extensions, VDNs, Skills, and Hunt Groups. In the center, there is a search box containing the text "sync" and a red search button. Below the search box, there is a table with three columns: Number, Alias, and Location. The table contains three rows of data.

Number	Alias	Location
1	COVERAGE GROUP	Denver
5	sync test	Denver
8	Test	New York

## Coverage Time Of Day

The coverage time of day management feature allows you to manage coverage time of day configurations.

To access the coverage time of day management section, navigate to the Coverage tab and click on the Coverage Time of Day button.

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage (selected), Announcem., and Service Hours. The Coverage tab is active, showing a sidebar with buttons for Coverage Path, C. Answer Group, Cov. Time Of Day (selected), Cov. Remote, Extensions, VDNs, Skills, and Hunt Groups. The main area is titled 'TIME OF DAY COVERAGE TABLE' and contains a table with columns for Number, Alias, and Location. The table lists four entries: 1 (Denver), 4 (Denver), 6 (Denver), and 8 (New York). Each entry has a checkbox in the first column.

	Number	Alias	Location
<input type="checkbox"/>	1		Denver
<input type="checkbox"/>	4		Denver
<input type="checkbox"/>	6		Denver
<input type="checkbox"/>	8		New York

Adding a new coverage time of day

To add a new coverage time of day, click the Add button and the detail screen will open:

The screenshot displays the 'Coverage' configuration page in the Avaya Aura Contact Center Control Manager. At the top, there's a navigation bar with icons for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. The main section is titled 'Coverage' and contains a 'TIME OF DAY COVERAGE TABLE'. This table has input fields for 'Location' (set to Denver), 'Alias', and 'Number'. Below these are seven rows, one for each day of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat). Each row contains two columns of input fields, each with a label 'Act Time' and 'Cvg Path'.

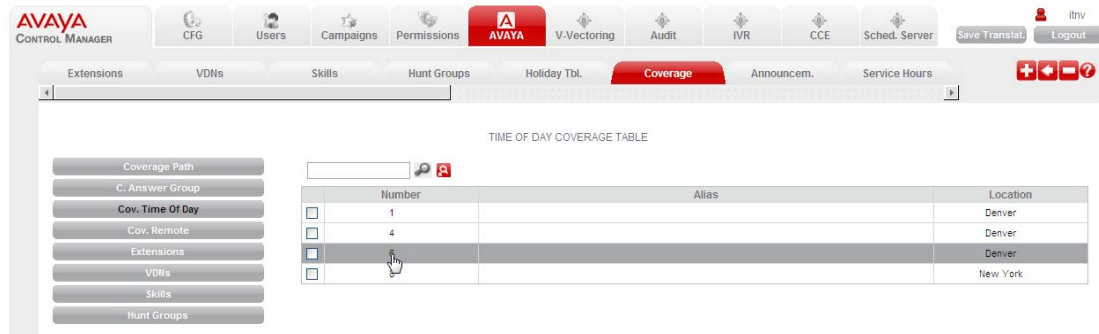
Enter the coverage time of day details:

Field	Description
Coverage Time of Day Number	The coverage time of day number.
Alias	The coverage time of day name.
Coverage Time of Day Location	The location that the coverage time of day is assigned to.

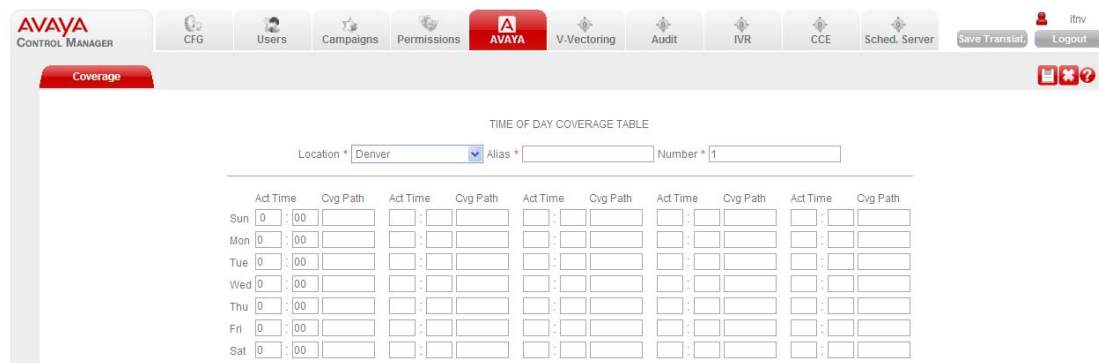
For more information about all other coverage time of day features, please refer to the official Avaya documentation.

Editing a coverage time of day

To edit the coverage time of day details, open the coverage time of day record by double-clicking its row in the coverage time of day list.



The following screen will appear:



The coverage time of day feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

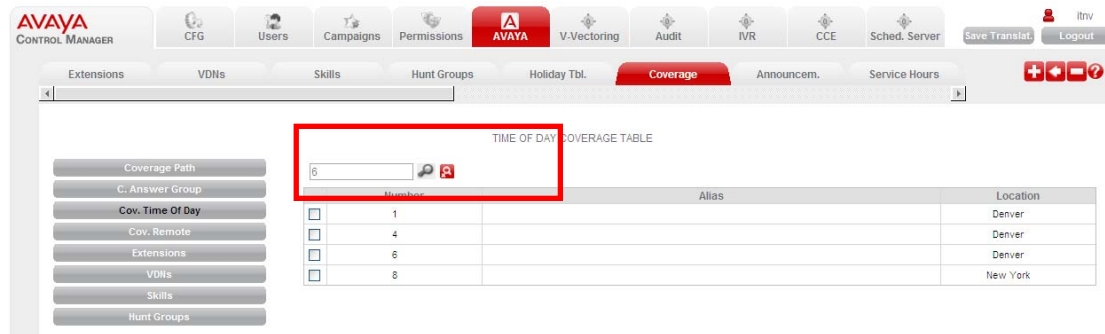
Deleting a coverage time of day

To delete, select the checkbox next to the coverage time of day name and click on the Delete button.

## Searching for a coverage time of day

The search feature allows you to search for a coverage time of day based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



The screenshot shows the Avaya Aura Contact Center Control Manager interface. The 'Coverage' tab is selected. A search box and a red search button are highlighted with a red rectangle. The 'TIME OF DAY COVERAGE TABLE' is visible below the search area.

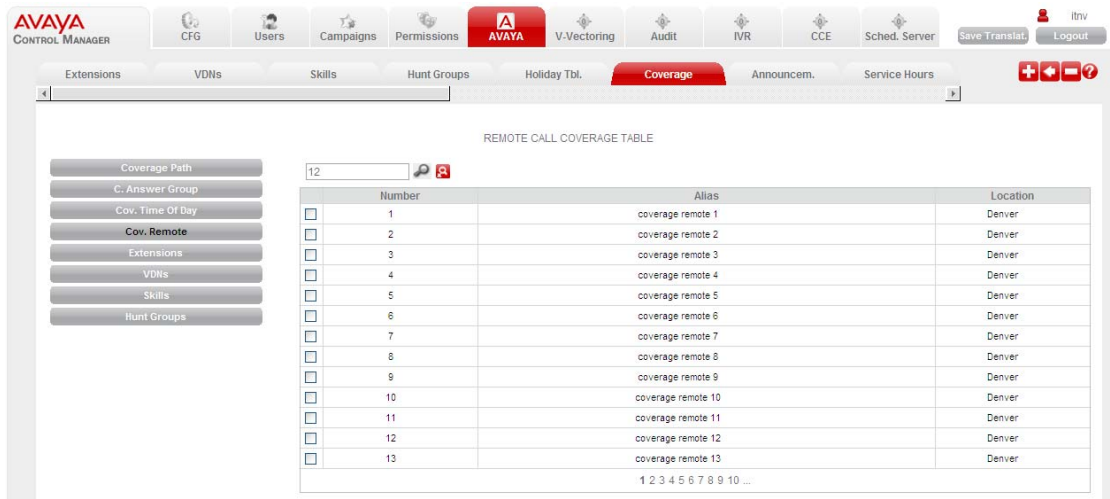
	Member	Alias	Location
<input type="checkbox"/>	1		Denver
<input type="checkbox"/>	4		Denver
<input type="checkbox"/>	6		Denver
<input type="checkbox"/>	8		New York



Coverage Remote

The coverage remote management feature allows you to manage coverage remote configurations.

To access the coverage remote management section, navigate to the Coverage tab and click on the Coverage Remote button.



### Adding a new coverage remote

To add a new coverage remote, click the Add button and the detail screen will open:

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA (highlighted), V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. The 'Coverage' section is active, displaying the 'REMOTE CALL COVERAGE TABLE'. The table has four columns: Location, Alias, Group Number, and Number. The Location column is currently set to 'Denver'.

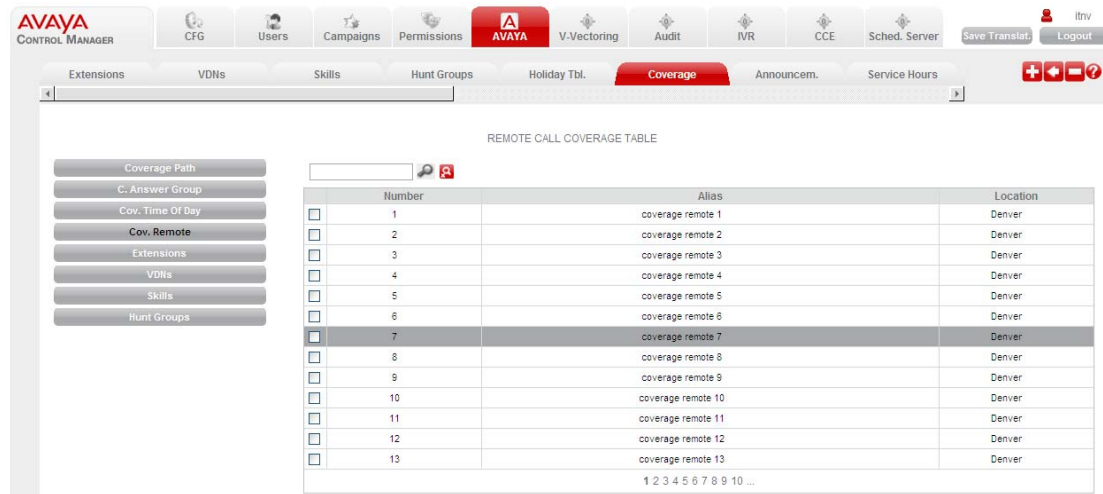
Enter the coverage remote details:

Field	Description
Coverage Remote Number	The coverage remote number
Alias	The coverage remote name
Coverage Remote Location	The location the coverage remote is assigned to.
Number	The number that the remote coverage will use

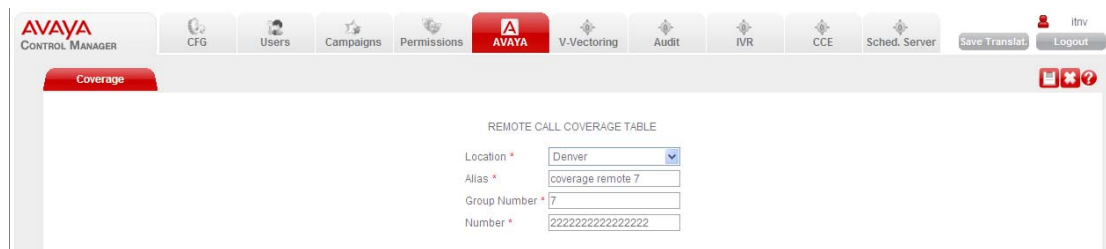
For more information about all other coverage remote features, please refer to the official Avaya documentation.

Editing a coverage remote

To edit the coverage remote details, open the coverage remote record by double-clicking its row in the coverage remote list.



The following screen will appear:



The coverage remote feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

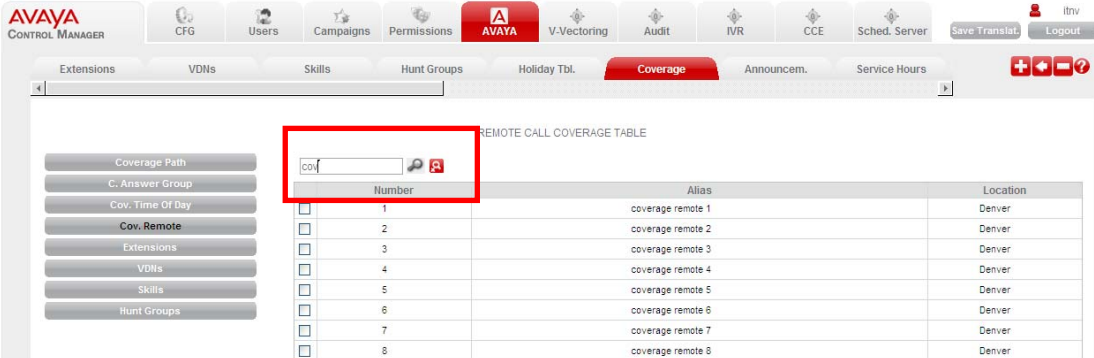
## Deleting a coverage remote

To delete, select the checkbox next to the coverage remote name and click on the Delete button.

## Searching for a coverage remote

The search feature allows you to search for a coverage remote based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



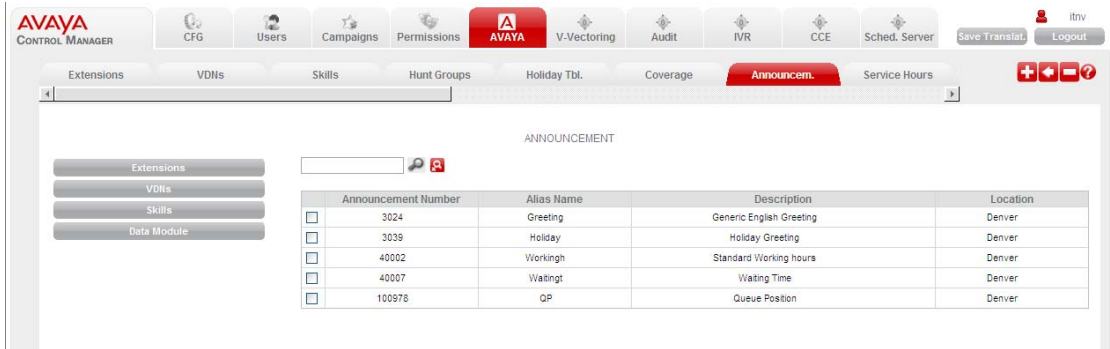
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage (selected), Announcem., and Service Hours. The left sidebar contains a list of navigation items: Coverage Path, C. Answer Group, Cov. Time Of Day, Cov. Remote (selected), Extensions, VDNs, Skills, and Hunt Groups. The main content area displays the 'REMOTE CALL COVERAGE TABLE' with a search box and a red search button highlighted by a red rectangle. The table has columns for Number, Alias, and Location.

Number	Alias	Location
1	coverage remote 1	Denver
2	coverage remote 2	Denver
3	coverage remote 3	Denver
4	coverage remote 4	Denver
5	coverage remote 5	Denver
6	coverage remote 6	Denver
7	coverage remote 7	Denver
8	coverage remote 8	Denver

Announcement

The announcement management feature allows you to manage announcements.

To access the announcement management section, navigate to the Announcements tab.



Adding a new announcement

To add a new announcement, click on the Add button and the detail screen will open:

The screenshot shows the 'ANNOUNCEMENT' form in the Avaya Aura Control Manager interface. The form is titled 'ANNOUNCEMENT' and contains the following fields:

- Announcement Number \*
- Announcement Alias \*
- Announcement Description \*
- Location \* (Dropdown menu showing 'Denver')
- Name \*
- Type \* (Dropdown menu showing 'analog')
- COR
- Queue? (Dropdown menu showing 'Yes')
- Queue Length
- Port

The top navigation bar includes the following items: AVAYA CONTROL MANAGER, CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout.

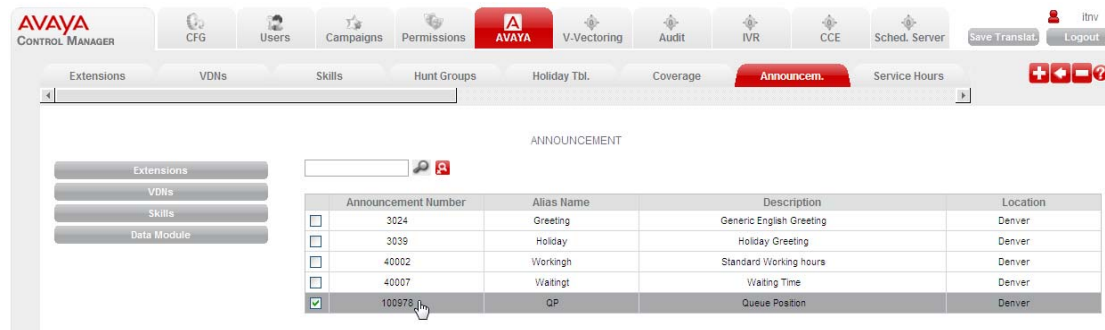
Enter the announcement details:

Field	Description
Announcement Number	The announcement number.
Alias	The announcement name.
Announcement Name	The name of the announcement: should be identical to the announcement .wav file (if there is one).
Announcement Location	The location the announcement is assigned to.

For more information about all other announcement features, please refer to the official Avaya documentation.

## Editing an announcement

To edit the announcement details, open the announcement record by double-clicking its row in the announcement list.



The following screen will appear:

ANNOUNCEMENT

Announcement Number \* 100978      Announcement Alias \* QP

Announcement Description \* Jirananikann      Location \* Denver

Name \* Jirananikann      Type \* Integrated

COR 1      TN 1

Queue? Yes      Rate 64

Protected? No      Group/Board

UPLOAD ANNOUNCEMENT

The announcement feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

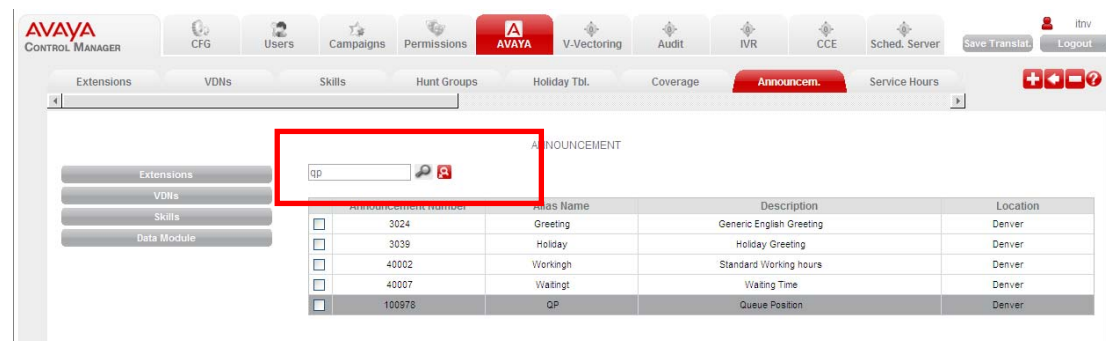
## Deleting an announcement

To delete, select the checkbox next to the announcement name and click on the Delete button.

## Searching for an announcement

The search feature allows you to search for an announcement based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

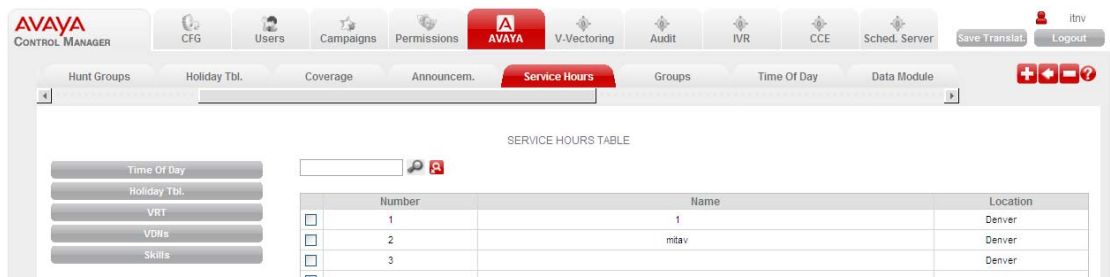




Service Hours Tables

The service hours table management feature allows you to manage service hours table configurations.

To access the service hours table management section, navigate to the Service Hours tab.



Adding a new service hours table

To add a new service hours table, click the Add button and the detail screen will open:

AVAYA  
CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR CCE Sched. Server Save Translat. Logout

Service Hours

SERVICE HOURS TABLE

Location \* Denver Service Hours Number \* Service Hours Name

Description

Use time adjustments for location

MON TUE WED THU FRI SAT SUN

Start End Start End Start End Start End Start End Start End Start End

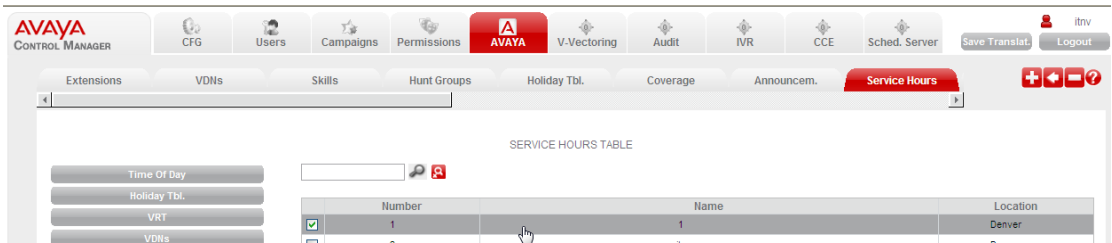
Enter the service hour table details:

Field	Description
Service Hours Number	The service hour table number.
Service Hours Name	The service hour table name.
Service Hour Table Location	The location that the service hour table is assigned to.

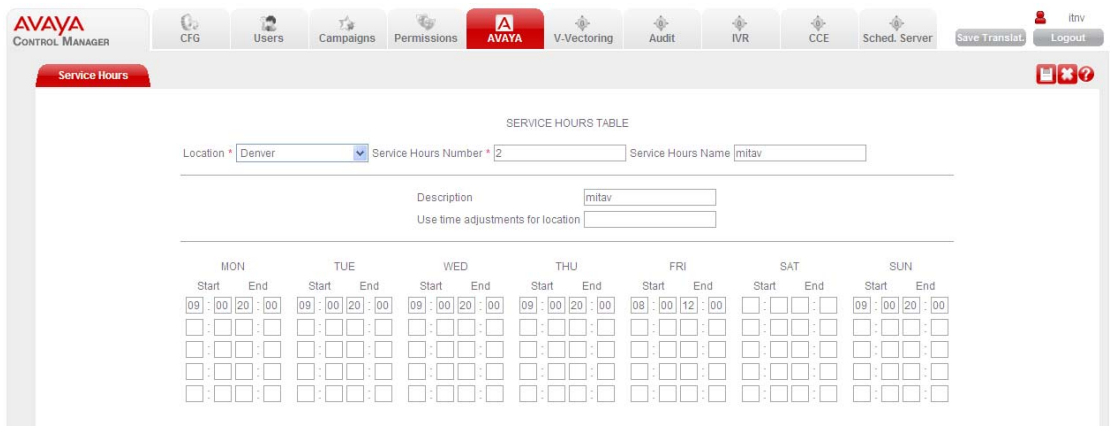
For more information about all other service hours table features, please refer to the official Avaya documentation.

Editing a service hours table

To edit the service hours table details, open the service hour table record by double-clicking its row in the service hours table list.



The following screen will appear:



The service hours table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

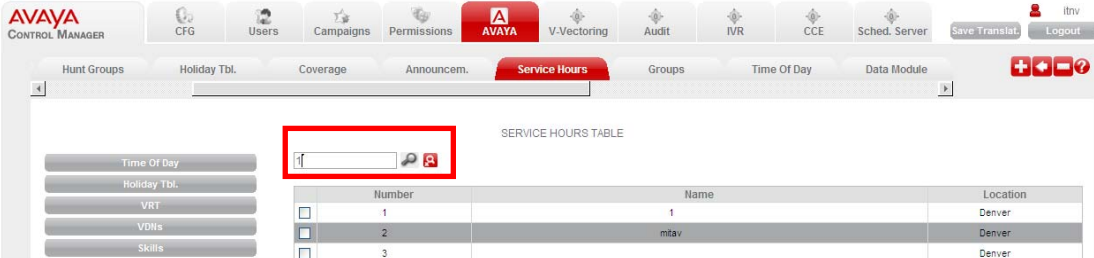
### Deleting a service hours table

To delete, select the checkbox next to the service hours table name and click on the Delete button.

### Searching for a service hours table

The search feature allows you to search for a service hours table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



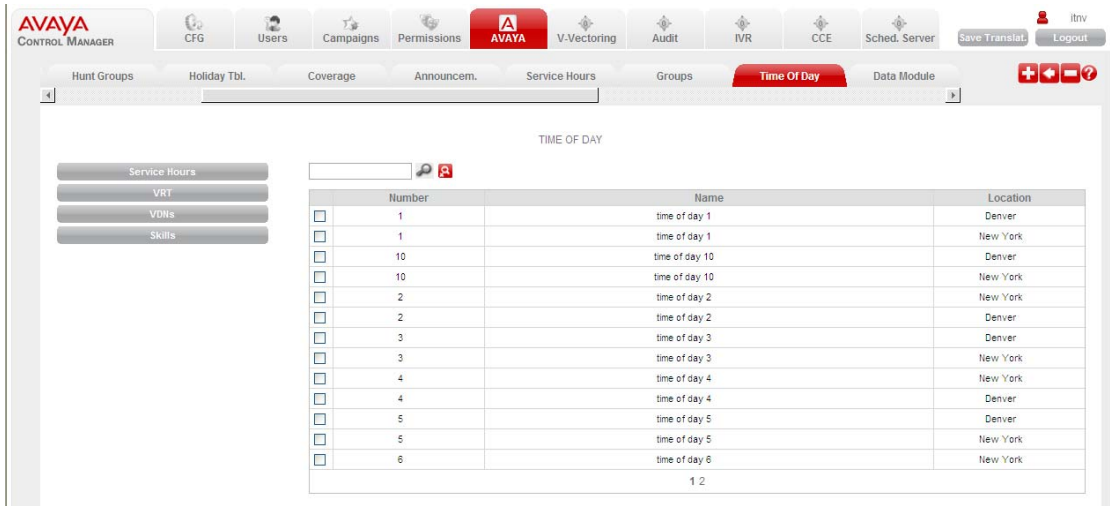
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Hunt Groups, Holiday Tbl., Coverage, Announcem., **Service Hours**, Groups, Time Of Day, and Data Module. The **Service Hours** tab is active. Below the navigation bar, there is a search box and a red search button, both highlighted with a red rectangle. The search box contains the text "1". To the left of the search box, there is a list of service hours tables with checkboxes next to them. The table has columns for Number, Name, and Location.

Number	Name	Location
1	1	Denver
2	mtay	Denver
3		Denver

Time of Day Tables

The time of day table management feature allows you to manage the time of day tables configuration.

To access the time of day table management section, navigate to the Time of Day tab.



Adding a new time of day table

To add a new time of day table, click the Add button and the detail screen will open:

TIME OF DAY

Number  Name  Location

Day	Act Time	PGN	Act Time	PGN	Act Time	PGN	Act Time	PGN	Act Time	PGN	Act Time	PGN
SUN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TUE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
THU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FRI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SAT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

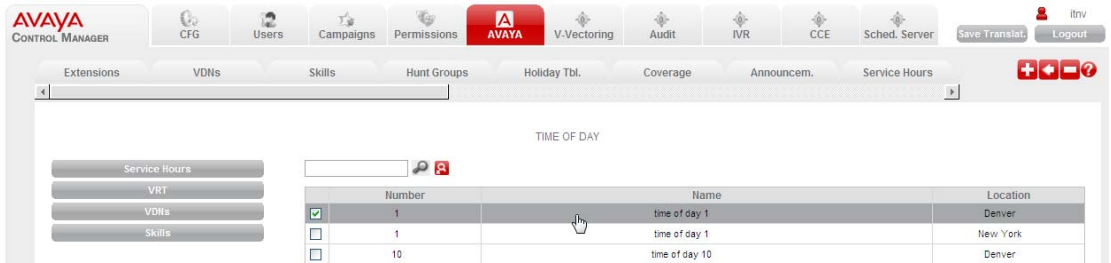
Enter the time of Day table details:

Field	Description
Time of Day Number	The time of day table number.
Time of Day Name	The time of day table name.
Time of Day Table Location	The location that the the time of day table is assigned to.

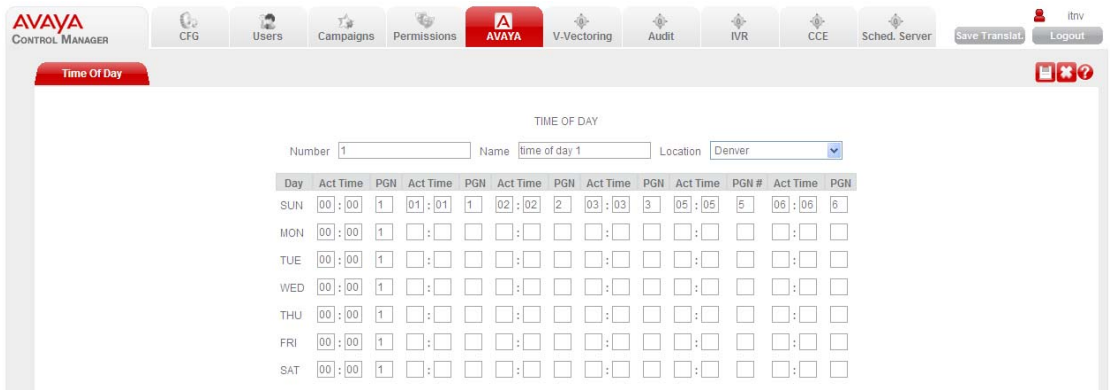
For more information about all other time of day table features, please refer to the official Avaya documentation.

Editing a time of day table

To edit the time of day table details, open the time of day table record by double-clicking its row in the time of day table list.



The following screen will appear:



The time of day table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

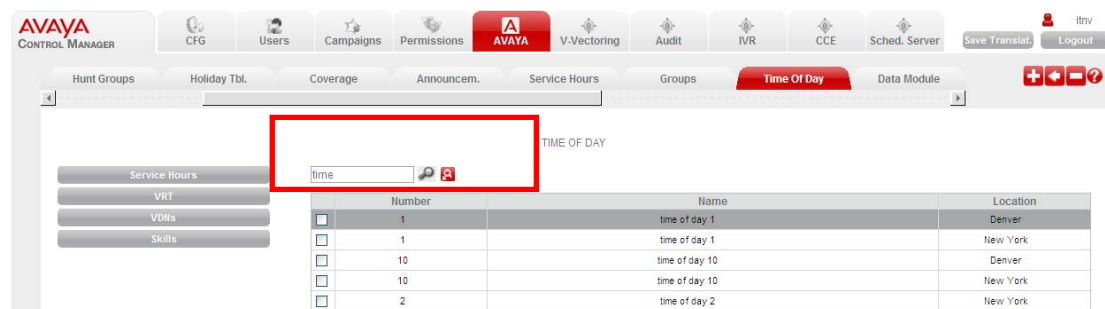
### Deleting a time of day table

To delete, select the checkbox next to the time of day table name and click on the Delete button.

### Searching for a time of day table

The search feature allows you to search for a time of day table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Hunt Groups, Holiday Tbl., Coverage, Announcem., Service Hours, Groups, Time Of Day (selected), and Data Module. A search box labeled 'time' is highlighted with a red rectangle, and a red search button is visible next to it. Below the search box is a table with columns: Number, Name, and Location. The table contains several rows of time of day entries.

Number	Name	Location
1	time of day 1	Denver
1	time of day 1	New York
10	time of day 10	Denver
10	time of day 10	New York
2	time of day 2	New York



## Pickup Groups

The pickup group management feature allows you to manage the pickup group configurations.

To access the pickup group management section, navigate to the Groups tab and click on the Pickup Group button.



Adding a new pickup group

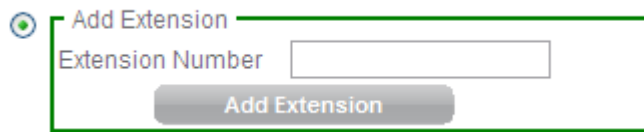
To add a new pickup group, click the Add button and the detail screen will open:

Enter the pickup group details:

Field	Description
Pickup Group Number	The pickup group number.
Alias	The pickup group name.
Pickup group Name	The pickup group name.
Pickup Group Location	The location that the the pickup group is assigned to.

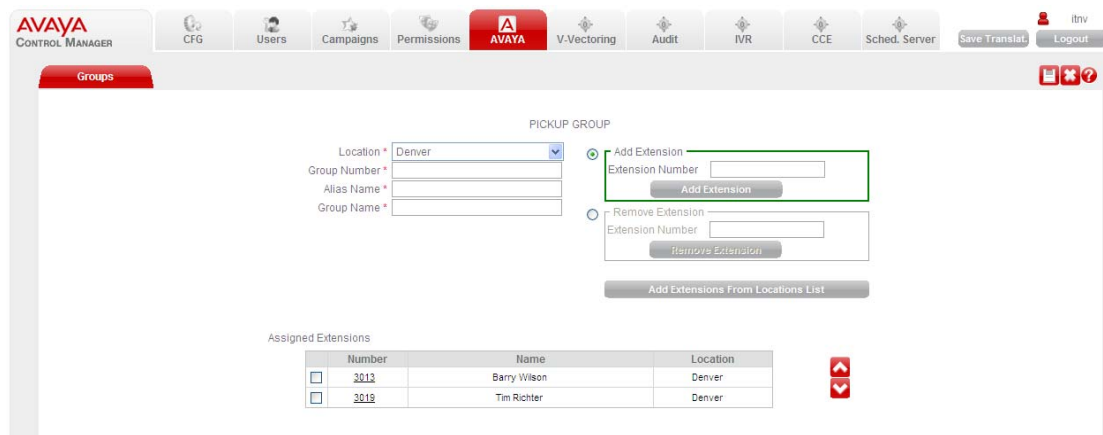
For more information about all other pickup group features, please refer to the official Avaya documentation.

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to add numbers to the pickup group.



Select the Add Extension checkbox and enter the extension number in the text box. Click on Add Extension to add the extension.

After adding the extension(s), they will appear in the bottom part of the screen:



PICKUP GROUP

Location \* Denver

Group Number \*

Alias Name \*

Group Name \*

☒ Add Extension

Extension Number

Add Extension

☐ Remove Extension

Extension Number

Remove Extension

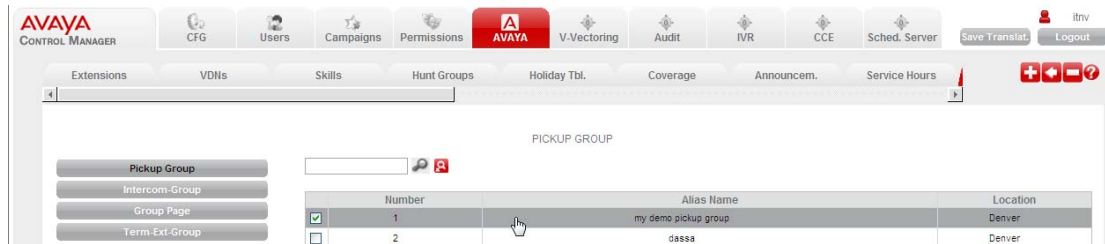
Add Extensions From Locations List

Assigned Extensions

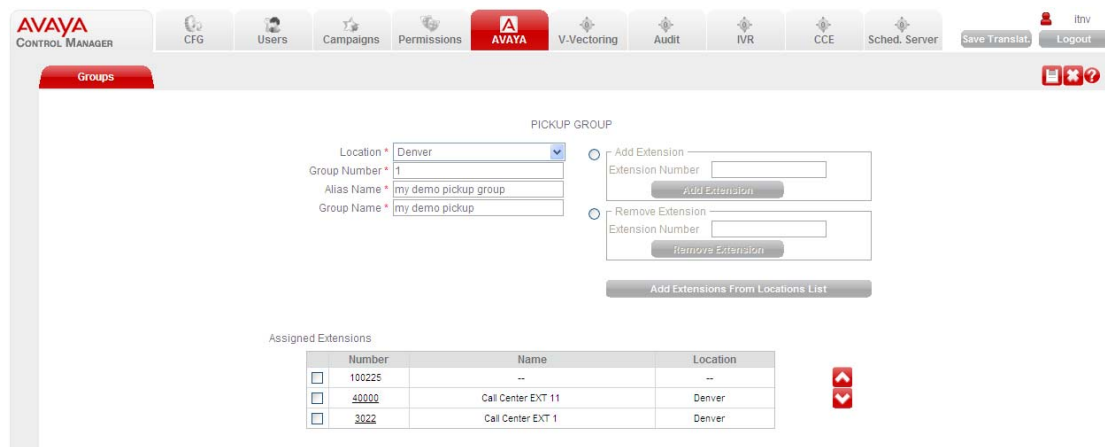
	Number	Name	Location
<input type="checkbox"/>	3013	Barry Wilson	Denver
<input type="checkbox"/>	3019	Tim Richter	Denver

## Editing a pickup group

To edit the pickup group details, open the pickup group record by double-clicking its row in the pickup group list.



The following screen will appear:



The pickup group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

Drill Down Capabilities

While editing a pickup group you have the ability to drill down from the pickup group directly to the assigned extensions.

Each extension number is a dynamic link which enables drill down.

AVAYA  
CONTROL MANAGER

CFGUsersCampaignsPermissionsAVAYAV-VectoringAuditIVRCCE Sched. Server

Groups

PICKUP GROUP

Location \*  
Group Number \*  
Alias Name \*  
Group Name \*

Denver  
1  
my demo pickup group  
my demo pickup

Add Extension  
Extension Number  
Add Extension

Remove Extension  
Extension Number  
Remove Extension

Add Extensions From Locations List

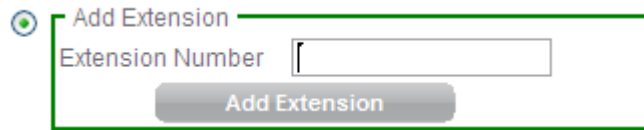
Assigned Extensions

	Number	Name	Location
<input type="checkbox"/>	100225	--	--
<input type="checkbox"/>	40000	Call Center EXT 11	Denver
<input type="checkbox"/>	302	Call Center EXT 1	Denver

↑

↓

To remove a number from the pickup group, select the Remove Extension option, enter the number details, then click on Remove Extension.



The image shows a small dialog box titled "Add Extension". It has a green border and a green maximize button in the top-left corner. The title "Add Extension" is in blue text. Below the title, there is a label "Extension Number" in blue text, followed by a text input field. At the bottom of the dialog box is a grey button with the text "Add Extension".

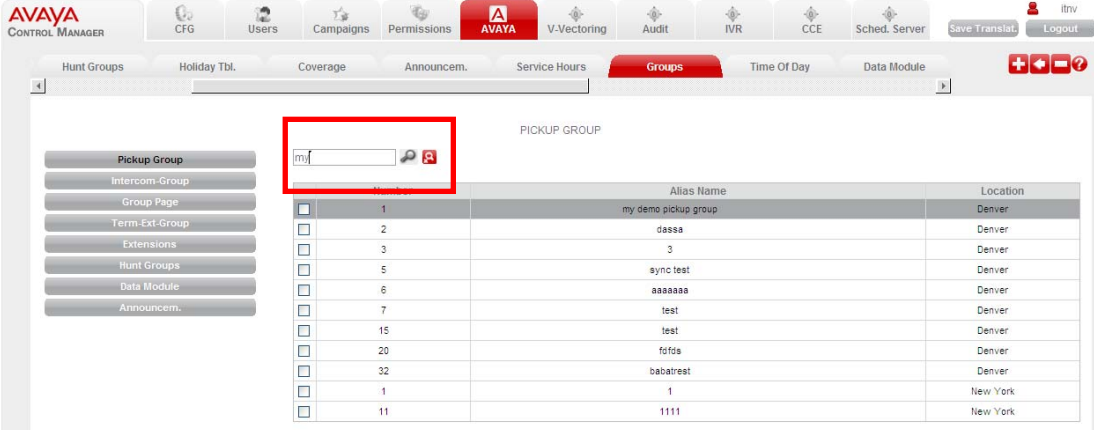
#### Deleting a pickup group

To delete, select the checkbox next to the pickup group name and click on the Delete button.

## Searching for a pickup group

The search feature allows you to search for a pickup group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



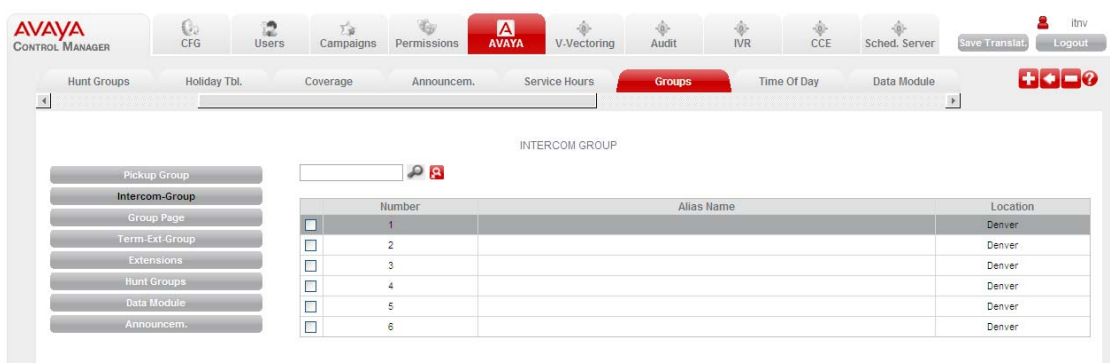
The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Hunt Groups, Holiday Tbl., Coverage, Announcem., Service Hours, **Groups**, Time Of Day, and Data Module. The **Groups** tab is active. On the left, a sidebar lists various group types: Pickup Group, Intercom-Group, Group Page, Term-Ext-Group, Extensions, Hunt Groups, Data Module, and Announcem. The main content area is titled "PICKUP GROUP" and features a search box with the text "my" and a red search button. Below the search box is a table listing pickup groups.

		Alias Name	Location
<input type="checkbox"/>	1	my demo pickup group	Denver
<input type="checkbox"/>	2	dessa	Denver
<input type="checkbox"/>	3	3	Denver
<input type="checkbox"/>	5	sync test	Denver
<input type="checkbox"/>	6	aaaaaaa	Denver
<input type="checkbox"/>	7	test	Denver
<input type="checkbox"/>	15	test	Denver
<input type="checkbox"/>	20	fdfa	Denver
<input type="checkbox"/>	32	babatrest	Denver
<input type="checkbox"/>	1	1	New York
<input type="checkbox"/>	11	1111	New York

## Intercom Groups

The intercom group management feature allows you to manage intercom group configurations.

To access the intercom group management section, navigate to the Groups tab and click on the Intercom Group button.





### Adding a new intercom group

To add a new intercom group, click the Add button and the detail screen will open:

The screenshot shows the 'INTERCOM GROUP' configuration page in the Avaya Aura Control Manager. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translation, and Logout. The main content area has a 'Groups' tab selected. The 'INTERCOM GROUP' section contains the following fields and options:

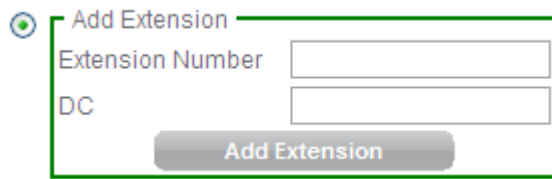
- Location \***: A dropdown menu with 'Denver' selected.
- Intercom Number \***: A text input field.
- Intercom Alias \***: A text input field.
- Length Of Dial Code \***: A text input field.
- Add Extension**: A radio button option with an 'Add Extension' button below it. The button has input fields for 'Extension Number' and 'DC'.
- Remove Extension**: A radio button option with a 'Remove Extension' button below it. The button has an input field for 'Extension Number'.
- Group Member Assignment**: A section at the bottom with a red double-headed arrow icon.

Enter the intercom group details:

Field	Description
Intercom Group Number	The intercom group number.
Alias	The intercom group name.
Intercom Group Location	The location that the the intercom group is assigned to.

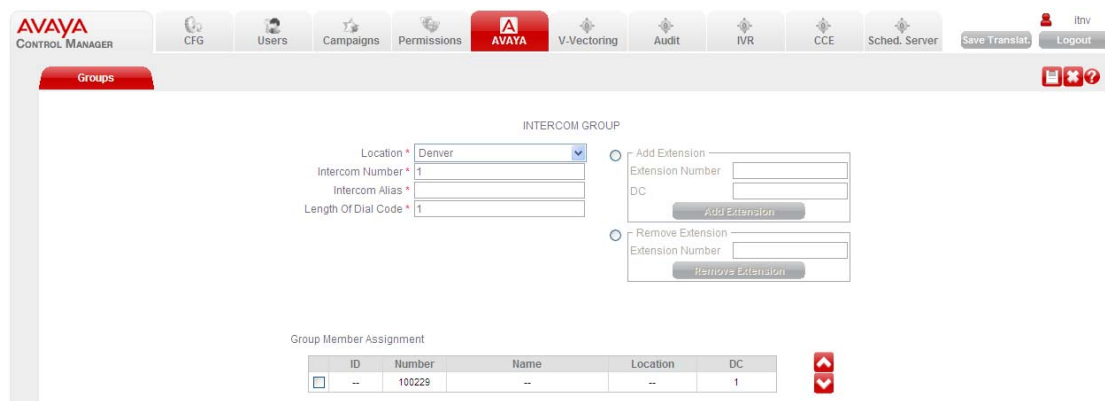
For more information about all other intercom group features, please refer to the official Avaya documentation.

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to add numbers to the intercom group.



Select the Add Extension radio button and enter the extension number in the text box. Click on Add Extension in order to add the extension.

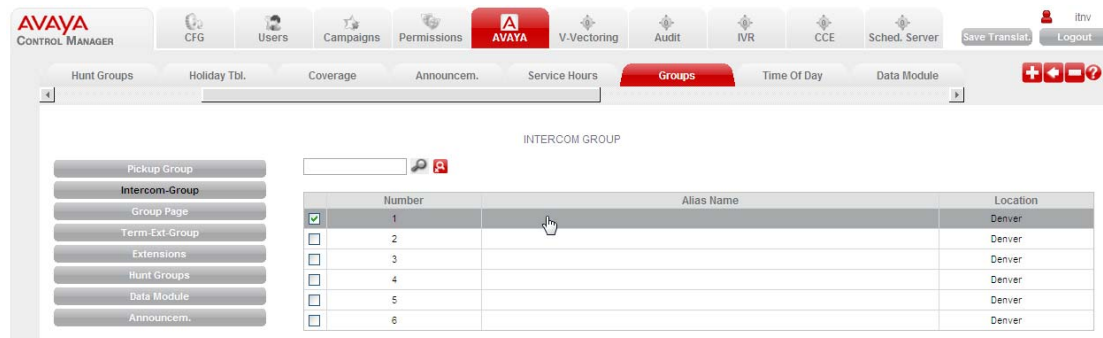
After adding the extension(s), they will appear in the bottom part of the screen:



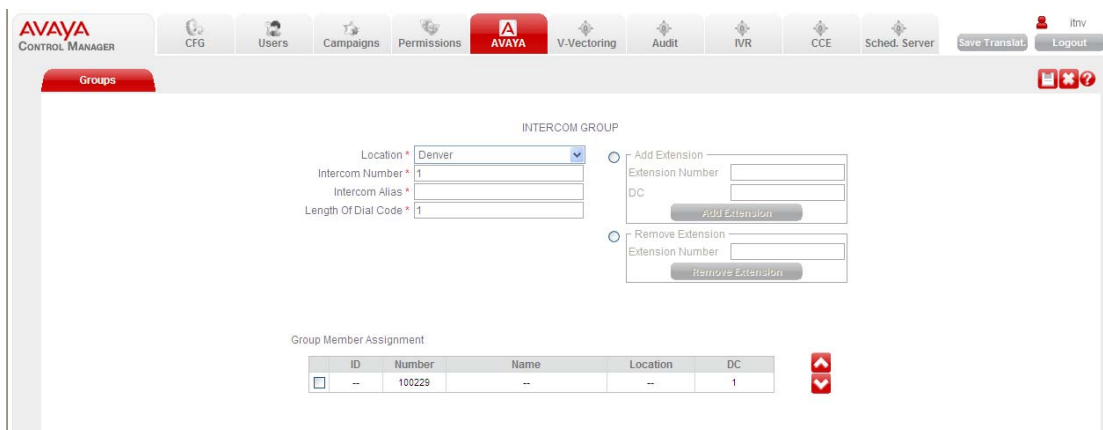
ID	Number	Name	Location	DC
<input type="checkbox"/>	--	100229	--	1

Editing an intercom group

To edit the intercom group details, open the intercom group record by double-clicking its row in the intercom group list.

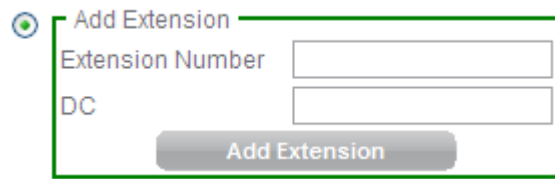


The following screen will appear:



The intercom group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

To remove a number from the intercom group, select the Remove Extension radio button, enter the number details, then click on Remove Extension.



The screenshot shows a web form titled "Add Extension". It has two input fields: "Extension Number" and "DC". Below these fields is a button labeled "Add Extension". The form is highlighted with a green border.

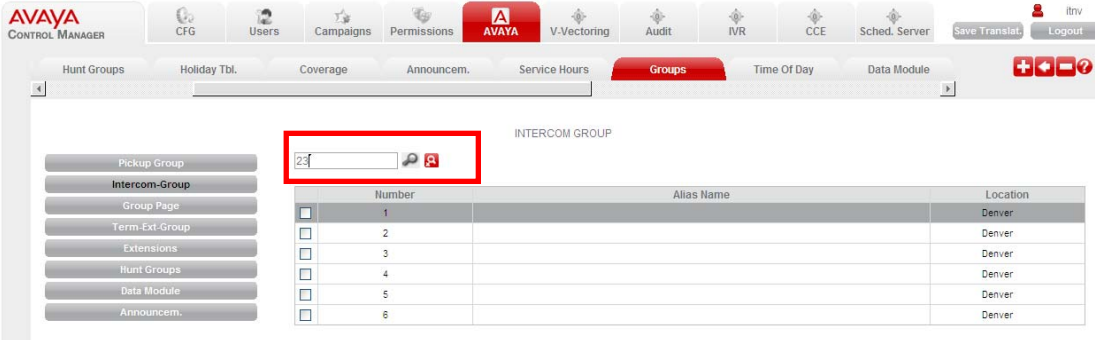
#### Deleting an intercom group

To delete, select the checkbox next to the intercom group name and click on the Delete button.

## Searching for an intercom group

The search feature allows you to search for an intercom group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



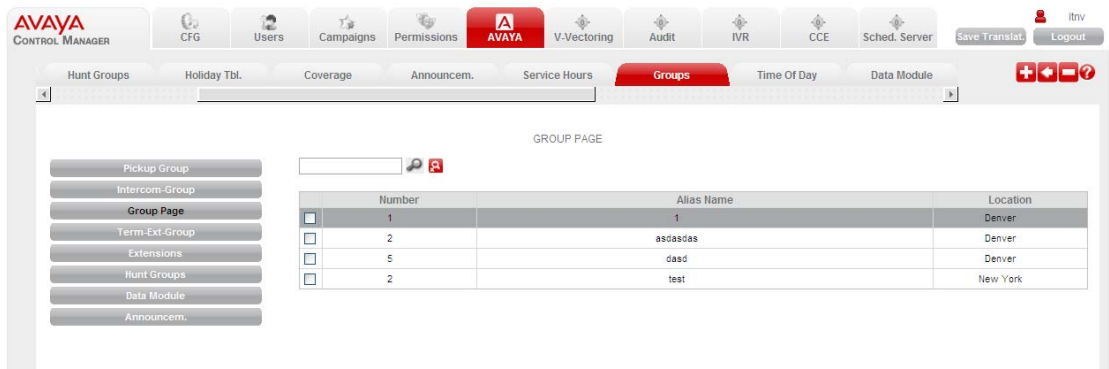
The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Hunt Groups, Holiday Tbl., Coverage, Announcem., Service Hours, **Groups**, Time Of Day, and Data Module. The **Groups** tab is active. On the left, a sidebar lists various group types: Pickup Group, Intercom-Group, Group Page, Term-Ext-Group, Extensions, Hunt Groups, Data Module, and Announcem. The main content area is titled "INTERCOM GROUP". It features a search box containing the number "223", a magnifying glass icon, and a red search button. Below the search box is a table with the following columns: Number, Alias Name, and Location. The table contains six rows of data, all with "Denver" as the location.

Number	Alias Name	Location
1		Denver
2		Denver
3		Denver
4		Denver
5		Denver
6		Denver

Page Groups

The page group management feature allows you to manage page group configurations.

To access the page group management section, navigate to the Groups tab and click on the Page Group button.



Adding a new page group

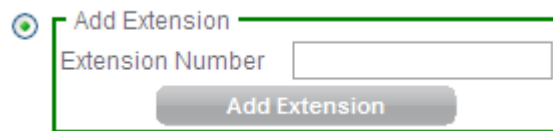
To add a new page group, click the Add button and the detail screen will open:

Enter the page group details:

Field	Description
Page Group Number	The page group number.
Alias	The page group name.
Page group Name	The page group name.
page Group Location	The location that the page group is assigned to.

For more information about all other page group features, please refer to the official Avaya documentation.

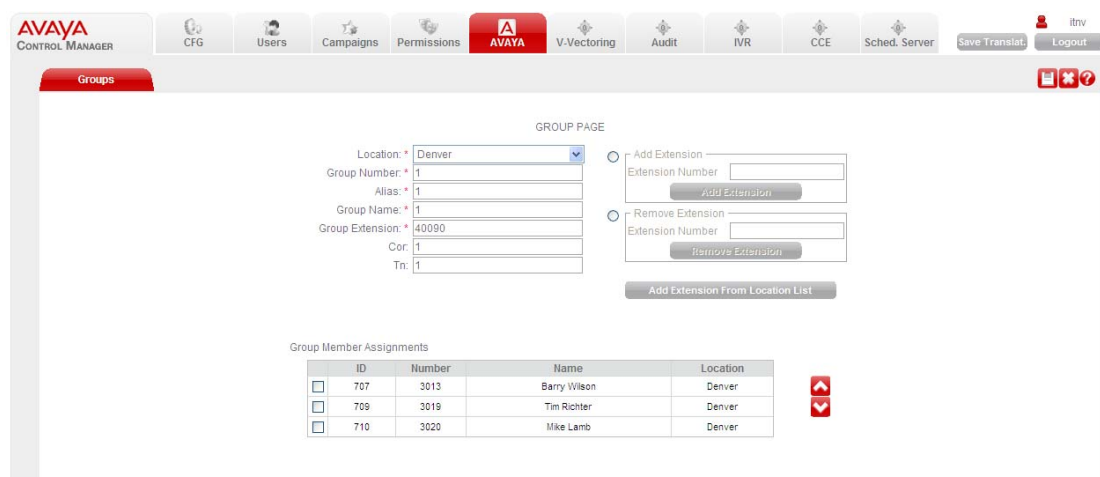
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to add numbers to the page group:



A dialog box titled "Add Extension" with a green border. It contains a text input field labeled "Extension Number" and a button labeled "Add Extension".

Select the Add Extension radio button and enter the extension number in the text box. Click on Add Extension to add the extension.

After adding the extension(s), they will appear in the bottom part of the screen.



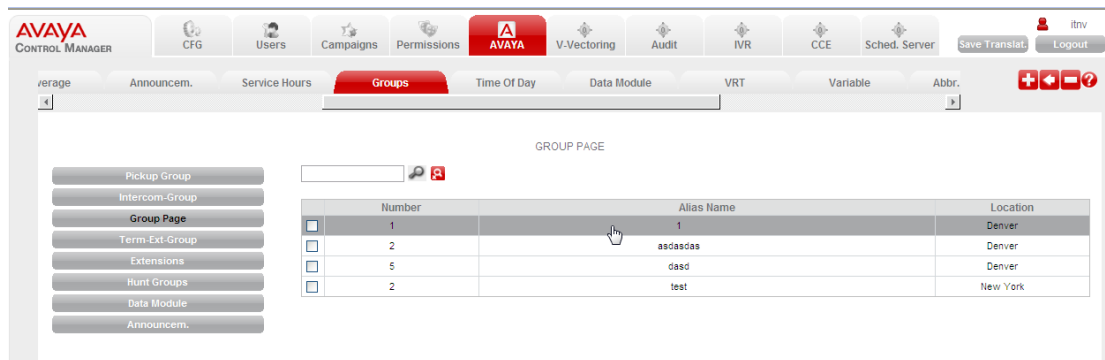
The screenshot shows the "Groups" page in the Avaya Aura Contact Center Control Manager. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. The main content area is titled "GROUP PAGE" and contains several form fields for group configuration: Location (Denver), Group Number (1), Alias (1), Group Name (1), Group Extension (40090), Cor (1), and Tn (1). To the right of these fields are two radio buttons: "Add Extension" and "Remove Extension". The "Add Extension" radio button is selected, and it is accompanied by an "Extension Number" input field and an "Add Extension" button. Below the "Remove Extension" radio button is another "Extension Number" input field and a "Remove Extension" button. At the bottom of the form is a button labeled "Add Extension From Location List". Below the form is a table titled "Group Member Assignments" with columns for ID, Number, Name, and Location. The table contains three rows of data: ID 707, Number 3013, Name Barry Wilson, Location Denver; ID 709, Number 3019, Name Tim Richter, Location Denver; and ID 710, Number 3020, Name Mike Lamb, Location Denver. To the right of the table are two red arrows pointing up and down.

ID	Number	Name	Location
707	3013	Barry Wilson	Denver
709	3019	Tim Richter	Denver
710	3020	Mike Lamb	Denver

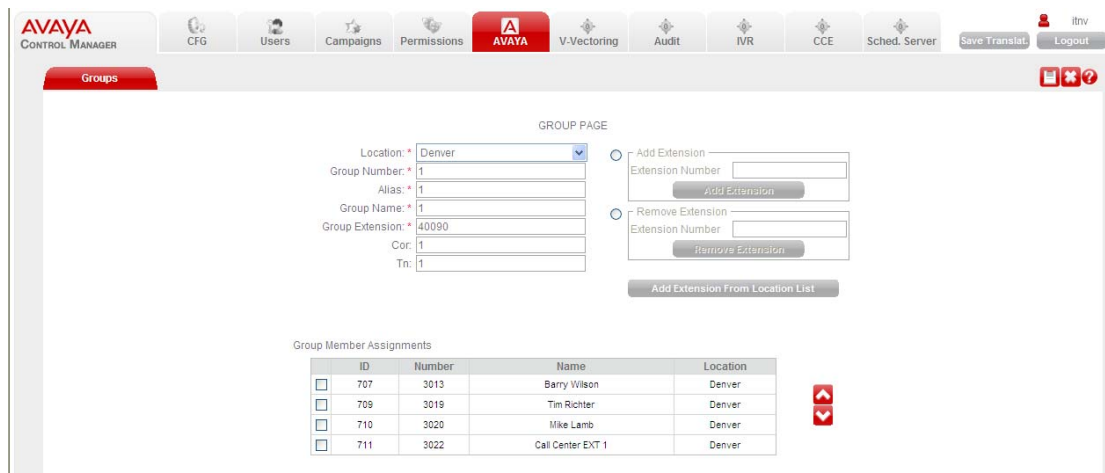


Editing a page group

To edit the page group details, open the page group record by double-clicking its row in the page group list.

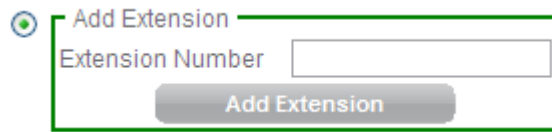


The following screen will appear:



The page group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

To remove a number from the page group, select the Remove Extension option, enter the number details, then click on remove extension.



#### Deleting a page group

To delete, select the checkbox next to the page group name and click on the Delete button.

### Searching for a page group

The search feature allows you to search for a page group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for various functions: CFG, Users, Campaigns, Permissions, AVAYA (highlighted in red), V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. Below this, a secondary navigation bar shows options like Average, Announcem., Service Hours, Groups (highlighted in red), Time Of Day, Data Module, VRT, Variable, and Abbr. On the left side, there is a vertical menu with buttons for Pickup Group, Intercom-Group, Group Page, Term-Ext-Group, Extensions, Hunt Groups, Data Module, and Announcem. The main content area is titled 'GROUP PAGE' and features a search box with a magnifying glass icon and a red search button. Below the search box is a table with the following data:

	Number	Alias Name	Location
<input type="checkbox"/>	1	1	Denver
<input type="checkbox"/>	2	asdasdas	Denver
<input type="checkbox"/>	5	dasd	Denver
<input type="checkbox"/>	2	test	New York

## Term-Ext Groups

The term-ext group management feature allows you to manage term-ext group configurations.

To access the term-ext group management section, navigate to the Groups tab and click on the Term-Ext Group button.

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Configuration (CFG), Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. The main menu on the left lists options: Pickup Group, Intercom-Group, Group Page, Term-Ext-Group (highlighted), Extensions, Hunt Groups, Data Module, and Announcem. The main content area is titled 'TERMINATING EXTENSION GROUP' and features a search bar and a table with columns for Number, Alias Name, and Location.

	Number	Alias Name	Location
<input type="checkbox"/>	2	sssd	Denver
<input type="checkbox"/>	5	babab	Denver
<input type="checkbox"/>	10	ark	Denver
<input type="checkbox"/>	11	baba	Denver

## Adding a new term-ext group

To add a new term-ext group, click the Add button and the detail screen will open:

The screenshot shows the Avaya Aura Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Transfer, and Logout. The 'Groups' tab is selected. The main content area displays the 'TERMINATING EXTENSION GROUP' form. The form includes fields for Location (a dropdown menu showing 'Denver'), Alias, Group Number, Group Name, Group Extension, Security Code, Coverage Path, Cor, Tr, ISDN/SIP Caller Disp, LWC Reception (a dropdown menu showing 'none'), and Audix Name. Below the form is a section for 'GROUP MEMBER ASSIGNMENTS' with a table with two columns: 'Caption' and 'Name'. The table has four rows, each with a number (1, 2, 3, 4) in the 'Caption' column and an empty text box in the 'Name' column.

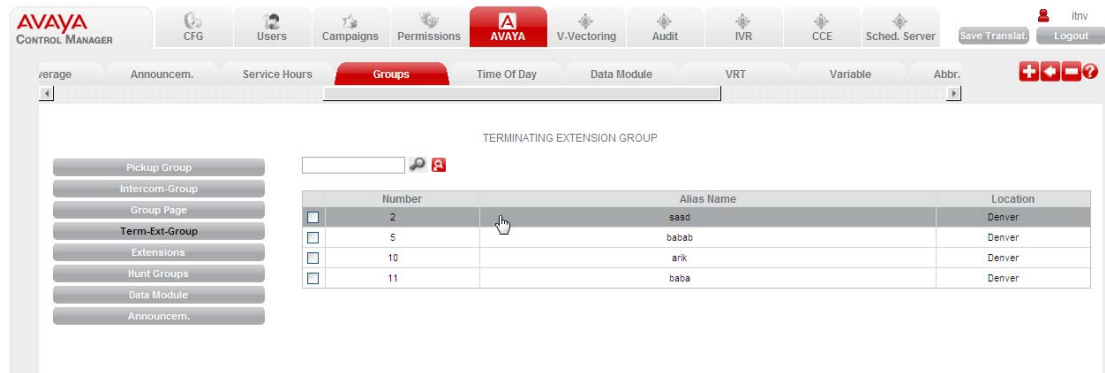
Enter the term-ext group details:

Field	Description
Term-Ext Group Number	The term-ext group number.
Alias	The term-ext group name.
Term-Ext group Name	The term-ext group name.
Term-Ext Group Location	The location the term-ext group is assigned to.

For more information about all other term-ext group features, please refer to the official Avaya documentation.

Editing a term-ext group

To edit the term-ext group details, open the term-ext group record by double-clicking its row in the term-ext group list.



The following screen will appear:

TERMINATING EXTENSION GROUP

Location: \* Denver Alias: \* baba Group Number: \* 11

Group Name: \* baba Group Extension: 100937

Security Code: 1234 Coverage Path: 1

Cor: 1 Tn: 1

ISDN/SIP Caller Disp: grp-name LWC Reception: none

Audix Name: test

GROUP MEMBER ASSIGNMENTS

Caption	Name
1:	
2:	
3:	
4:	

The term-ext group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

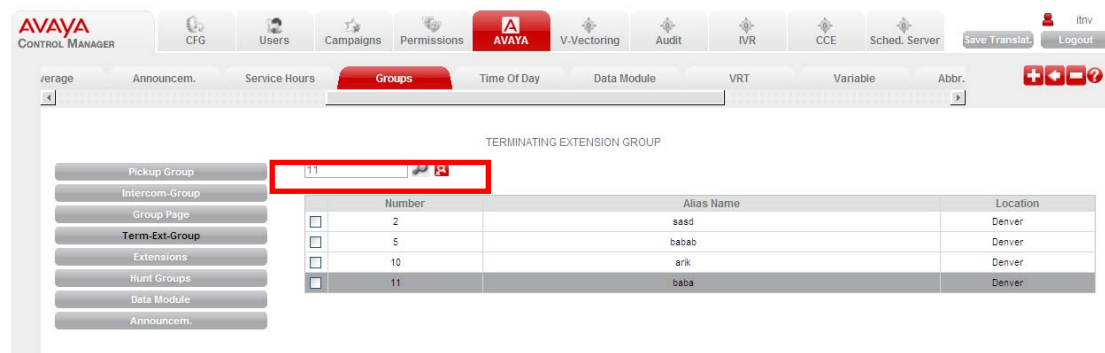
### Deleting a term-ext group

To delete, select the checkbox next to the term-ext group name and click on the Delete button.

### Searching for a term-ext group

The search feature allows you to search for a term-ext group based on its name or number.

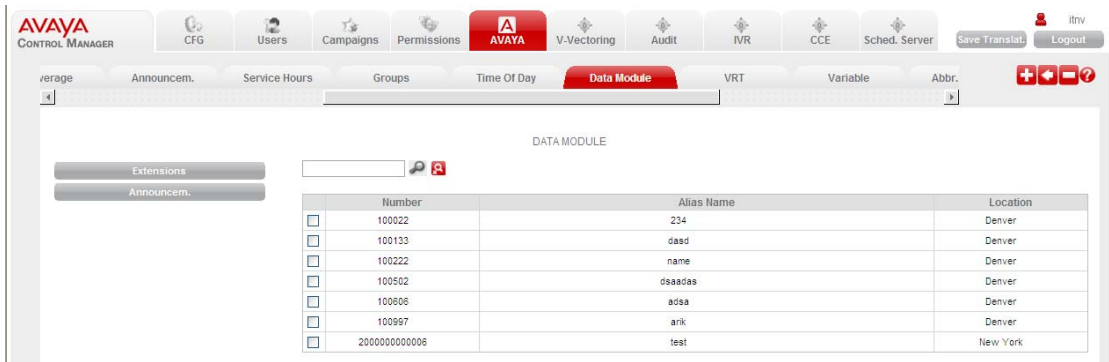
To use the search option, enter the search text in the search box and click on the search button (marked in red).



Data Modules

The Data Module management feature allows you to manage Data Module configurations.

To access the Data Module management section, navigate to the Data Module tab.





## Adding a Data Module

To add a new Data Module, click the Add button and the detail screen will open:

The screenshot displays the 'Data Module' configuration interface. At the top, there is a navigation bar with icons for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. The main content area is titled 'DATA MODULE' and contains the following fields:

- Data Extension \* (text input)
- Alias Name \* (text input)
- Location \* (dropdown menu, currently set to 'Denver')
- BCC \* (text input, value '2')
- Name \* (text input)
- Type \* (dropdown menu, currently set to 'pdm')
- COS \* (text input, value '1')
- Remote Loop Around Test \* (dropdown menu, currently set to 'no')
- Port \* (text input)
- COR \* (text input, value '1')
- Secondary Data Module \* (dropdown menu, currently set to 'no')
- ITC \* (dropdown menu, currently set to 'restricted')
- TN \* (text input, value '1')
- Connected To \* (dropdown menu, currently set to 'dte')

Below these fields, there are sections for 'ABBREVIATED DIALING' (List1 dropdown), 'SPECIAL DIALING OPTIONS' (dropdown), and 'ASSIGNED MEMBER(Station with the data extension button for this data module)' (Ext. and Name text inputs).

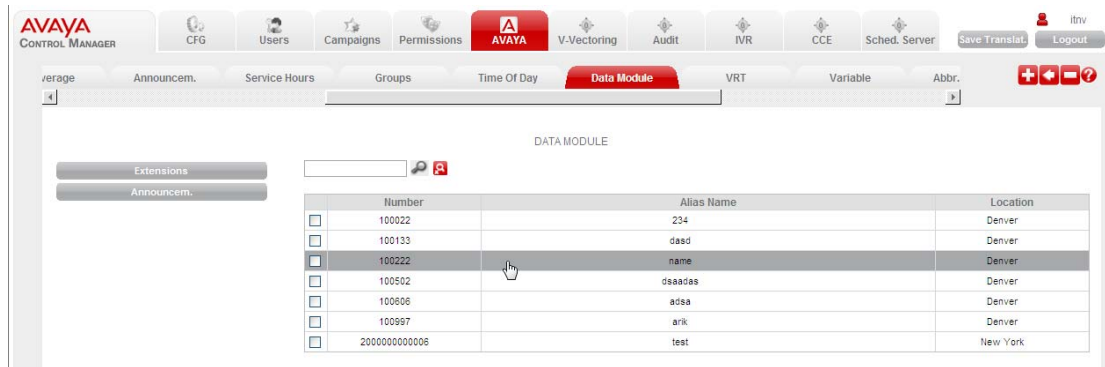
Enter the Data Module details:

Field	Description
Data Extension	The Data Module Extension number.
Alias	The Data Module Alias name.
Data Module Name	The Data Module name.
Data Module Location	The location the Data Module is assigned to.

For more information about all other Data Module features, please refer to the official Avaya documentation.

## Editing a Data Module

To edit the Data Module details, open the Data Module record by double-clicking its row in the Data Module list.



The following screen will appear:

**DATA MODULE**

Data Extension \* 100222 Alias Name \* name Location \* Denver

BCC \* 2

Name \* name Type \* pdm COS \* 1

Remote Loop Around Test \* no

Port \* X COR \* 1 Secondary Data Module \* no

ITC \* restricted TN \* 1 Connected To \* dte

ABBREVIATED DIALING

List1

SPECIAL DIALING OPTIONS

ASSIGNED MEMBER(Station with the data extension button for this data module)

Ext. Name

The Data Module feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

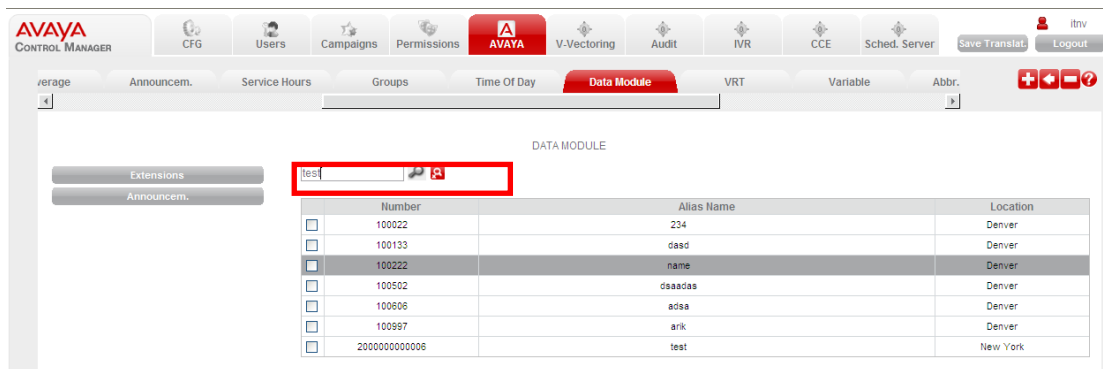
## Deleting a Data Module

To delete, select the checkbox next to the Data Module name and click on the Delete button.

## Searching for a Data Module

The search feature allows you to search for a Data Module based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



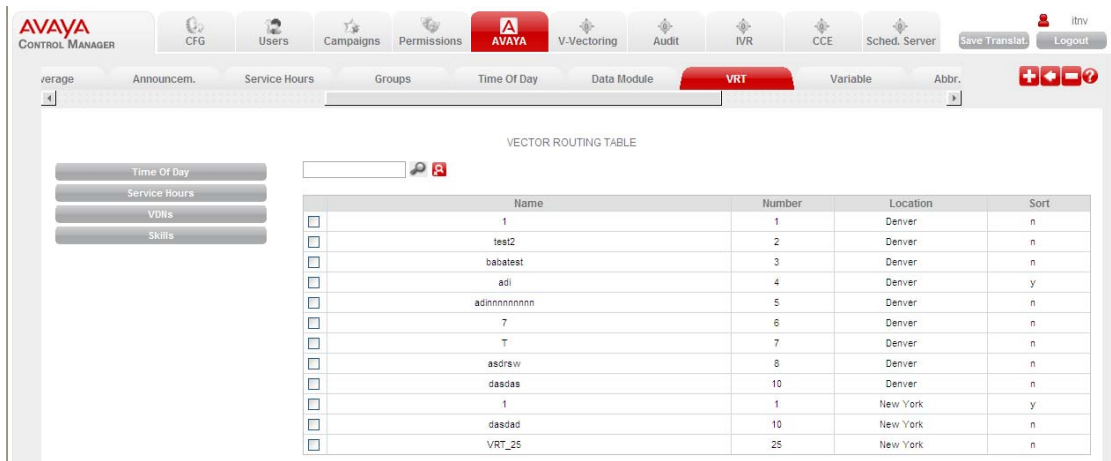
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes the Avaya logo and various menu items: CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. Below this, a secondary navigation bar shows tabs for /erage, Announcem., Service Hours, Groups, Time Of Day, Data Module (highlighted in red), VRT, Variable, and Abbr. The main content area is titled "DATA MODULE" and contains a search box with the text "test" and a red search button. Below the search box is a table with columns for Number, Alias Name, and Location. The table lists several data modules, with the one having Number 100222 and Alias Name "name" highlighted.

Number	Alias Name	Location
100022	234	Denver
100133	daad	Denver
100222	name	Denver
100502	daadad	Denver
100606	adad	Denver
100997	ark	Denver
20000000000000000000	test	New York

## VRT (Vector Routing Tables)

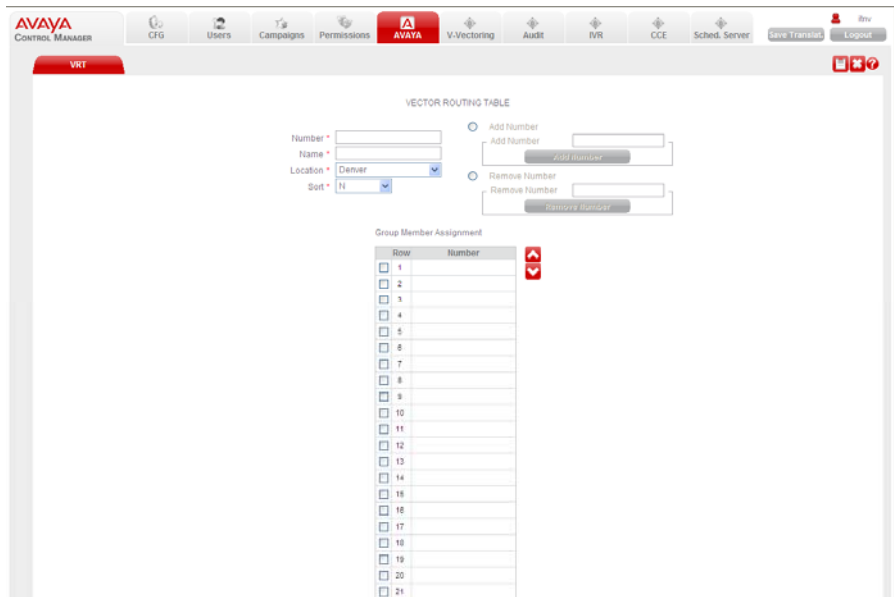
The VRT management feature allows you to manage VRT configurations.

To access the VRT management section, navigate to the VRT tab.



### Adding a VRT

To add a new VRT, click the Add button and the detail screen will open:



Enter the VRT details:

Field	Description
Number	The VRT Number.
Name	The VRT name.
VRT Location	The location the VRT is assigned to.

The VRT screen allows you to insert numbers into different locations of the VRT table.

In order to add a number perform the following steps:

1. Select the location in the table where you would like to insert the number (using the checkbox next to each row)
2. Enter the desired number in the “Add Number” field
3. Click on “Add Number”

AVAYA CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR CCE Sched. Server Save Translat Logout

VRT

VECTOR ROUTING TABLE

Number \* 1  
Name \* test  
Location \* Denver  
Sort \* N

☒ Add Number  
Add Number 2  
Add Number

☐ Remove Number  
Remove Number  
Remove Number

Group Member Assignment

Row	Number
<input type="checkbox"/> 1	1
<input checked="" type="checkbox"/> 2	
<input type="checkbox"/> 3	
<input type="checkbox"/> 4	
<input type="checkbox"/> 5	
<input type="checkbox"/> 6	
<input type="checkbox"/> 7	
<input type="checkbox"/> 8	
<input type="checkbox"/> 9	
<input type="checkbox"/> 10	

In order to remove a number perform the following steps:

1. Enter the desired number to remove in the “Remove Number” field
2. Click on “Remove Number”

VECTOR ROUTING TABLE

Number \*   
 Name \*   
 Location \*   
 Sort \*

☐ Add Number  
 Add Number   
 Add Number

☒ Remove Number  
 Remove Number   
 Remove Number

Group Member Assignment

Row	Number
<input checked="" type="checkbox"/> 1	1

## Editing a VRT

To edit the VRT details, open the VRT record by double-clicking its row in the VRT list.

VECTOR ROUTING TABLE

	Name	Number	Location	Sort
<input checked="" type="checkbox"/>	test	1	Denver	n
<input type="checkbox"/>		2	Denver	n

The following screen will appear:

VECTOR ROUTING TABLE

Number: 1  
 Name: 1  
 Location: Denver  
 Sort: N

Group Member Assignment

Row	Number
<input type="checkbox"/> 1	55
<input type="checkbox"/> 2	
<input type="checkbox"/> 3	
<input type="checkbox"/> 4	
<input type="checkbox"/> 5	
<input type="checkbox"/> 6	
<input type="checkbox"/> 7	
<input type="checkbox"/> 8	

In order to add a number perform the following steps:

1. Select the location in the table where you would like to insert the number (using the checkbox next to each row)
2. Enter the desired number in the “Add Number” field
3. Click on “Add Number”

VECTOR ROUTING TABLE

Number: 1  
 Name: 1  
 Location: Denver  
 Sort: N

Group Member Assignment

Row	Number
<input type="checkbox"/> 1	55
<input type="checkbox"/> 2	

In order to remove a number perform the following steps:

1. Enter the desired number to remove in the “Remove Number” field
2. Click on “Remove Number”

VECTOR ROUTING TABLE

Number: 1  
Name: 1  
Location: Denver  
Sort: N

Remove Number: 55

Group Member Assignment

Row	Number
<input type="checkbox"/> 1	55
<input type="checkbox"/> 2	

## Deleting a VRT

To delete, select the checkbox next to the VRT name and click on the Delete button.

## Searching for a VRT

The search feature allows you to search for a VRT based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

VECTOR ROUTING TABLE

Search: [Search Box] [Search Button]

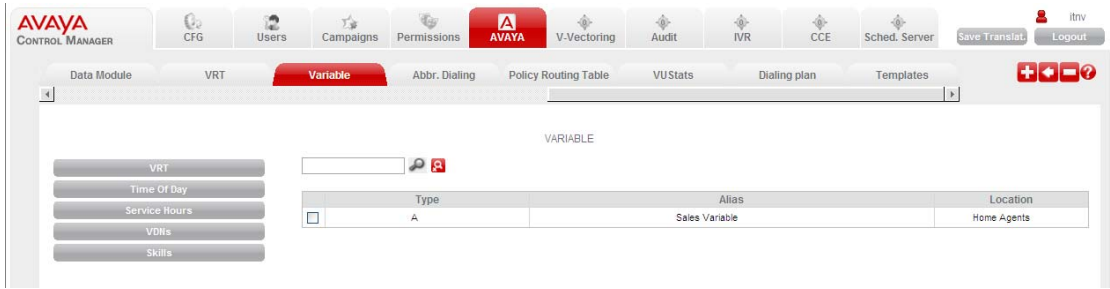
	Name	Number	Location	Sort
<input type="checkbox"/>	1	1	Denver	n
<input type="checkbox"/>	test2	2	Denver	n
<input type="checkbox"/>	babatest	3	Denver	n
<input type="checkbox"/>	adi	4	Denver	y
<input type="checkbox"/>	adinnnnnnnn	5	Denver	n
<input type="checkbox"/>	7	6	Denver	n
<input type="checkbox"/>	T	7	Denver	n
<input type="checkbox"/>	asdrw	8	Denver	n
<input type="checkbox"/>	dasdas	10	Denver	n
<input type="checkbox"/>	1	1	New York	y
<input type="checkbox"/>	dasdad	10	New York	n
<input type="checkbox"/>	VRT_25	25	New York	n



VARIABLES

The Variable management feature allows you to manage Variable configurations.

To access the Variable management section, navigate to the Variable tab.



## Adding a Variable

To add a new Variable, click the Add button and the detail screen will open:

Enter the Variable details:

Field	Description
VAR	The variable to use. Any letter between A-ZZ
Alias	The Variable Alias name.
Variable Location	The location the Variable is assigned to.
Description	The Variable description
Type	<p>The variable type:</p> <p>For more information of the different Variable types please refer to the Avaya documentation.</p>

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Variable screen will adjust dynamically based on the Variable Type selected.

New fields will appear on the screen (see image below).

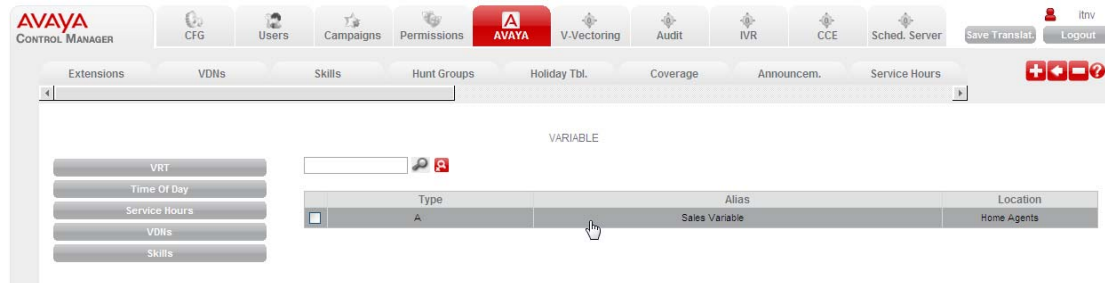
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes the Avaya logo and the text 'CONTROL MANAGER'. Below this, a series of tabs are visible: CFG, Users, Campaigns, Permissions, AVAYA (highlighted in red), V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. The main content area is titled 'Variable' and contains a form for creating or editing a variable. The form is titled 'VARIABLE' and includes the following fields:

Field	Value
Var *	
Alias Name *	
Location *	Denver
Description	
Type *	asaluul
Scope	L
Length	16
Start	1

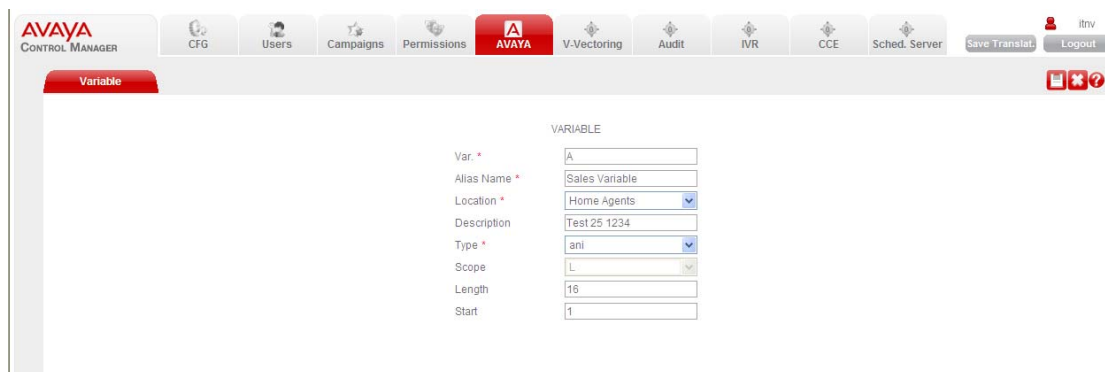
For more information about all other Variable features, please refer to the official Avaya documentation.

## Editing a Variable

To edit a Variable, open the Variable record by double-clicking its row in the Variable list.



The following screen will appear:



The Variable feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

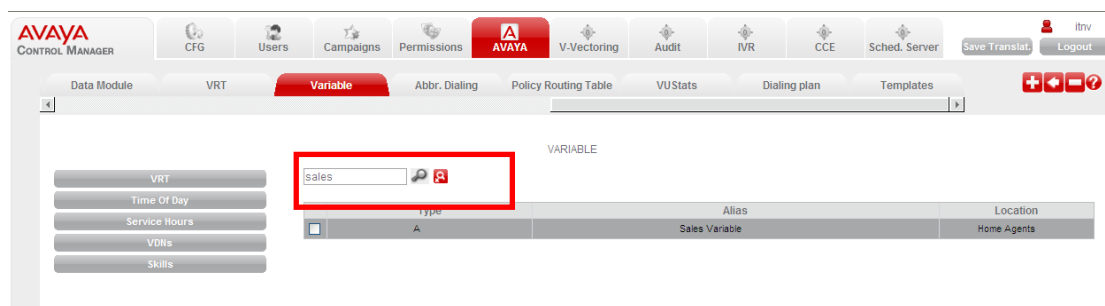
### Deleting a Variable

To delete, select the checkbox next to the Variable name and click on the Delete button.

### Searching for a Variable

The search feature allows you to search for a Variable based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



ABBREVIATED DIALING GROUP

The Abbreviated Dialing Group management feature allows you to manage Abbreviated Dialing Groups configurations.

To access the Abbreviated Dialing Group section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing Group button.

AVAYA  
CONTROL MANAGER

CFGUsersCampaignsPermissionsAVAYA V-VectoringAuditIVRCCE Sched. ServerSave Translat. Logout

Data ModuleVRTVariableAbbr. DialingPolicy Routing TableVUStatsDialing planTemplates

Abbr.Dialing Group  
Abbr.Dialing Personal  
Abbr.Dialing System  
Abbr.Dialing Enhanced  
Extensions  
Data Module

ABBREVIATED DIALING GROUP

	List Number	Alias Name	Location
<input type="checkbox"/>	1	2	Denver
<input type="checkbox"/>	2	Group 2	Denver
<input type="checkbox"/>	3	aaa	Denver
<input type="checkbox"/>	4	t	Denver
<input type="checkbox"/>	5	5	Denver
<input type="checkbox"/>	7	7777777	Denver
<input type="checkbox"/>	8	babatest	Denver
<input type="checkbox"/>	11	baba	Denver
<input type="checkbox"/>	13	555555	Denver
<input type="checkbox"/>	19	robocop	Denver
<input type="checkbox"/>	20	yyyyyy	Denver
<input type="checkbox"/>	21	aaa	Denver
<input type="checkbox"/>	32	ad5aa	Denver
		1 2	

Adding a new Abbreviated Dialing Group

To add a new Abbreviated Dialing Group, click the Add button and the detail screen will open:

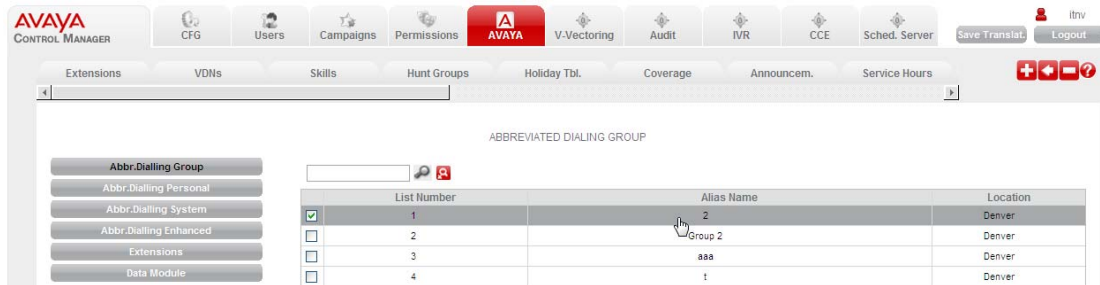
Enter the Abbreviated Dialing Group details:

Field	Description
Group List	The Abbreviated Dialing Group list number
Group Name	The Abbreviated Dialing Group name
Abbreviated Dialing Group Location	The location the Abbreviated Dialing Group is assigned to.

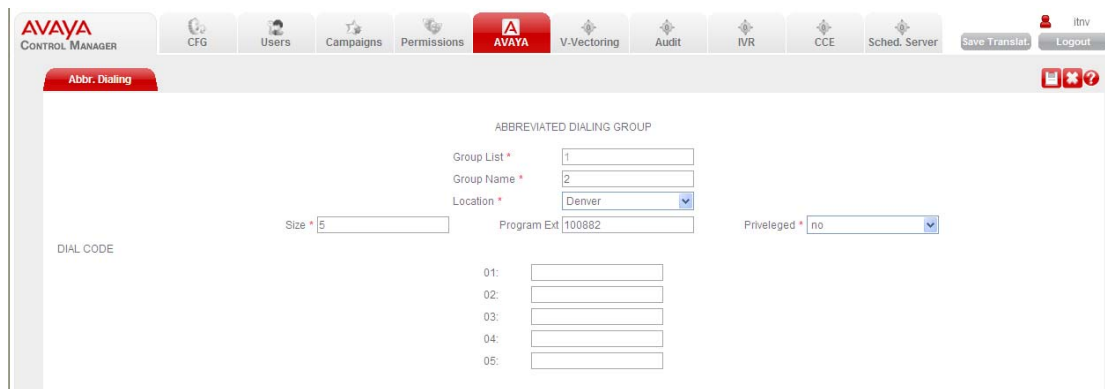
For more information about all other Abbreviated Dialing Group features, please refer to the official Avaya documentation.

## Editing an Abbreviated Dialing Group

To edit the Abbreviated Dialing Group details, open the Abbreviated Dialing Group record by double-clicking its row in the Abbreviated Dialing Group list.



The following screen will appear:



The Abbreviated Dialing Group feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.



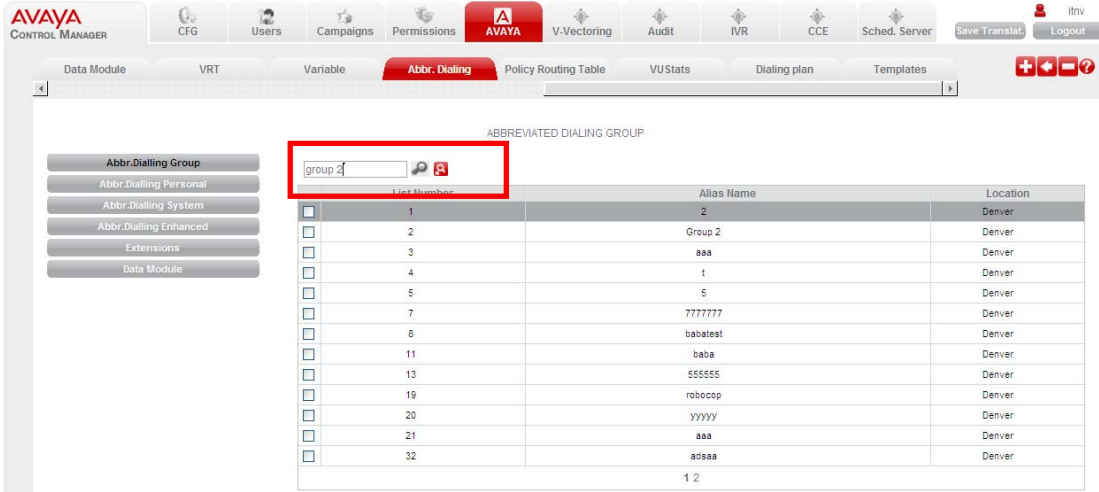
## Deleting an Abbreviated Dialing Group

To delete, select the checkbox next to the Abbreviated Dialing Group name and click on the Delete button.

## Searching for an Abbreviated Dialing Group

The search feature allows you to search for an Abbreviated Dialing Group based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Data Module, VRT, Variable, **Abbr. Dialing**, Policy Routing Table, VUStats, Dialing plan, and Templates. The left sidebar contains a list of modules: Abbr.Dialing Group, Abbr.Dialing Personal, Abbr.Dialing System, Abbr.Dialing Enhanced, Extensions, and Data Module. The main content area is titled "ABBREVIATED DIALING GROUP" and features a search box with the text "group 2" and a red search button. Below the search box is a table with columns for List Number, Alias Name, and Location. The table contains 12 rows of data, with the first row highlighted. The search results are filtered to show only the group named "Group 2".

List Number	Alias Name	Location
1	2	Denver
2	Group 2	Denver
3	aaa	Denver
4	t	Denver
5	5	Denver
7	7777777	Denver
8	babatest	Denver
11	baba	Denver
13	555555	Denver
19	robocop	Denver
20	yyyyyy	Denver
21	aaa	Denver
32	ad5aaa	Denver

## ABBREVIATED DIALING Personal

The Abbreviated Dialing Personal management feature allows you to manage Abbreviated Dialing Personal configurations.

To access the Abbreviated Dialing Group section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing Personal button.

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Data Module, VRT, Variable, **Abbr. Dialing**, Policy Routing Table, VUStats, Dialing plan, and Templates. The **Abbr. Dialing** tab is active, and the **Abbr.Dialing Personal** button is selected in the left sidebar. The main content area is titled "ABBREVIATED DIALING PERSONAL" and contains a table with the following data:

	Personal List	Lst. Number	List Name	Location
<input type="checkbox"/>	3000	1	2	Denver
<input type="checkbox"/>	3020	1	1	Denver
<input type="checkbox"/>	40000	1	40000	Denver
<input type="checkbox"/>	100051	1	aaaaaa	Denver
<input type="checkbox"/>	100133	1	100133	Denver
<input type="checkbox"/>	100229	1	100229	Denver
<input type="checkbox"/>	100240	1	100240	Denver
<input type="checkbox"/>	100247	1	ewefive	Denver
<input type="checkbox"/>	100855	1	gsd	Denver
<input type="checkbox"/>	20000000000002	1	test	New York

Adding a new Abbreviated Dialing Personal

To add a new Abbreviated Dialing Personal, click the Add button and the detail screen will open:

The screenshot shows the 'Abbreviated Dialing Personal' form in the Avaya Aura Control Manager. The form is titled 'ABBREVIATED DIALING PERSONAL' and contains the following fields:

- Personal list \*
- List Number \*
- List Name \*
- Location \* (Dropdown menu showing 'Denver')
- Size \* (Text input showing '5')

Below these fields, there are five rows for 'DIAL CODE' (01, 02, 03, 04, 05), each with a corresponding text input field.

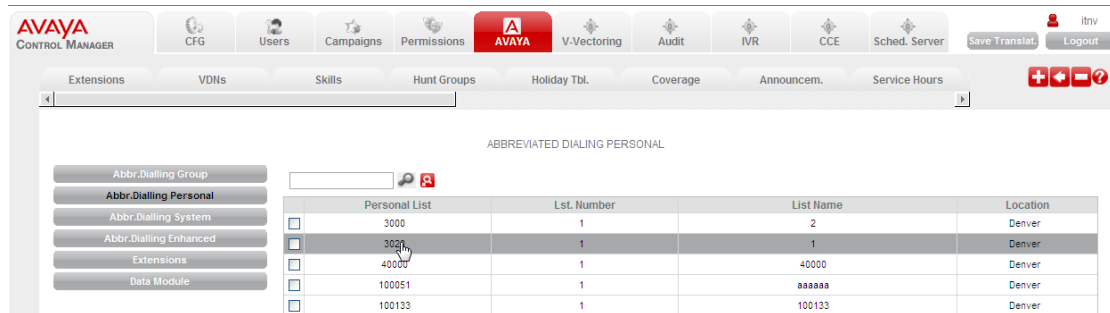
Enter the Abbreviated Dialing Group details:

Field	Description
Personal List	The Abbreviated Dialing Personal list personal number
List number	The Abbreviated Dialing Personal list number (extension number)
List name	The Abbreviated Dialing Personal list name
Abbreviated Dialing Group Location	The location the Abbreviated Dialing Group is assigned to.

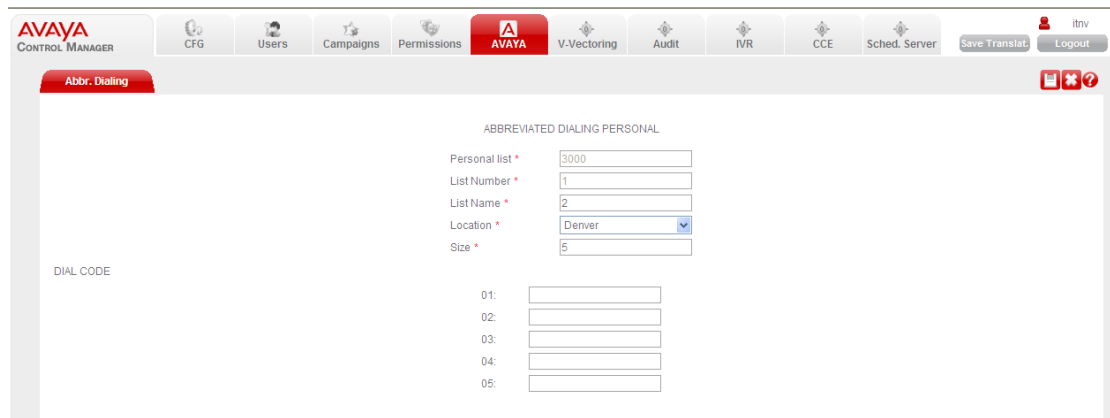
For more information about all other Abbreviated Dialing Personal features, please refer to the official Avaya documentation.

## Editing an Abbreviated Dialing Personal

To edit the Abbreviated Dialing Personal details, open the Abbreviated Dialing Personal record by double-clicking its row in the Abbreviated Dialing Group list.



The following screen will appear:



The Abbreviated Dialing Personal feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

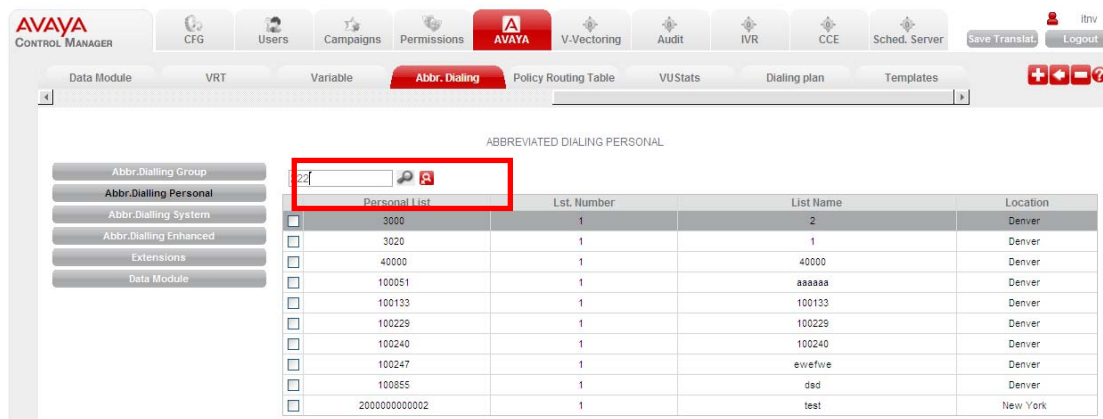
## Deleting an Abbreviated Dialing Personal

To delete, select the checkbox next to the Abbreviated Dialing Personal name and click on the Delete button.

## Searching for an Abbreviated Dialing Personal

The search feature allows you to search for an Abbreviated Dialing Personal based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



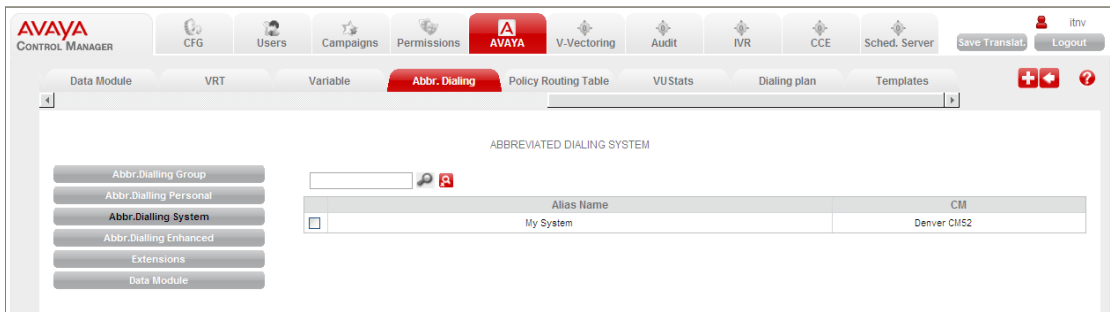
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Data Module, VRT, Variable, **Abbrev. Dialing**, Policy Routing Table, VUStats, Dialing plan, and Templates. The left sidebar contains a tree view with options: Abbr.Dialing Group, **Abbr.Dialing Personal**, Abbr.Dialing System, Abbr.Dialing Enhanced, Extensions, and Data Module. The main content area is titled 'ABBREVIATED DIALING PERSONAL' and features a search box with a magnifying glass icon and a red search button. Below the search box is a table with the following columns: Personal List, Lst. Number, List Name, and Location. The table contains several rows of data, including personal lists with numbers like 3000, 3020, 40000, 100051, 100133, 100229, 100240, 100247, 100855, and 2000000000002, each with a corresponding list name and location.

Personal List	Lst. Number	List Name	Location
3000	1	2	Denver
3020	1	1	Denver
40000	1	40000	Denver
100051	1	aaaaaa	Denver
100133	1	100133	Denver
100229	1	100229	Denver
100240	1	100240	Denver
100247	1	ewefwe	Denver
100855	1	dad	Denver
2000000000002	1	test	New York

## ABBREVIATED DIALING SYSTEM

The Abbreviated Dialing System management feature allows you to manage Abbreviated Dialing System configurations.

To access the Abbreviated Dialing System section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing System button.



### Adding a new Abbreviated Dialing System

To add a new Abbreviated Dialing System, click the Add button and the detail screen will open:

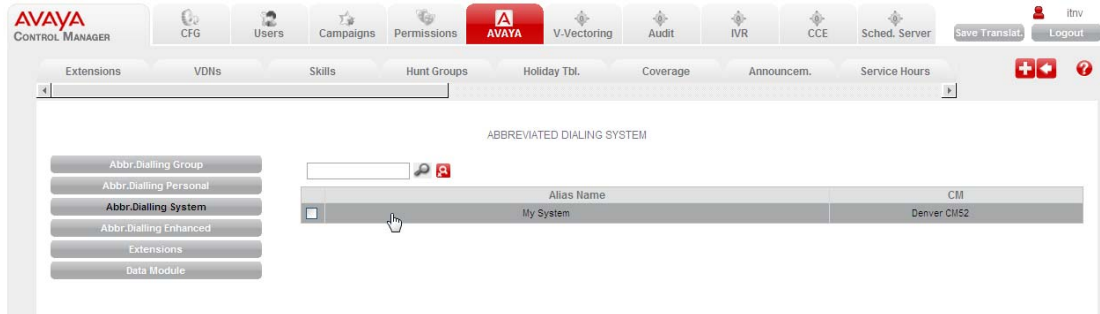
Enter the Abbreviated Dialing System details:

Field	Description
Alias name	The alias name of the Abbreviated Dialing System
CM	The communication manager that is assigned to this Abbreviated Dialing System

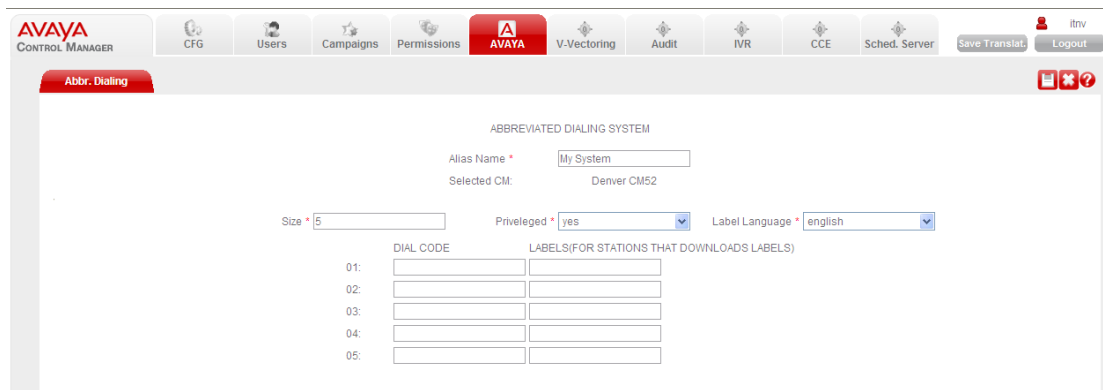
For more information about all other Abbreviated Dialing System features, please refer to the official Avaya documentation.

## Editing an Abbreviated Dialing System

To edit the Abbreviated Dialing System details, open the Abbreviated Dialing System record by double-clicking its row in the Abbreviated Dialing System list.



The following screen will appear:



The Abbreviated Dialing System feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.



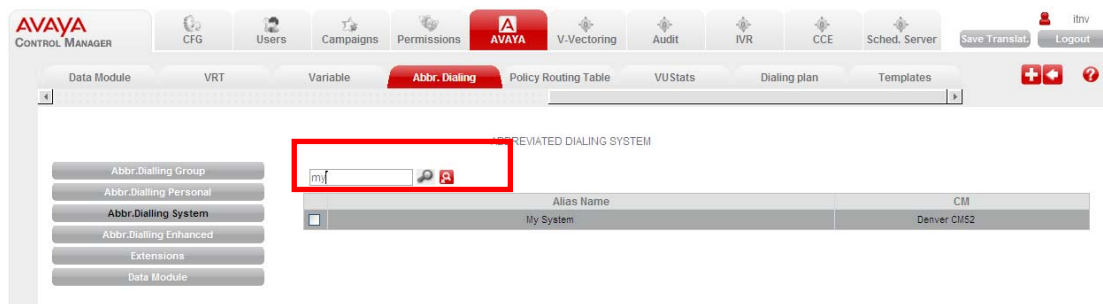
## Deleting an Abbreviated Dialing System

To delete, select the checkbox next to the Abbreviated Dialing System name and click on the Delete button.

## Searching for an Abbreviated Dialing System

The search feature allows you to search for an Abbreviated Dialing System based on its name or number.

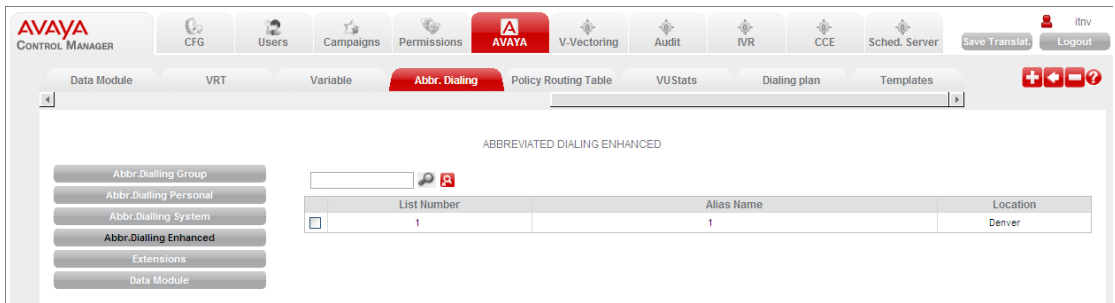
To use the search option, enter the search text in the search box and click on the search button (marked in red).



## ABBREVIATED DIALING ENHANCED

The Abbreviated Dialing Enhanced management feature allows you to manage Abbreviated Dialing Enhanced configurations.

To access the Abbreviated Dialing Enhanced section, navigate to the Abbr.Dialing tab and click on the Abbreviated Dialing Enhanced button.



Adding a new Abbreviated Dialing Enhanced

To add a new Abbreviated Dialing Enhanced, click the Add button and the detail screen will open:

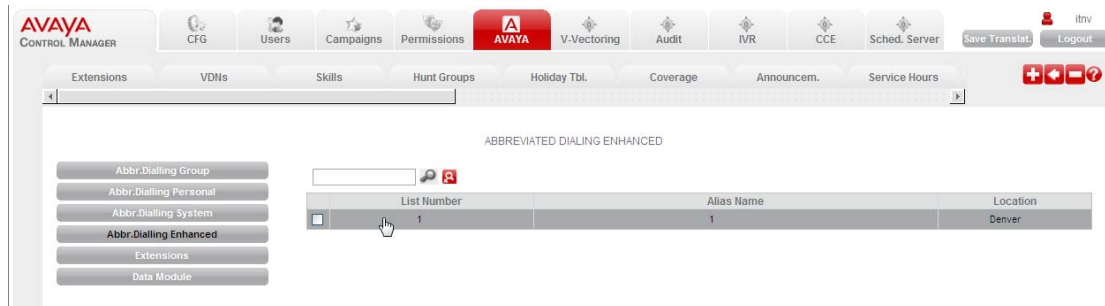
Enter the Abbreviated Dialing Enhanced details:

Field	Description
List number	The number of the Abbreviated Dialing Enhanced list
Alias name	The alias name of the Abbreviated Dialing Enhanced
Location	The location the Abbreviated Dialing Enhanced is assigned to

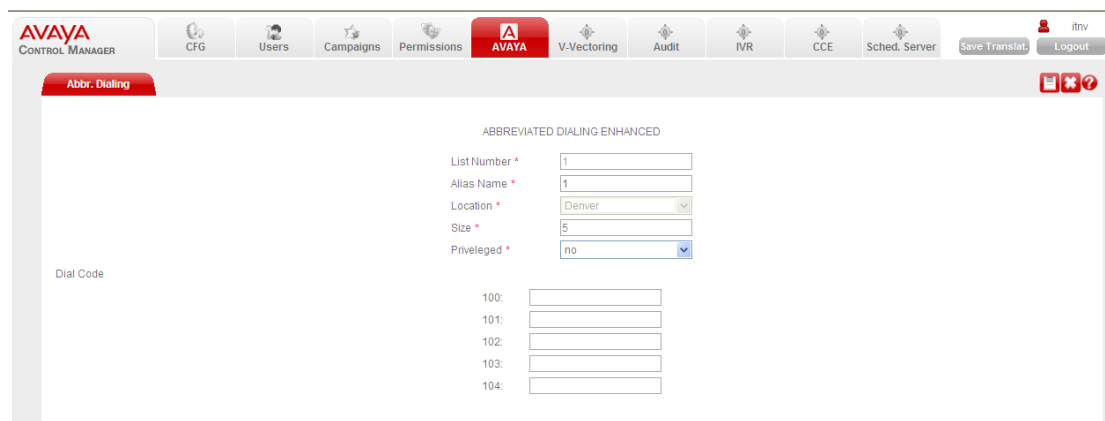
For more information about all other Abbreviated Dialing Enhanced features, please refer to the official Avaya documentation.

## Editing an Abbreviated Dialing Enhanced

To edit the Abbreviated Dialing Enhanced details, open the Abbreviated Dialing Enhanced record by double-clicking its row in the Abbreviated Dialing Enhanced list.



The following screen will appear:



The Abbreviated Dialing Enhanced feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

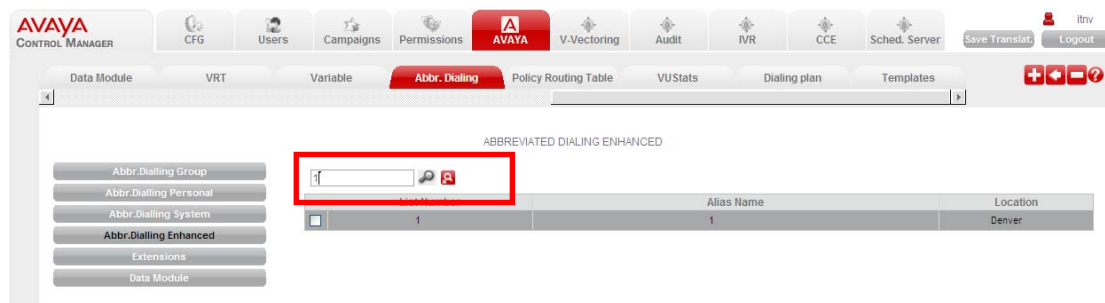
### Deleting an Abbreviated Dialing Enhanced

To delete, select the checkbox next to the Abbreviated Dialing Enhanced name and click on the Delete button.

### Searching for an Abbreviated Dialing Enhanced

The search feature allows you to search for an Abbreviated Dialing Enhanced based on its name or number.

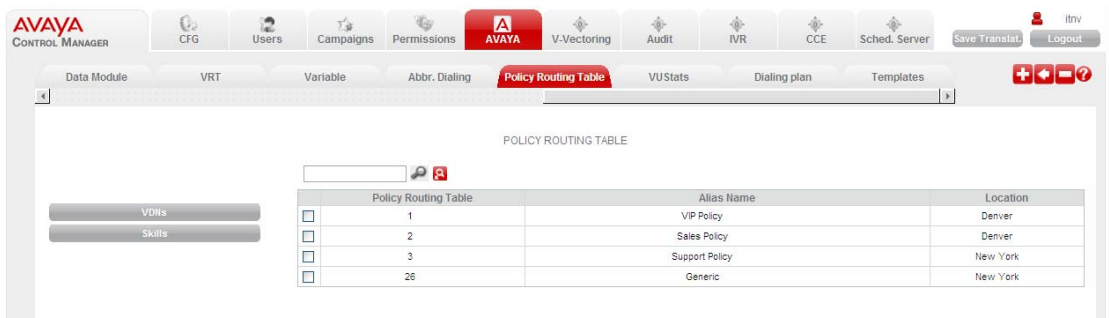
To use the search option, enter the search text in the search box and click on the search button (marked in red).



## Policy Routing Tables

The Policy Routing Table management feature allows you to manage Policy Routing Table configurations.

To access the Policy Routing Table section, navigate to the Policy Routing Table tab.



## Adding a new Policy Routing Table

To add a new Policy Routing Table, click the Add button and the detail screen will open:

**POLICY ROUTING TABLE**

Number \*  Alias Name \*  Location \*

Type \*  Period \*


Index	Route-to VDN	VDN Name	Target %	Actual %	Call Counts
1	<input type="text"/>	<input type="text"/>	<input type="text"/>		
2	<input type="text"/>	<input type="text"/>	<input type="text"/>		
3	<input type="text"/>	<input type="text"/>	<input type="text"/>		
4	<input type="text"/>	<input type="text"/>	<input type="text"/>		
5	<input type="text"/>	<input type="text"/>	<input type="text"/>		
6	<input type="text"/>	<input type="text"/>	<input type="text"/>		
7	<input type="text"/>	<input type="text"/>	<input type="text"/>		
8	<input type="text"/>	<input type="text"/>	<input type="text"/>		
9	<input type="text"/>	<input type="text"/>	<input type="text"/>		
10	<input type="text"/>	<input type="text"/>	<input type="text"/>		
11	<input type="text"/>	<input type="text"/>	<input type="text"/>		
12	<input type="text"/>	<input type="text"/>	<input type="text"/>		
13	<input type="text"/>	<input type="text"/>	<input type="text"/>		

Enter the Policy Routing Table details:

Field	Description
Number	The number of the Policy Routing Table
Alias name	The alias name of the Policy Routing Table
Location	The location the Policy Routing Table is assigned to
Type	Percentage

Period	Period * <div> <div>100-count</div> <div> 100-count  daily  half-hour  hourly  max-count  weekly </div> </div>
--------	---

The period count of the policy routing table

In order to assign a VDN to a Policy Routing Table click on 

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will display a list of all the VDN's based on the user's "Location to view" permissions.

By Location		Search
<input type="text"/>		<input type="text"/>
Number	Alias Name	Location
3032	Support	Denver
3035	Services	Denver
40003	Support VIP	Denver
40004	Telemarketing	Denver
40006	Finance	Denver
40010	VIP	Denver
40041	Support French	Denver
41001	Support Spanish	Denver
42500	Support German	Denver
44500	TV Support	Denver
45001	Television Support	Denver

Cancel

In order to select a VDN double click on the row.



AVAYA  
CONTROL MANAGER

CFGUsersCampaignsPermissionsAVAVAV-VectoringAuditIVRCCEScheduled ServerSave TranslatLogoutitnv

Policy Routing Table

POLICY ROUTING TABLE

Number \*

Alias Name \*

Location \*  
Denver

Type \*  
percentage

Period \*  
100-count

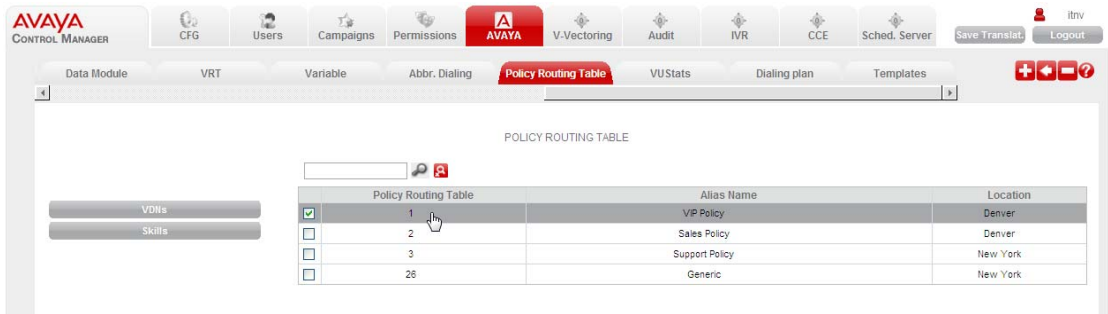
Index	Route-to VDN	VDN Name	Target %	Actual %	Call Counts
1	3035	Services	100		

enter the %Target of calls in the Target field.

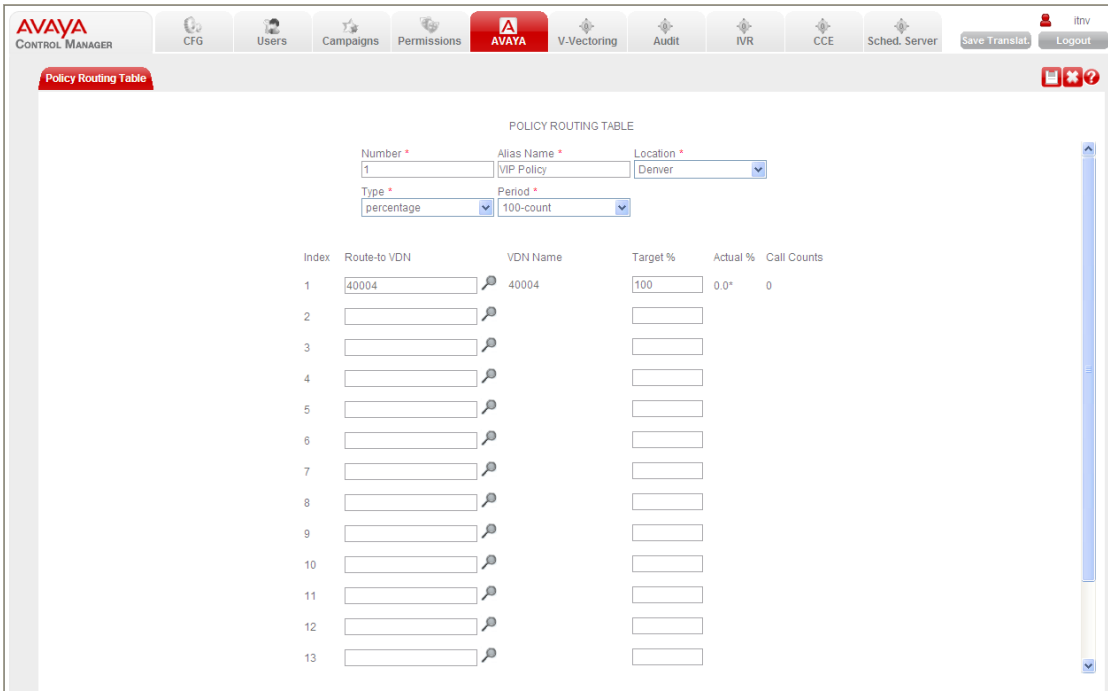
For more information about all other Policy Routing Table features, please refer to the official Avaya documentation.

Editing an Policy Routing Table

To edit the Policy Routing Table details, open the Policy Routing Table record by double-clicking its row in the Policy Routing Table list.



The following screen will appear:



The Policy Routing Table feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

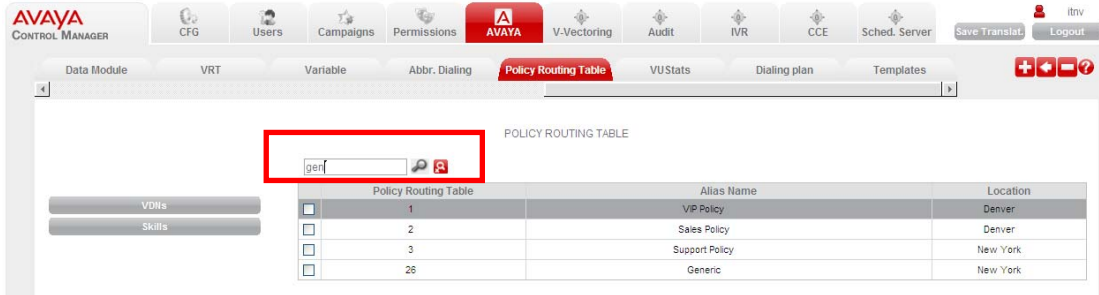
## Deleting an Policy Routing Table

To delete, select the checkbox next to the Policy Routing Table name and click on the Delete button.

## Searching for an Policy Routing Table

The search feature allows you to search for an Policy Routing Table based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).



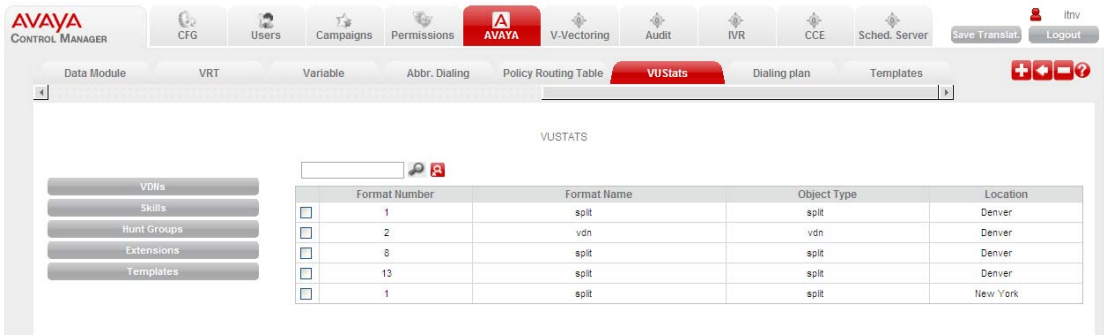
The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. The main menu on the left includes Data Module, VRT, Variable, Abbr. Dialing, Policy Routing Table (selected), VUStats, Dialing plan, and Templates. The central area displays a search box with the text 'gen' and a red search button. Below the search box is a table titled 'POLICY ROUTING TABLE' with columns for Policy Routing Table, Alias Name, and Location. The table contains four rows: 1 (VIP Policy, Denver), 2 (Sales Policy, Denver), 3 (Support Policy, New York), and 28 (Generic, New York). Each row has a checkbox in the first column.

Policy Routing Table	Alias Name	Location
1	VIP Policy	Denver
2	Sales Policy	Denver
3	Support Policy	New York
28	Generic	New York

# VUSTATS

The VUSTAT management feature allows you to manage VUSTAT configurations.

To access the VUSTATS section, navigate to the VUSTAT tab.



Adding a new VUSTAT

To add a new VUSTAT, click the Add button and the detail screen will open:

The screenshot shows the 'VUSTATS' configuration screen in the Avaya Aura Contact Center Control Manager. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. The main form contains the following fields:

- Format Name \*
- Format Number \*
- Location \*
- Object Type \*
- Next Format number
- Update Interval
- Data Field character
- Number Of Intervals
- Format Description

Below these fields is a table for configuring data types, periods, thresholds, and RC values for 10 different data types.

Data Type	Format	Period	Threshold	RC
1:				
2:				
3:				
4:				
5:				
6:				
7:				
8:				
9:				
10:				

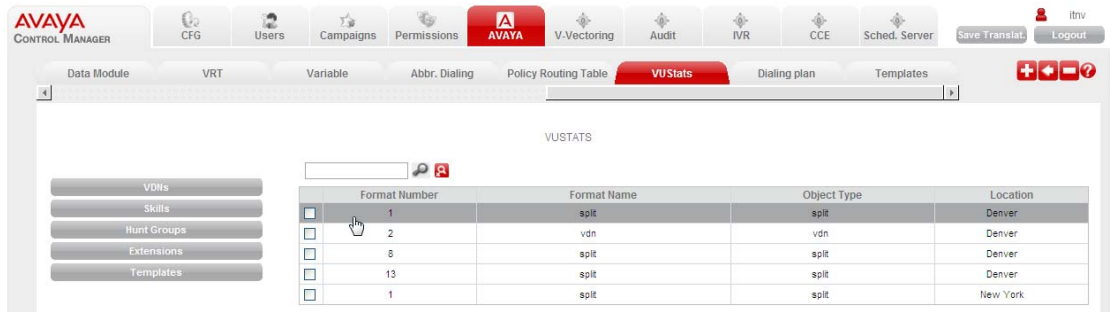
Enter the Abbreviated Dialing Enhanced details:

Field	Description
Format name	The name of the VUSTAT
Format number	The number of the VUSTAT
Location	The location the VUSTAT is assigned to

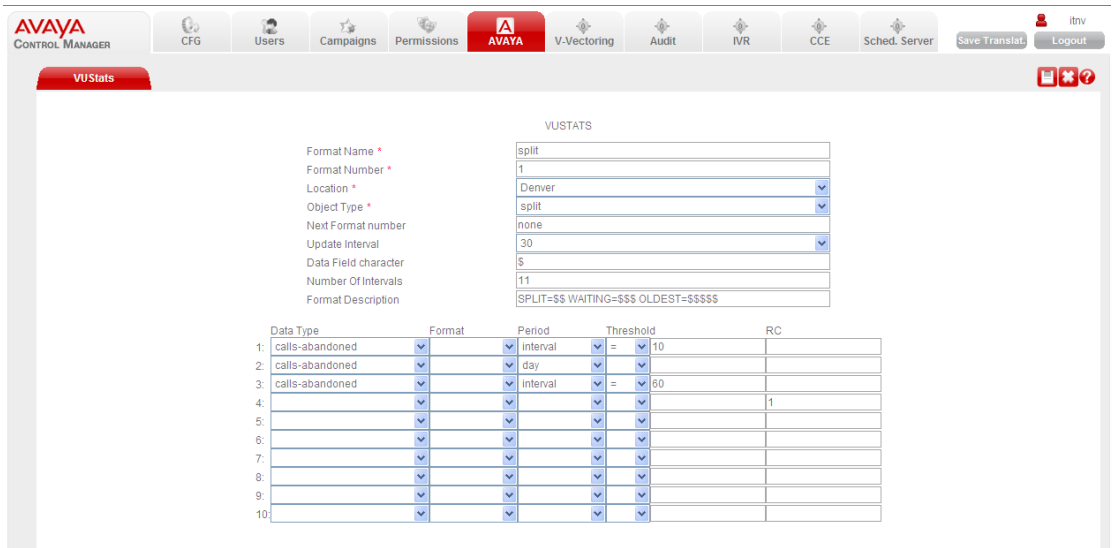
For more information about all other VUSTAT features, please refer to the official Avaya documentation.

Editing an VUSTAT

To edit the VUSTAT details, open the VUSTAT record by double-clicking its row in the VUSTAT list.



The following screen will appear:



The VUSTAT feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

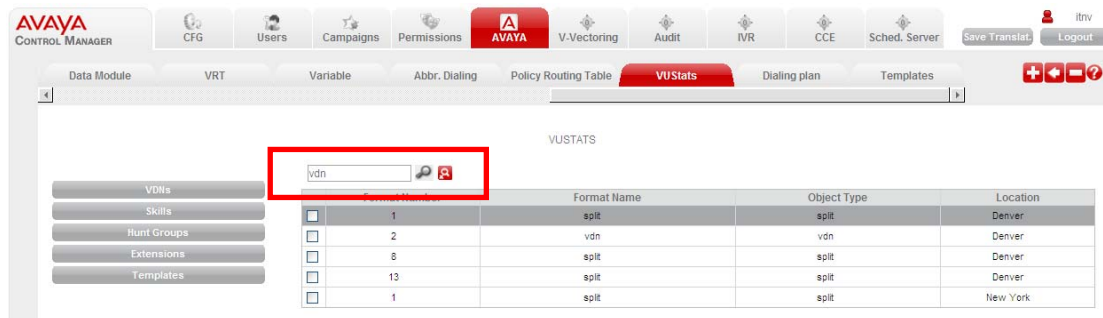
## Deleting an VUSTAT

To delete, select the checkbox next to the VUSTAT name and click on the Delete button.

## Searching for an VUSTAT

The search feature allows you to search for an VUSTAT based on its name or number.

To use the search option, enter the search text in the search box and click on the search button (marked in red).

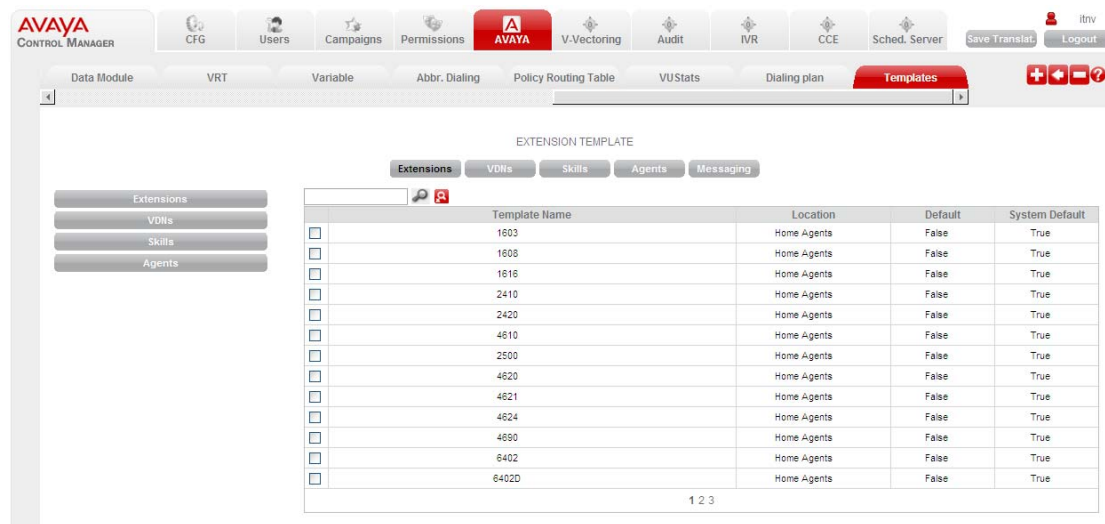


The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Data Module, VRT, Variable, Abbr. Dialing, Policy Routing Table, **VUStats**, Dialing plan, and Templates. The VUStats tab is active, displaying a table of VUSTATS. A search box with the text 'vdm' and a search button (marked with a red box) is located above the table. The table has columns for Format Name, Object Type, and Location. The table data is as follows:

Format Name	Object Type	Location
split	split	Denver
vdm	vdm	Denver
split	split	Denver
split	split	Denver
split	split	New York

## Templates

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER manages templates for extensions, VDNs, skills, and agents.



A template is a predefined object configuration that can be used to create new extensions, VDNs, skills, or agents.

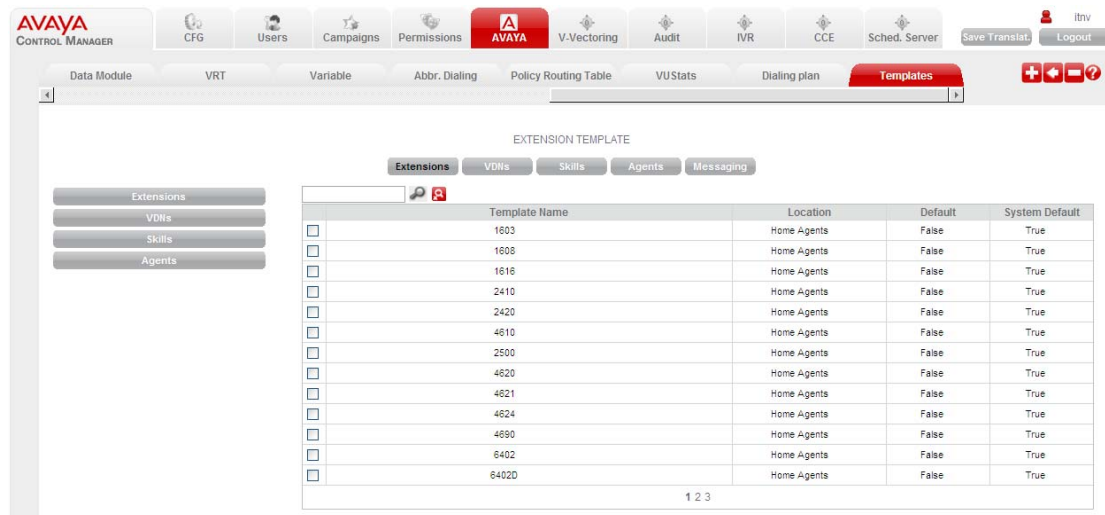
Each template is assigned to a location and will only appear if the new object is related to the same location as the template.

For example: when adding a new extension that is assigned to Location B, the user will only see the available extension templates that are assigned to Location B (and likewise for VDNs, skills, and agents).



## Adding extension templates

To add an extension template, click on the Extensions button under the Templates tab.



Click on the Add button to add a new template.

**EXTENSION TEMPLATE**

Type: 4610 Template Name: Location: Denver Location Default: System Default:

**EXTENSION**

Extension Number: Lock Messages: no Security Code: Coverage Path 1: Coverage Path 2: Hunt to Station: BCC: TN: 1 COR: 1 COB: 2

**STATION OPTION**

Loss Group: 17 Speaker Phone: 2-way Display Language: english Survivable OK Node Name: Survivable CDR: Survivable Trunk Dest: Time of Day Lock Table: Personalized Ringing Pattern: 1 Message Lamp Ext: Mute Button Enabled: Media Complex Ext: IP Softphone: no Customizable Labels:

**FEATURE OPTION**

LWC Reception: spe LWC Activation: LWC Log External Calls: no CDR Priority: Redired Notification: Per Button Ring Control: Bridget Call Alerting: Activate Station Ringing: single H320 Conversion: no Reason 1 lock Mode: no Auto Select Any Idle Appearance: Coverage Map Retrieval: yes Auto Answer: none Data Restriction: no Idle Appearance Preference: no Bridget Idle Line Preference: no Restricted Last Appearance: no Emu Login Allowed: Per Station CPU Send Calling No: BCDSD State: Available Message Wait Tone: no

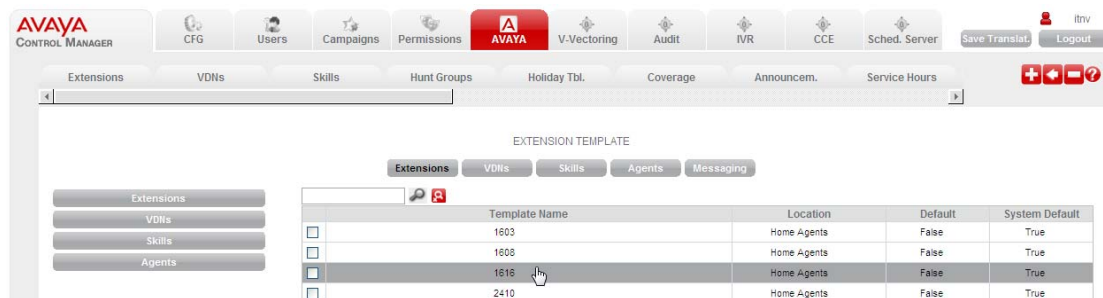
The Extension Type field allows you to change between the different extension types. Each extension type is reflected with a different set of fields and properties.

Field	Description
Extension Type	The type of the extension that will be used.
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default extension template for the location.

The extension feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

### Editing extension templates

To edit an extension template, click on the Extensions button under the Templates tab and double-click the template that you want to edit.

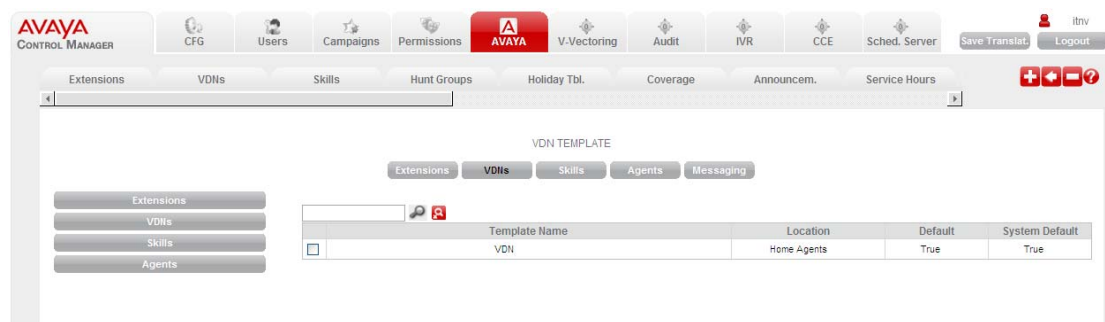


## Deleting extension templates

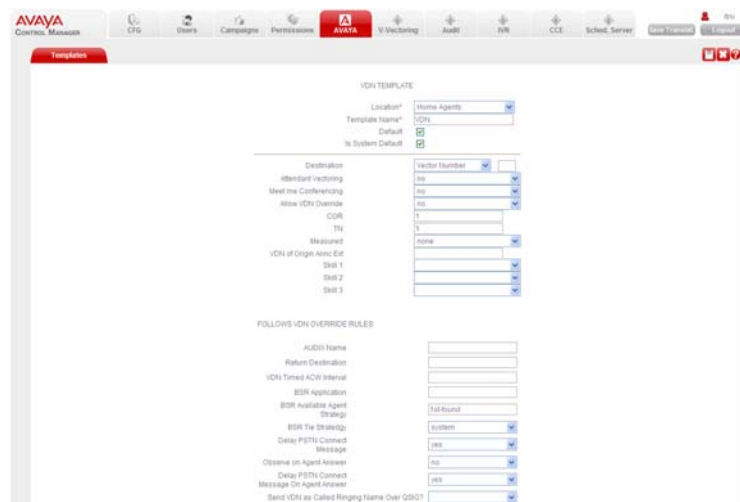
To delete an extension template, click on the Extensions button under the Templates tab, select the extension, and click on the Delete button.

## Adding VDN templates

To add a VDN template, click on the VDNs button under the Templates tab.



The click on the Add button to add a new template.



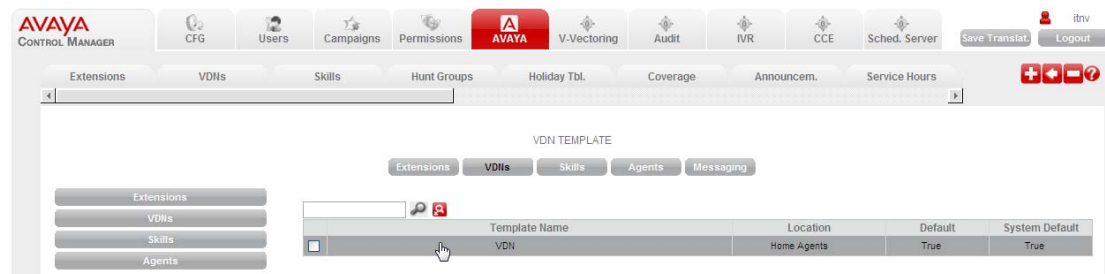
The VDN Type field allows you to change between the different VDN types. Each VDN type is reflected with a different set of field and properties.

Field	Description
VDN Type	The type of the VDN that will be used.
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default VDN template for the location.

The VDN feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

### Editing VDN templates

To edit a VDN template, click on the VDNs button under the Templates tab and double-click the template that you want to edit.



## Deleting VDN templates

To delete a VDN template, click on the VDNs button under the Templates tab, select the VDN, and click on the Delete button.

## Adding skills templates

To add a skills template, click on the Skills button under the Templates tab.

The screenshot shows the Avaya Aura Control Manager interface. The top navigation bar includes buttons for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. Below this, a secondary navigation bar has buttons for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage, Announcem., and Service Hours. The main content area is titled 'SKILL TEMPLATE' and features a sidebar with buttons for Extensions, VDNs, Skills, and Agents. The Skills button is selected. The main area displays a table with columns: Template Name, Location, Default, and System Default. The table contains one row: 'Default Skill', 'Home Agents', 'True', and 'True'.

Then click on the Add button to add a new template.

The screenshot shows the Avaya Aura Control Manager interface with the 'Templates' tab selected. The 'SKILL TEMPLATE' section is active. At the top, there are fields for 'Location' (set to 'Home Agents'), 'Name' (set to 'Default Skill'), and checkboxes for 'Is Default' and 'Is System Default' (both checked). Below these are two columns of configuration options. The left column includes: AIC skill (checkbox), Group Type (dropdown: ucd-mia), TN (text: 1), COR (text: 1), Security Code (text), ISDN/SIP caller display (text), Queue Limit (text: unlimited), Call Warning Threshold (text), Time Warning Threshold (text), Skill (dropdown: Yes), AAS (text: n), Supervisor Extension (text), Timed ACW Interval (text), Redirect On No Answer (text), Forced Entry On Stroke Counts Or Call Work Codes? (text: n), LWC Reception (text: none), and Message Center (text: none). The right column includes: Export to external system(s) (checkbox), ACD (dropdown: Yes), Queue (dropdown: Yes), Vector (dropdown: Yes), Early Answer (text: n), Local Agent Preference (text), Port (text), Expected Call Handle Time (text: 180), Measured (text: none), Controlling Adjunct (text: none), Redirect To VDN (text), Interruptible Aux Threshold (dropdown: none), and AUDIX Name (text).

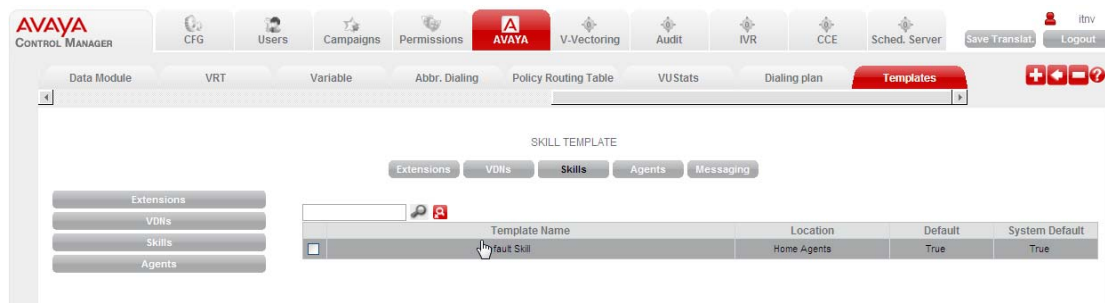
The Skill Type field allows you to change between the different skill types. Each skill type is reflected with a different set of field and properties.

Field	Description
Skill Type	The skill type that will be used.
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default Skill template for the location.

The skill feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

### Editing skill templates

To edit a skill template, click on the Skills button under the Templates tab and double-click the template that you want to edit.



## Deleting skill templates

To delete a skill template, click on the Skill button under the Templates tab, select the skill, and click on the Delete button.

## Adding agent templates

To add an agent template, click on the Agents button under the Templates tab.

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes buttons for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. The main menu on the left lists Extensions, VDNs, Skills, and Agents. The central area is titled 'AGENT TEMPLATE' and contains a table with the following data:

Template Name	Location	Default	System Default
Default	Home Agents	True	True

Then click on the Add button to add a new template.

The screenshot shows the detailed 'AGENT TEMPLATE' configuration page. It includes fields for Location, Name, Password, Password confirmation, Security code, LWC log external calls, Hear Service Observing Tone, Login id for ACW display, Auto answer, ACW agent considered idle, Logout reason code type, Direct agent skill, Service objective, Local call preference, and a list of skill names and levels. The 'Is Default' and 'Is System Default' checkboxes are also present.

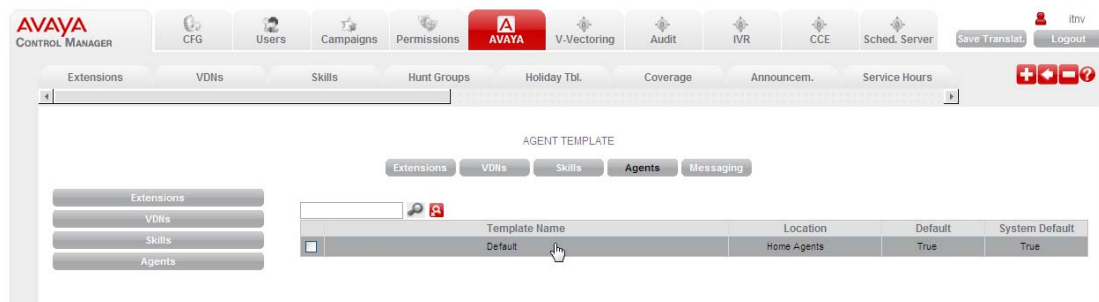
The Agent Type field allows you to change between the different agent types. Each agent type is reflected with a different set of field and properties.

Field	Description
Agent Type	The agent type that will be used
Template Name	The name of the template.
Template Location	The location the template is assigned to.
Default	Defines whether this template will be the default agent template for the location.

The agent feature is identical to the screen that appears in the CM. For more information about how to use this feature, please refer to the official Avaya documentation.

### Editing agent templates

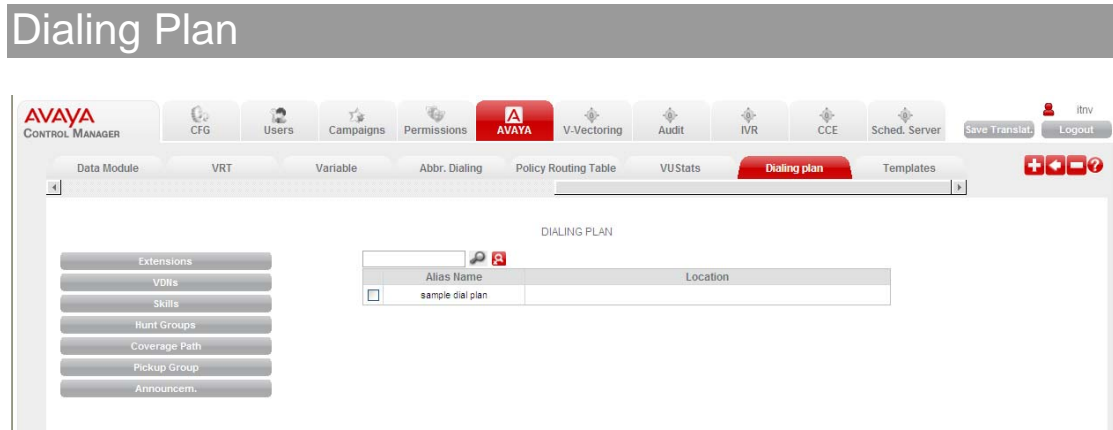
To edit an agent template, click on the Agent button under the Templates tab and double-click the template that you want to edit.





Deleting agent templates

To delete an agent template, click on the Agents button under the Templates tab, select the agent, and click on the Delete button.



The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER dialing plan allows you to manage the numbering logic of the environment.

There are two types of dialing plans that can be used in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER environment:

Type	Description
In Range	When this feature is enabled, each time a new object is created, the system will check if the object number is within the range defined in the <b><u>location's</u></b> dialing plan. If the number is outside of the range, the user will not be able to create the object.
Range Management	When this feature is enabled, the system handles assigning numbers automatically for each new object, based on the <b><u>location's</u></b> dialing plan.

To add a new dialing plan, click on the Add button, and the New Dialing Plan screen will appear:

AVAYA  
CONTROL MANAGER

CFGUsersCampaignsPermissionsAVAVAV-VectoringAuditIVRCCE Sched. ServerSave TranslatLogout

ifrv

Dialing plan

DIALING PLAN

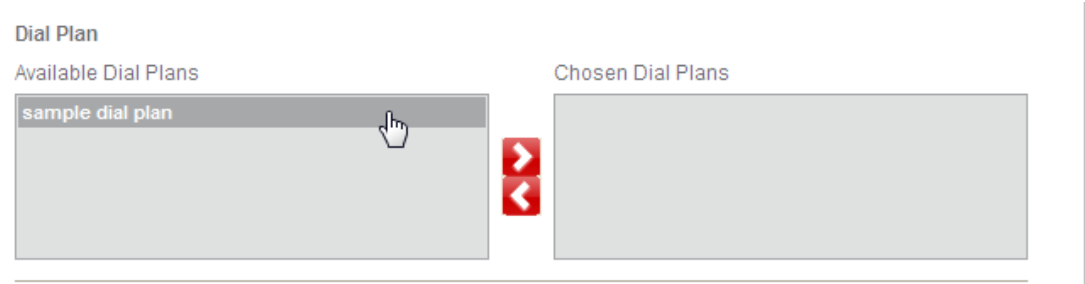
Alias Name \*

Item	Range	Range management	In Range	Do not sync
VDN	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hunt/Skill Group Extension	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agents login ID	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extensions Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coverage path range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coverage time of day range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coverage answer groups range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday table range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Announcement range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service hours Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hunt Groups Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickup group range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vector Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intercome Group Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group Page Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Term-Ext-Group Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off PBX Station Mapping Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off PBX Telephone Config Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Of Day Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coverage Remote Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Module Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vector Routing Table Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variables Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abbr. Dial. Group Range	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Each object is handled separately in the dialing plan, and the management features can be enabled and disabled for each object.

For each object you can enter the start/end range for numbering, then click on the Save button.

The dialing plan assigned to the location is managed in the **CFG tab** under each location.



## Messaging

The Messaging feature in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows you to manage different AVAYA Messaging systems. These supported messaging systems are:

- CM Messaging
- Modular Messaging
- Intuity
- Audix

## Configuring Messaging Systems

Messaging systems are configured in the CFG section under the UM tab.

You can configure unlimited number of Messaging systems and assign them to locations.

	Alias Name	UM Server Host	Port	Username	Database Server Name	UM Database Name	UM Database Username	Type	LDAP mmlid	LDAP Version	Protocol	Security Authentication Type	Based Context	Version
<input type="checkbox"/>	DEMOIMESSAGING	127.0.0.1	7000	MYUM				ModularMessaging	1	1	none	simple	1	1

The table below describes the different parameters that are should be configured in order to enable the Messaging integration:

System Type	Field	Description
All	Alias Name	The alias name of the UM system.
	Type	The system type: MM, Intuity, audix, CM messaging.
	UM Server Host	The host name or IP address of the UM server.
	Port	The port number that is used for the integration.
	Username	The username that is used for the integration.
	Password	The user password.
	Version	The version of the Messaging system
For Future Use	Database server name	The name of the database server that is used by the UM solution (if there is one).
	UM Database Name	The name of the database.
	UM Database Username	The username that is used for the integration.
	UM Database Password	The user password.
Modular Messaging	LDAP mmld	The host name of your MM server. For example "ITNVMSS"
	LDAP Version	2
	Protocol	none
	Security Authentication	Simple

	Type	
	Based Context	O=Modular Msg Servers,DC=private,DC=local
	Version	2

Messaging Systems and Locations

Each Messaging system must be assigned to a location in order to allow users to administer voicemails.

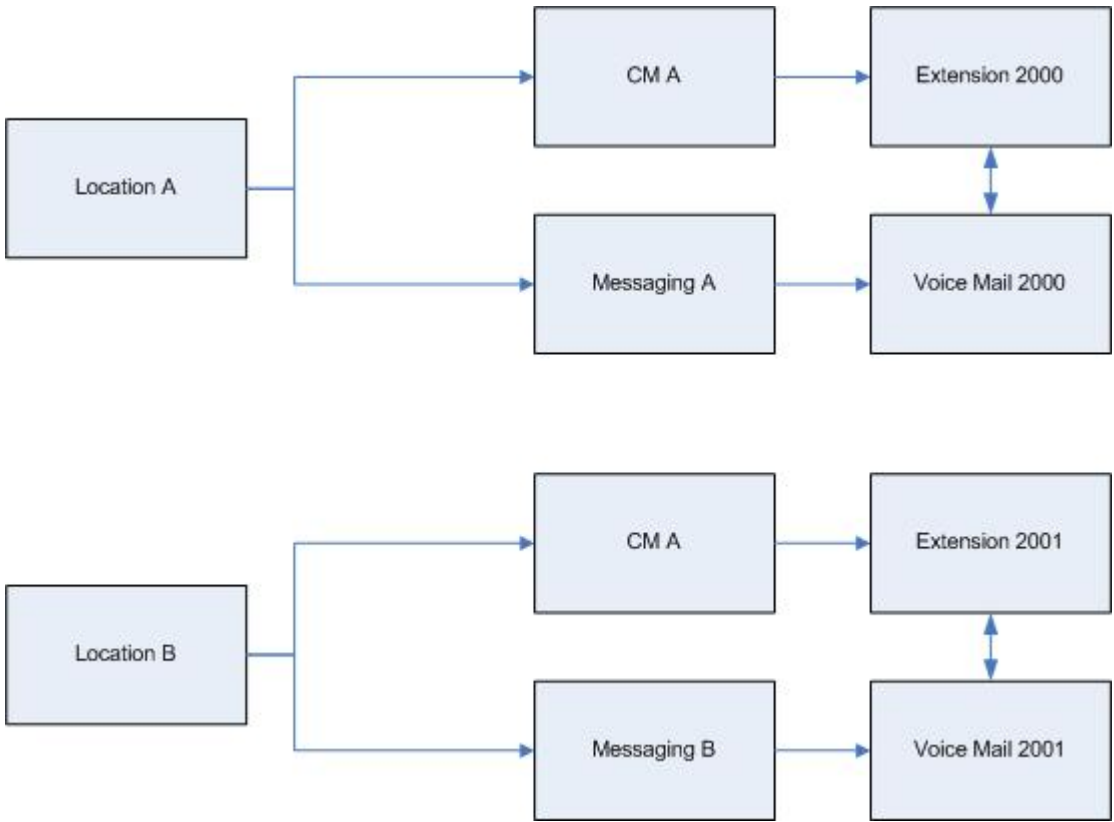
UM

Available UMs

Chosen UMs

DEMOMESSAGING

The following diagram explains the relationship between Extensions, Locations and Messaging systems:



As seen in the image above the environment includes:

1. Two Locations (A&B)
2. A single Communication Manager (CM A)
3. Two Messaging systems (A&B)

Location A is assigned to:

- CM A
- Messaging A

Location B is assigned to:

- CM A
- Messaging B

If extension that is assigned to Location A (Extension 2000) then the messaging system that this extension will be released to is Messaging A because it belongs to the same location A.

If extension that is assigned to Location B (Extension 2001) then the messaging system that this extension will be released to is Messaging B because it belongs to the same location B.

**Only one messaging system can be assigned to a location.**



## Messaging Permissions

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Messaging integration includes the following set of permissions:

Name	Description
View Messaging	View only  (Mandatory permissions in order to view the Messaging button in the extension page)
Add Messaging	Ability to add a messaging feature to a User / Extension
Delete Messaging	Ability to delete a messaging feature to a User / Extension
Advanced Messaging	Access the advanced features of the messaging page

The Messaging permissions are part of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER application.

## Using the Messaging Feature

The messaging feature can be accessed from the Extension page. In order to access the messaging feature you must have the relevant permissions.

AVAYA CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR CCE Sched. Server Save Translat. Logout

Extension

Messaging View Visual Phone Show Usage

EXTENSION

Extension Number \* 3022

Extension Name \* Call Center EXT 1

Extension location \* Denver

Template \* 9630

☒ Export to external system(s)

As part of the “Edit Extension” page you will see the “Messaging” button.

After clicking on the Messaging button the system will show on the screen a list of fields that are related to the Messaging system.

Based on the messaging system that is assigned to the location different types of fields will be shown (for example: CM Messaging will have different fields then Modular Messaging).

AVAYA CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR CCE Sched. Server Save Translat. Logout

Extension

Messaging One-X App View Visual Phone Show Usage

EXTENSION

Extension Number \* 3022

Extension Name \* Call Center EXT 1

Extension location \* Denver

Template \* 9630

☒ Export to external system(s)

Add Messaging

Basic Information

Last Name \* Center EXT 1

Password \*

Numeric Address \* 3022

Class Of Service \* 1

First Name Call

Mailbox Number \* 3022

PBX Extension 3022

Community Id \*

By default AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will show only the minimal amount of fields that are required for a new Messaging feature.

### CMM/Intuity/Audix – Standard Fields

Name	Description
Name	The name of the voice mail. by default the system will show the name of the extension
Extension	The messaging extension number. by default the system will show the extension number
Password	Enter the password of the voice mail.

### CMM/Intuity/Audix – Advanced Fields

By clicking on the advanced field button AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will expose an additional set of fields:

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat, and Logout. The main content area is titled 'Extension' and contains a form for adding messaging. The form includes fields for Extension Number (3022), Extension Name (Call Center EXT 1), Extension location (Denver), and Template (9630). There is a checkbox for 'Export to external system(s)' which is checked. Below this, there is a section for 'Add Messaging' with fields for Name (Call Center EXT 1), Extension (3022), and Password. An 'Advanced' section contains fields for COS (class00), Switch Number, Community Id, Secondary Ext, Account Code, Email Address (3022@test), Locked (no), Miscellaneous 1-4, Covering Extension, and Broadcast Mailbox.

For more information about the additional fields please refer to the official Avaya documentation.

Modular Messaging – Standard Fields

Name	Description
First name	The first name of the voice mail. by default the system will show the name of the extension
Last Name	The Last name of the voice mail. by default the system will show the name of the extension
Mailbox number	The messaging extension number. by default the system will show the extension number
Password	Enter the password of the voice mail.
Numeric address	The messaging numeric address. by default the system will show the extension number
PBX Extension	The PBX extension number behind this voice mail. by default the system will show the extension number

Class of Service (COR)	The COR the messaging is assigned to
Community ID	The community ID

### Modular Messaging – Advanced Fields

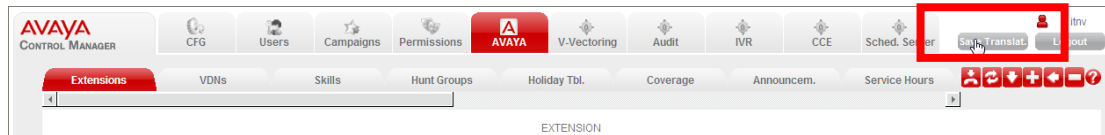
By clicking on the advanced field button AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will expose an additional set of fields:

For more information about the additional fields please refer to the official Avaya documentation.

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. The main content area is titled 'Extension' and contains a sidebar with buttons for Messaging, One-X App, View Visual Phone, and Show Usage. The main form area is divided into sections: 'EXTENSION' (with fields for Extension Number, Extension Name, Extension location, Template, and Export to external system(s)), 'Add Messaging' (with sub-sections for Basic Information, Subscriber Directory, Subscriber Security, and Mailbox Features), and 'Secondary Extensions' (with a list of extensions and buttons for Add and Delete). A red box highlights the 'Advanced Fields' button in the top right corner of the 'Add Messaging' section.

## Save Translation

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER enables users to perform the “Save Translation” command in the Avaya Communication Manager after they add/edit/delete Avaya Objects in the environment.



The save translation button appear in the top part of the Avaya screen and is accessible only to users with save translate permissions in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

In multi CM environments the when the user has access to more then one CM the system will prompt the user with the list of CM's and will allow him to select to which CM to perform the save translate command.

## Visual Phone

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone is an application that allows users to manage Phone Buttons from a graphical interface with Drag & Drop capabilities.

The visual phone is accessible in two different modes:

1. AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Admin – Users that are managing extensions in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER can launch the visual phone application from within the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Admin “Edit Extension” Page
2. Standalone Application – AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone can be exposed to non administrative users. Every user can manage his personal phone and access only his phone buttons.

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone requires Microsoft Silverlight to be installed on the Client Machine. The application will prompt the user with an installation option in case Silverlight won't be installed on the machine.

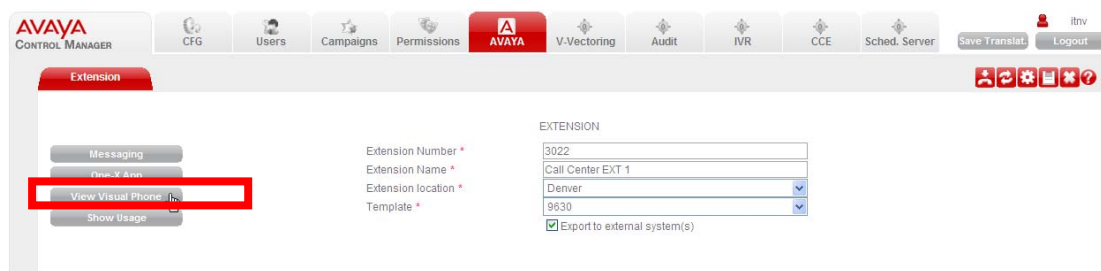
For more information about Microsoft Silverlight please refer to:

<http://www.microsoft.com/silverlight/>

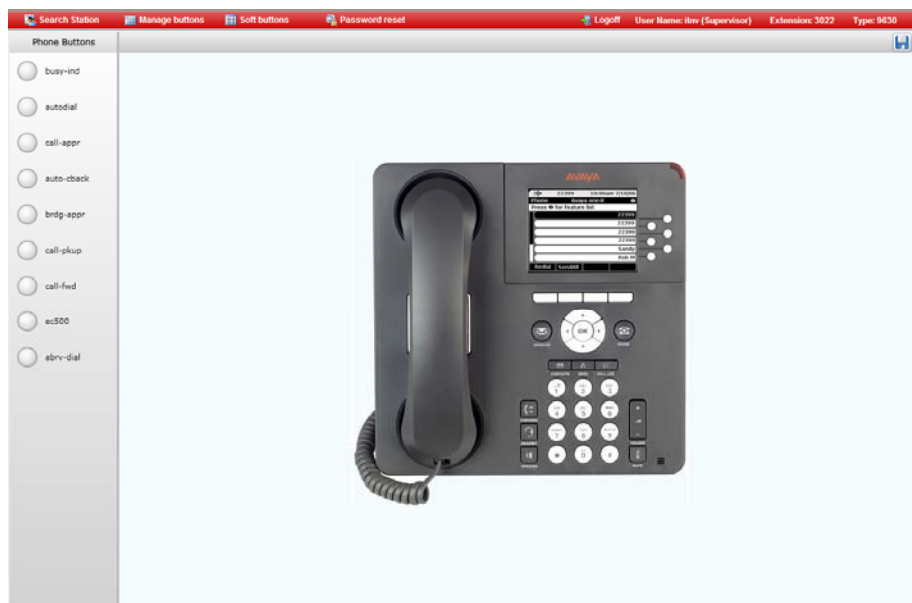
## Visual Phone – AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Admin

In order to use the visual phone application from within AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Admin you will have to access the “Edit Extension” page.

The “View Visual Phone” button will appear on the screen only if you have the visual phone permissions in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

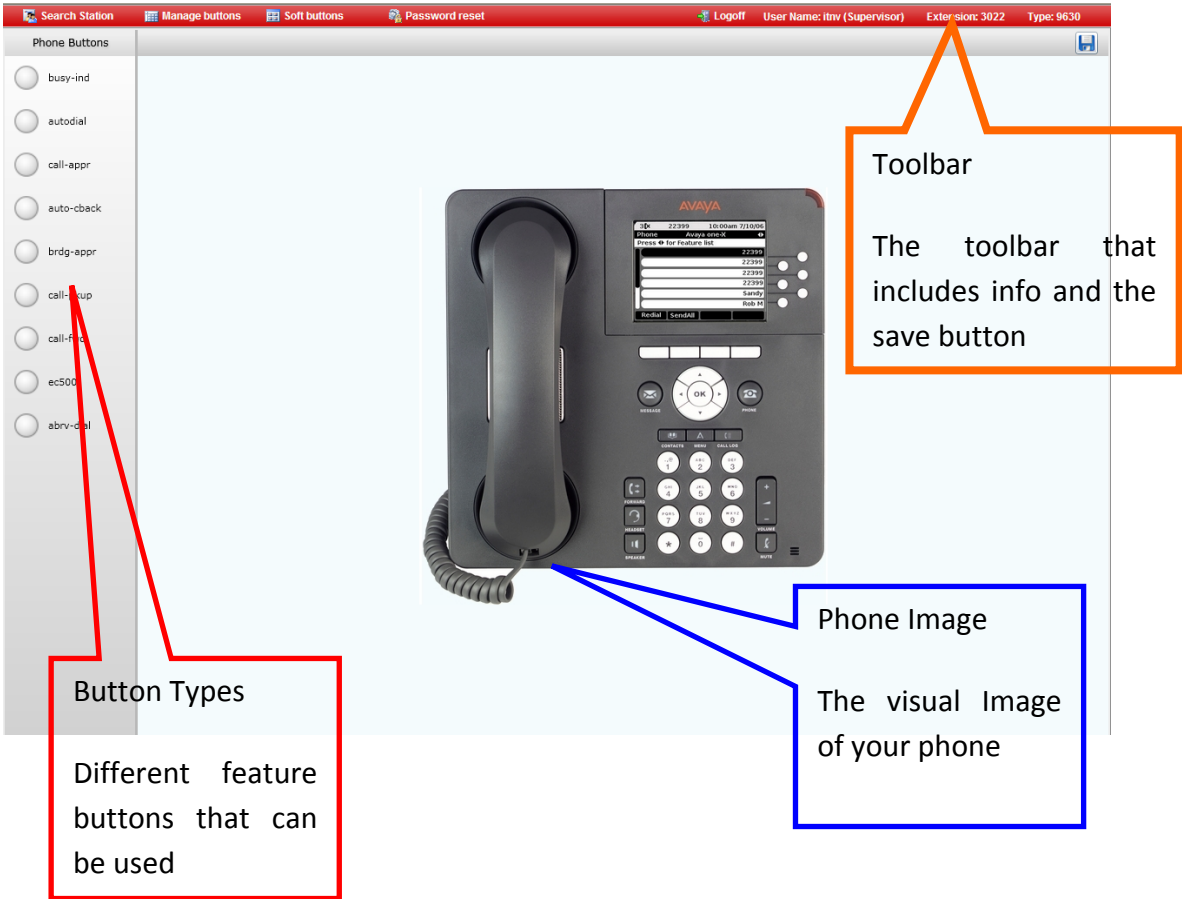


The “View visual phone” button will launch the visual phone application in a separate web browser and will show you an image of the phone:





The Visual Phone screen is divided into three parts:



## Phone Image

The visual phone image is a dynamic image the responds to the computer mouse movements.

When moving the mouse on top of a phone button the system will display the button type that is used.

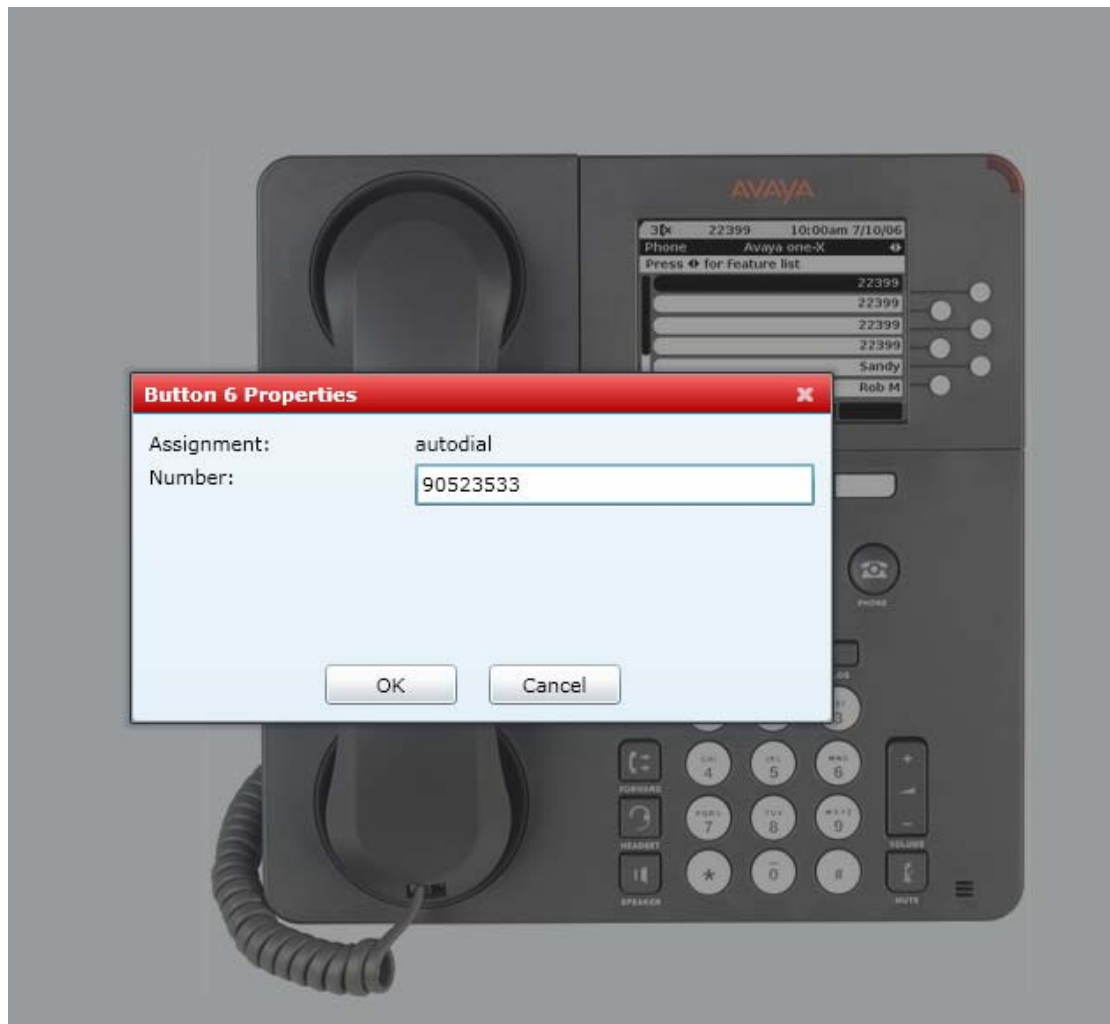


By right clicking a button the user will be able to perform the following actions:

1. Remove the feature button that is configured
2. Edit the button details



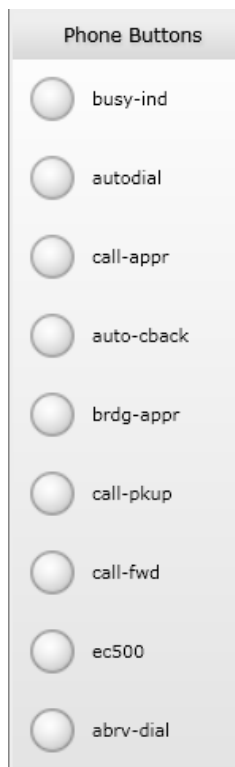
For example, if the button is an “autodial” button then you can configure the dialed number:



## Button Types

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone doesn't support all the button types that are available in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Admin or the Avaya Communication Manager.

Only the following set of buttons can be used in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone:



With every new release ITNAVIGATOR intends to add additional feature buttons.

In order to configure a feature button on a phone you can drag and drop the required feature button from the button types section into the phone image.

When the feature button will be on top of the button area the visual phone application will emphasize the phone buttons and will allow you to easily assign the feature to the button.



## Toolbar

The toolbar allows you to perform the following actions:



1. Logout from the application
2. View the extension number and type
3. Change the Extension Password
4. Manage soft buttons
5. Save your changes

## Visual Phone – Standalone Application

Using the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone application as standalone application requires the following configuration steps:

1. Create a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER User for every user that requires access to the visual phone
2. Assign to every user an extension number in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER

The screenshot shows a user configuration form with the following fields and options:

- First name (eng) \*
- Surname (eng) \*
- LDAP Username
- Username
- Password
- Confirm password
- AVAYA login
- Team \* (Dropdown menu showing "Telemarketing")
- Template (Dropdown menu showing "Default")
- Description
- ☐ Default User
- ☒ Export to external system(s)
- Profile:
  - ☐ Agent
  - ☐ Supervisor
  - ☒ Manager
  - ☐ Administrator
- Extension \*

3. Enter a username and password for the user

These steps will allow the configured user to manage his personal extension.

Browse to the visual phone login page:



The image shows the Avaya Visual Phone login page. It features the Avaya logo in red on the left and the text "VISUAL PHONE" in black on the right. Below the logo, there are two input fields: "Username" and "Password". A "Login" button is positioned below the password field. The entire page is enclosed in a thin red border.

Enter the username and password and login.





The Visual Phone screen is divided into three parts:

The Visual Phone screen is divided into three parts:



## Phone Image

The visual phone image is a dynamic image the responds to the computer mouse movements.

When moving the mouse on top of a phone button the system will display the button type that is used.

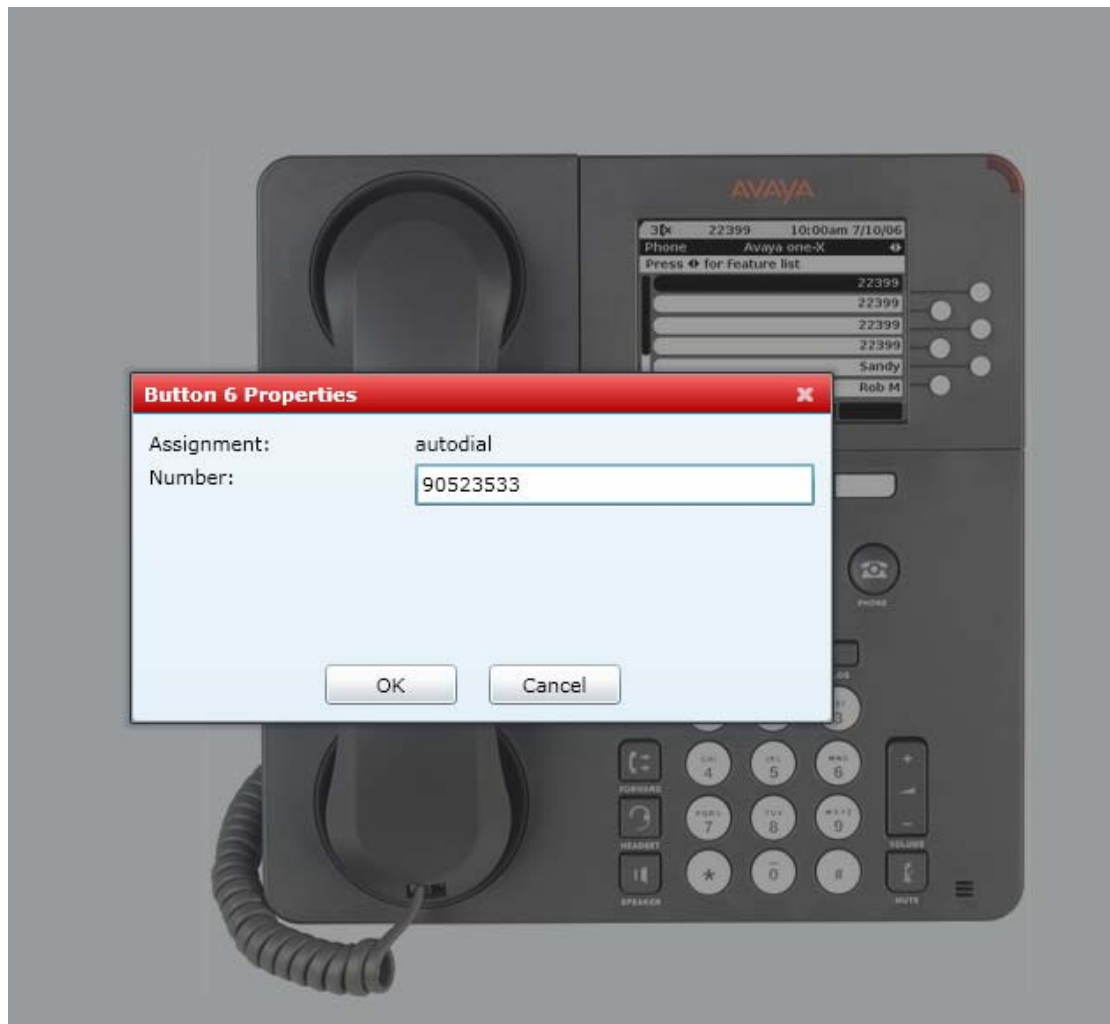


By right clicking a button the user will be able to perform the following actions:

3. Remove the feature button that is configured
4. Edit the button details



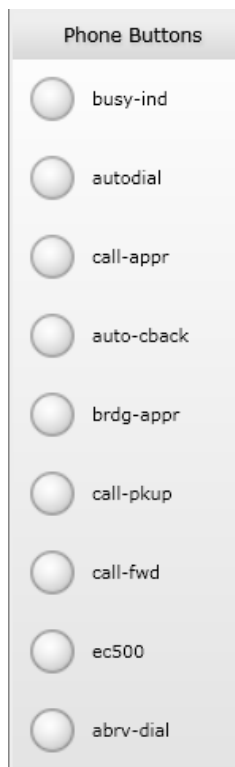
For example, if the button is an “autodial” button then you can configure the dialed number:



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Only the following set of buttons can be used in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone:



With every new release ITNAVIGATOR intends to add additional feature buttons.

In order to configure a feature button on a phone you can drag and drop the required feature button from the button types section into the phone image.

When the feature button will be on top of the button area the visual phone application will emphasize the phone buttons and will allow you to easily assign the feature to the button.



## Toolbar

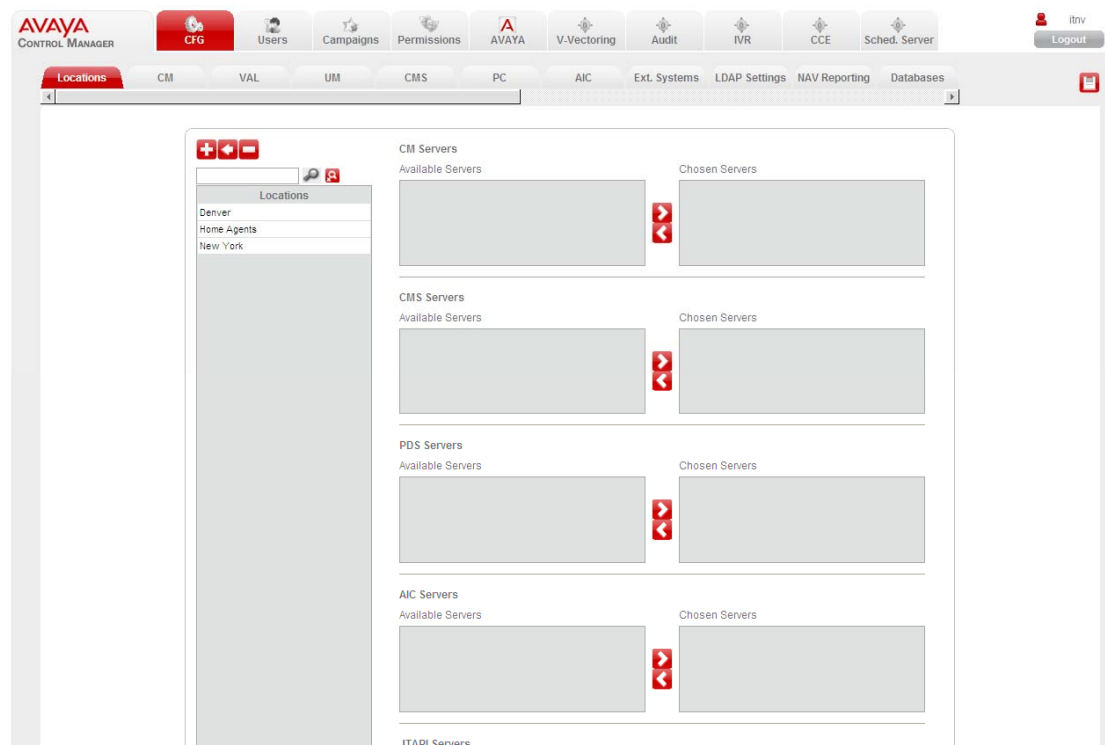
The toolbar allows you to perform the following actions:



1. Logout from the application
2. View the extension number and type
3. Change the Extension Password
4. Manage soft buttons
5. Save your changes

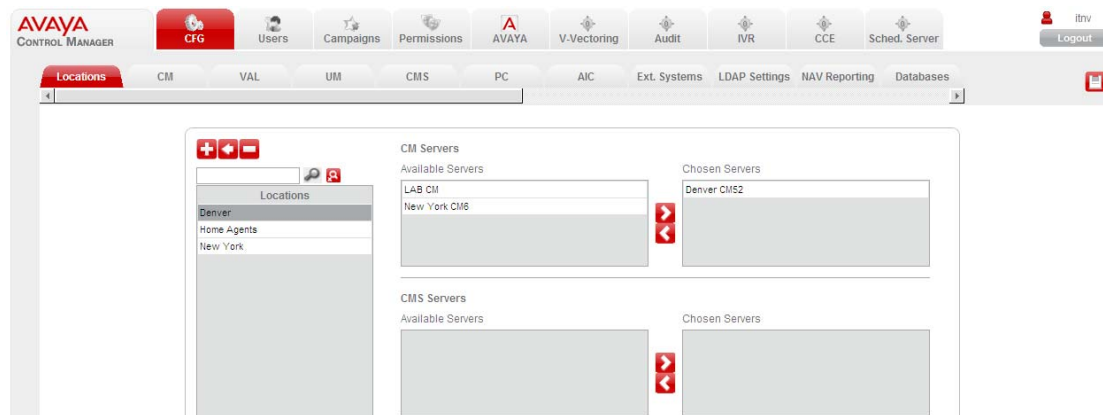
## System Configuration

The CFG Tab allows system administrators to manage and configure the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER environment, including integration with various Avaya systems and external applications.





## Locations



Locations are the core entity of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER environment. Each object that is managed in the application is assigned to a location, and the location configuration affects user permissions and access to the different parts of the application.

When configuring a new location, you must assign the location all relevant systems that provide services in the location.

The following table summarizes the location configuration details:

Type	Description
CM Servers	The communication manager servers that are assigned to the location.  (More the one server is supported, but if more than one is configured, then refer to the special configuration guide).
CMS Servers	The AVAYA CMS servers that are assigned to the location (more than one server is supported).
PDS Servers	The AVAYA proactive content servers that are assigned to the location.
AIC Servers	The AVAYA interaction center servers that are assigned to the location.

JTAPI/TSAPI Servers	The ANAV reporting servers that are assigned to the location.
External Systems	The external systems that are integrated with AVAYA AURA™ CONTACT CENTER CONTROL MANAGER which are assigned to the location.
Dialing Plan	The dialing plan that is assigned to the location (only one is supported).
UM	The unified messaging solutions (MM, Intuity, Audix) that are assigned to the location.
File Servers	The file servers for IP Phones that are assigned to the location.
CCE Config	The CCE configuration servers that are assigned to the location.

**CM**

The CM section allows you to configure all the communication managers that are integrated with AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER supports the following configuration:

Type	Description
Direct CM integration	AVAYA AURA™ CONTACT CENTER CONTROL MANAGER integrates with the CM directly through the management port.

The screenshot shows the Avaya Aura Contact Center Control Manager configuration interface. The top navigation bar includes tabs for Locations, CM (selected), VAL, UM, CMS, PC, AIC, Ext. Systems, LDAP Settings, NAV Reporting, and Databases. The CM configuration page contains several sections:

- Activate CM Provider functionality:** A checkbox that is checked.
- Activate Skills Synchronization:** A checkbox that is checked.
- CM Provider Alias Name:** A text input field.
- CM Provider path:** A text input field.
- CM Provider DSN:** A text input field.
- CM Provider Alias Name, CM Provider path, CM Provider DSN:** A table with one row:
 

CM Provider Alias Name	CM Provider path	CM Provider DSN
default	http://localhost	1
- CM Alias Name:** A text input field.
- CM IP Address:** A text input field.
- CMS ACD:** A text input field.
- CM Username:** A text input field.
- CM Password:** A text input field.
- CM Type:** A dropdown menu.
- CM Version:** A dropdown menu.
- Is Pin Required:** A dropdown menu.
- CM PIN:** A text input field.
- CM Alias Name, CM IP Address, CMS ACD, CM Type, Pin Required:** A table with three rows:
 

CM Alias Name	CM IP Address	CMS ACD	CM Type	Pin Required
LAB CM	172.16.7.250	1	S8300	False
Denver CM52	172.16.7.250	1	S8300	False
New York CM6	172.16.7.154	1	S8300	False

Direct CM integration

1. Enter `http://localhost/Avaya Aura™ Contact Center Control Manager`.
2. Click on the Add button.
3. AES DSN = 1
4. Enter the details of the communication manager:

CM Alias Name *	<input type="text"/>
CM IP Address *	<input type="text"/>
CMS ACD *	<input type="text"/>
CM Username *	<input type="text"/>
CM Password *	<input type="password"/>
CM Type *	<input type="text" value="v"/>
CM Version	<input type="text" value="v"/>
Is Pin Required *	<input type="text" value="v"/>
CM PIN	<input type="text"/>

Type	Description
CM Alias Name	The alias name of the communication manager.
CM IP Address	The IP address of the management port.
CMS ACD	The CMS ACD of the configured CM. If you don't know, then enter "1".
CM Username	The username that AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will use for the CM integration.
CM Password	The password that AVAYA AURA™ CONTACT CENTER CONTROL MANAGER is going to use for the CM integration.
CM Type	The CM type (s8300,s8400,s8500,s8700).
CM Version	The version of the CM.
Is PIN required?	When using AES-based integration, the PIN code feature should be disabled.

CM PIN	The PIN code of the user that AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will use for the CM integration.
--------	---

VAL

The VAL tab allows you to configure all announcement cards that are part of the environment.

To configure an announcement card, perform the following steps:

1. Select a CM from the drop-down list:

2. The system will display all announcement cards that are part of that CM.

3. Click on the card.

Val Cards

CM \* Denver CM52

Alias Name \*

Name

IP Address \*

Username \*

Password \*

ID	Board Number	Board Type	Code	Vintage	Assigned Ports
0	001V9	MG-ANNOUNCEMENT	VMM-ANN		01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16

Card Groups

CM \*

Group Alias Name \*

Group Number \*

4. Enter an alias name for the card. This is the name that will be displayed in the announcement section.

5. Click on the Save  button.

## Managing groups

To manage VAL groups, perform the following steps:

1. Select the CM from the drop-down list:

Card Groups

CM \*

LAB CM

Denver CM52

New York CM6

Group Alias Name \*

Group Number \*

2. Enter an alias name and the group number:

Card Groups

CM \*

Denver CM52

Group Alias Name \*

my ann group

Group Number \*

1

3. Click on the  button.

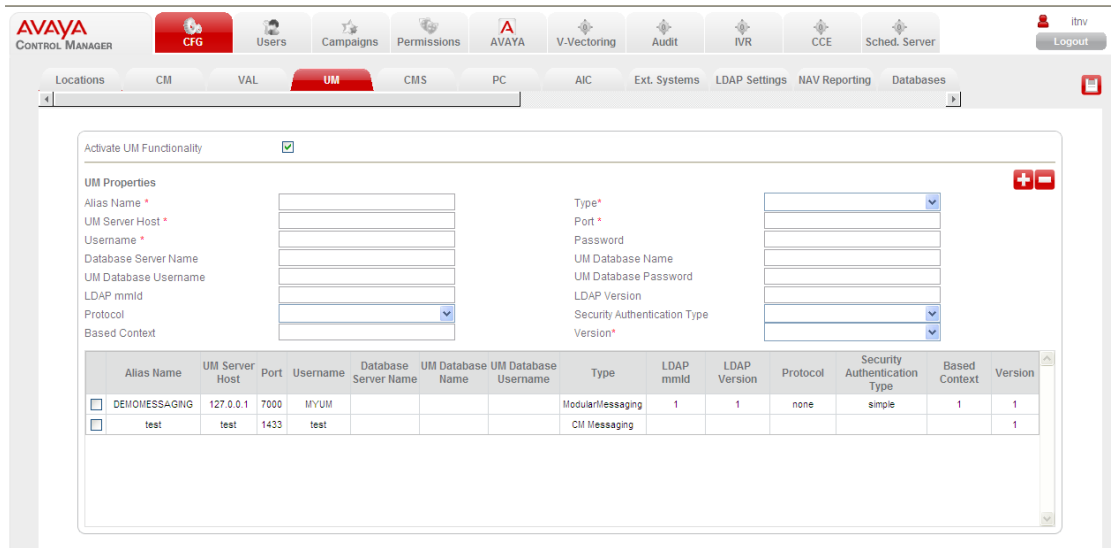
4. Select fields for all the announcement cards that are part of the group from the drop-down lists:

5. Click on the Save button.



UM

The UM section manages integration with the various unified messaging systems that are integrated with AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .



To configure a UM integration with AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , fill the following fields:

Field	Description
Alias Name	The alias name of the UM system.
Type	The system type: MM, Intuity, audix, CM messaging.
UM Server Host	The host name of the UM server.
Port	The port number that is used for the integration.
Username	The username that is used for the integration.
Password	The user password.
Database server name	The name of the database server that is used by the UM solution (if there is one).

UM Database Name	The name of the database.
UM Database Username	The username that is used for the integration.
UM Database Password	The user password.

## CMS

Field	Description
Database Name	CMS
Server Type	Informix 2000
Host/Port	The host name and port number of the CMS Informix database.
OpenLink Driver Name	OpenLink Generic 32 Bit Driver v4.0.
Username	The username for the CMS database (with insert/update/delete privileges).
Password	The user's password.
Activate CMS Functionality	Disable/enable CMS integration.
Solaris Server IP	The server used to connect to the CMS database when adding users.
Solaris Server Username	The Solaris username.
Solaris Server Password	The Solaris username's password.

Default	The default CMS server.
---------	-------------------------

More than one CMS server can be added.

## PC

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for Locations, CM, VAL, UM, CMS, PC (selected), AIC, Ext. Systems, LDAP Settings, NAV Reporting, and Databases. The PC tab is active, displaying the 'PDS Properties' form. The form includes a checkbox for 'Activate PDS Functionality' and several input fields for PDS configuration: Alias Name, PDS Server Host, Username, Database Server Name, PDS Database Username, Prefix, Password, PDS Database Name, PDS Database Password, and PDS Sroot Password. There are also '+' and '-' icons in the top right corner of the form area.

Field	Description
PDS Server Host	The host name of the AVAYA predictive dialer server.
Prefix	For future use.
Username	The username that has access to the AVAYA PDS server (preferred username is "craft").
Password	The user's password.
PDS Database Name	For future use.
PDS Server Name	For future use.
PDS Server Username	For future use.
PDS Server Password	For future use.
Default	The default PDS server.
Activate PDS Functionality	If checked, the agents added to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will be

	added automatically to the PDS.
--	---------------------------------

More than one PDS server can be added.

## NAV Reporting

The screenshot shows the NAV Reporting configuration interface. It includes fields for JTAPI and ANAV server settings:

- TSAPI Functionality server IP: 172.16.7.22
- TSAPI Functionality server port: 5000
- ANAV Listening port: 4568
- TSAPI keep alive interval: 30
- ANAV server path: D:\ANAV\ANAV\_StateMachine\bin\Debug\ANAV\_StateMachine.exe
- Campaign importer path: non

Below these fields is a table for TSAPI servers:

Alias Name	IP	Port
Avaya Interaction Server	172.16.7.22	2223

Field	Description
JTAPI Functionality server IP	The JTAPI server IP address.
JTAPI Functionality server port	The JTAPI server port.
ANAV listing port	The ANAV state machine port.
JTAPI keep a live interval	The keep alive interval between the JTAPI and the state machine.
ANAV server path	The path for the ANAV state machine .exe file.
Campaign importer path	For future use.
Default	The default SMS server.
JTAPI servers IP	The JTAPI server IP addresses.
JTAPI port	The JTAPI servers port.

## System Parameters

Field	Description
Support Local Language	Allows object names to be added in local languages (for non-English sites).
Render Interval (ms)	The interval (in ms) at which the IIS will refresh the UI.
Read Interval (ms)	The interval (in ms) at which the ANAV campaign statistics will be reloaded.
Reload Interval (ms)	The interval (in ms) at which the system will reload the data from the database.
Backup Interval (ms)	For future use.
Watch Interval (ms)	For future use.
Waiting Time-out (s)	For future use.
Waiting Time-out Interval (s)	For future use.
ADGroup Agent	The Name of the Active Directory group that is mapped to the Contact Center Agents
AD Synch Cycle Time	The time in Milliseconds to sync objects from active directory
AES Agent Group	Not used
AES DSN	Not used
Agent Default Skill	The default skill which is assigned to Agents that are provisioned from active directory
Agent range management	Not used
Agent TCP Server IP	The IP Address of the ANAV functional server
Agent TCP Server port	The port of the ANAV functional server
AIC Enabled	Not used

AIC Port	Not used
AIC Server Type	Not used
AIC Enabled	Not used
AIPOINT Query	The time in seconds which ANAV will query the AIPOINT system
AIPOINT Reread internal	The time in seconds ANAV will query the AIPOINT system
AVAYA Web Services Connection	The number of active connections ANAV will use to the AES system for SMS
Avaya Web Service Password	The password used by the ANAV AES user to connect to the AES
Avaya WebService Path	The URL of the Avaya SMS web service
Avaya WebService time out	The number of milliseconds to wait for a timeout from the Avaya AES SMS service
Avaya WebService Username	The username ANAV is using to access the AES SMS Connection
Change skill notify	Not used
Clear DMS Time	The hour of the day that ANAV will clear the DMS
CM Extension num	The number of extensions that will be displayed in the extension page of AVAYA AURA™ CONTACT CENTER CONTROL MANAGER
CM Extension per page	The number of extensions per page that will be displayed in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER
CM Port	The port used by the provisioning server to connect to the CM. the number can be 5023 or 5022
CMImport host	The IP address of the server that hosts the CM importer service
CMImport port	The port number used by the CM Import service
DCS Buffer size	Not used

DCS Bulk package size	Not used
DCS Snapshots path	Not used
DCS Write Interval	Not used
DMS Queue Timeout	Not used
Event Stream IP	The IP address of the ANAV TSAPI Probe
Event Stream Protocol	The type of protocol used by the ANAV TSAPI Probe. either TCP or UDP
Expired WC Interval	Not used
Expired WC Delta Interval	Not used
Export folder	Not used
Export host	Not used
Export password	Not used
Export port	Not used
Export username	Not used
Extension file prefix	Not used
Extension Range Management	Not used
IP TCP Sender	The IP address of the ANAV functional service
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Path to WebBase	Not used
Network keep a live	Not used
Port Listener	Not used
Port Listener 1	Not used
Port Listener 2	Not used
Port TCP Sender	The port number used by the ANAV TSAPI Functional service
Prov Service Host	The IP address of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Provisioning Server

Prov Service Port	The port used by the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Provisioning Server
Prov Service SMS Interactions count	Not used
Prov Service SMS Wait Period	Not used
Skill grp number range	Not used
Skill range management	Not used
Skill sync	Not used
Solaris IP Address	Not used
Solaris password	Not used
Solaris username	Not used
State machine path	The path where the ANAV state machine is installed
Sync Agents	Not used
Terminal TCP Server IP	Not used
Terminal TCP Server port	Not used
UDF Enabled	Not used
UM Enabled	Not used
VDN Range Management	Not used
VDN Var AF	0
VDN Var AJ	0
Vdn Var AK	0
Vdn Var AM	0
VDN TCP Server IP	The IP Address of the ANAV VDN PROBE
VDN TCP Server Port	The port of the ANAV VDN probe
Version	Not used
Enable myNAV Integration	myNAV integration to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER



DEM Connector IP	The IP address of the DEM connector used for Modular Messaging administration
DEM Connector Port	The port number of the DEM connector
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER VisualVectoring URL	The URL of the Visual Vectoring web site
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER IVR URL	The URL of the IVR Management application
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER CCE URL	The URL of the CCE Management application
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Importer URL	The URL of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER importer
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER VISUALPHONE URL	The URL of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Visual Phone
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER ScheduleServer URL	The URL of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Schedule server
Delete Users	<p>Set to “Yes” if you want to physically delete users from the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database</p> <p>Set to “No” if you want users to stay in “Not Active” mode inside the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database</p>

## Campaigns

AICExt. SystemsLDAP SettingsNAV ReportingDatabasesCampaignsCM ExporterCM ImporterSys. Param

Answered calls SQL query

select count(\*) from TestCamp where CampID=-1

Bad records SQL query

select count(\*) from TestCamp where CampID=-1

Not dialed records SQL query

select count(\*) from TestCamp where CampID=-1

Rescheduled calls SQL query

select count(\*) from TestCamp where CampID=-1

Campaign state SQL query

select count(\*) from TestCamp where CampID=-1

Total records SQL query

select count(\*) from TestCamp where CampID=-1

Field	Description
Answered calls SQL Query	Queries for the ANAV campaign statistics.
Bad calls SQL Query	
Non-dialed records SQL Query	
Reschedule calls SQL Query	
Campaign state SQL Query	
Total records SQL Query	

## LDAP Settings

LDAP Server name \*

Username \*

Sync time (seconds) \*

AD Group Agent \*

☐ Enable LDAP integration

Password \*

Cycle time (seconds) \*

Agent Default Skill \*

☐ Enable auto sync

	LDAP Server name	Username	Sync time (seconds)	Cycle time (seconds)	AD Group Agent	Agent Default Skill	Enable LDAP integration	Enable auto sync
<input type="checkbox"/>	1	1	1	1	1	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Field	Description
Enable LDAP integration	Enables/disables LDAP integration for the entire application.
Enable Auto Sync	For future use.
LDAP Server name	The LDAP server name.
LDAP Server port	The LDAP server port.
Username	The username used for AVAYA AURA™ CONTACT CENTER CONTROL MANAGER /LDAP integration.
Password	The password for the username.
Sync time (seconds)	

### Single log in capabilities in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER and ANAV

When LDAP integration is enabled, users that access AVAYA AURA™ CONTACT CENTER CONTROL MANAGER or ANAV are logged in automatically with all their permissions and roles based on LDAP integration.

If user is not recognized or none of his or her roles in A.D. are mapped to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , the standard login screen is displayed.

## External Systems

Alias Name \*

Username

Server Name \*

Protocol \*

Password

Server port

Timeout

☐ Enable Agents Export ☐ Enable VDNs Export ☐ Enable Skills Export

☐ Enable Extensions Export ☐ Enable Vectors Export

	Alias Name	Server Name	Server Port	Protocol
<input type="checkbox"/>	my web service	itnvest	80	http

The External System feature allows AVAYA AURA™ CONTACT CENTER CONTROL MANAGER to integrate with any system that is part of the organization environment, regardless of platform or protocol.

Field	Description
Username	The authentication username for the external system.
Password	The username's password.
Server name	The server that the data is exported to.
Server port	The port number used.
Protocol	The protocol for data transfer.
Timeout	The timeout, in seconds.

Enable Agents export	Allows agents to be exported.
Enable Extensions export	Allows extensions to be exported.
Enable VDNs export	Allows VDNs to be exported.
Enable Skills export	Allows skills to be exported.
Enable Vectors export	Allows vectors to be exported.

You can integrate with more than one external system.

For more information, please see the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER developer's guide.

## Avaya Interaction Center (AIC)

Enable AIC functionality ☐

Alias Name \*

Type \*

Server Name \*

Database Name \*

Port

Username

Password

Field	Description
Type	The database type: Oracle or MS SQL
Database name	The AIC database name.
Server name	The AIC server name.
Username	The username that will be used by the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER /AIC integration server.
Password	The username's password.
Port	The port used for the database.
Default	The default AIC server.
Activate AIC functionality	Enables/disables AIC integration for the entire application.

You can add more than one AIC server.

**CM Exporter**

Databases Campaigns **CM Exporter** CM Importer Sys. Params File servers UDF Config

Service port	<input type="text" value="5000"/>	Service host	<input type="text" value="localhost"/>
Username	<input type="text"/>	Password	<input type="text"/>
Local save path	<input type="text" value="c:\NAV360\export"/>		
External read path	<input type="text" value="c:\test"/>		

Field	Description
Service port	Default values.
Service host	Default values.
Username	Default values.
Password	Default values.
Local save path	Default values.
External read path	Default values.

## CM Importer

Databases
Campaigns
CM Exporter
**CM Importer**
Sys. Params
File servers
UDF Config

Host \*  Port

Field	Description
Service port	Default values.
Service host	Default values.



## Databases

g **Databases** Campaigns CM Exporter CM Importer Sys. Params File servers UDF Config CCE

---

**Main connection string**

Server name \*  Database name \*

Username  Password

**Campaigns connection string**

Server name  Database name

Username  Password

**myNav connection string**



Server name  Database name

Username  Password

**WFM Connection String**

Server name  Database name



Username  Password

**CRM projects**  

Project name \*

Server name \*  Database name \*

Username  Password

Field		Description
Main connection string		
	Server name	The name of the database server.
	Database name	The name of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database.
	Username	The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database username.
	Password	The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER

		database username password.
Campaign connection string		
	Server name	The Avaya Contact express preview database server name.
	Database name	The Avaya Contact express preview database name.
	Username	The Avaya Contact express preview database username.
	Password	The Avaya Contact express preview database username password.
CNAV connection string		
	Project name	
	Server name	The CNAV database server name.
	Database name	The CNAV database name.
	Username	The CNAV database username.
	Password	The CNAV database username password.

AIPOINT Integration		
	Server name	The AIPOINT database server name.
	Database name	The AIPOINT database name.
	Username	The AIPOINT database username.
	Password	The AIPOINT database username password.

## File servers

The file server section allows you to configure the integration between AVAYA AURA™ CONTACT CENTER CONTROL MANAGER and the file servers that host the configuration files for the IP phones (this feature is enabled only up through version 2.1).

Field	Description
Alias Name	The file server alias name.
IP Address	The file server IP address.
Port	The port that is used by the file server's web server (the same port that is used by the IP phones)
Folder	The folder that the files are configured to work with. This should be http://serverip/ <b><u>folder</u></b>
Username	The username that AVAYA AURA™ CONTACT CENTER CONTROL MANAGER uses to access the

	folder.
Password	The password that AVAYA AURA™ CONTACT CENTER CONTROL MANAGER uses to access the server.

## Active Directory Provisioning

### AVAYA AURA™ CONTACT CENTER CONTROL MANAGER /LDAP Overview

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER /LDAP integration capability allows you to configure AVAYA AURA™ CONTACT CENTER CONTROL MANAGER to work with Active Directory.

Users from Active Directory can be automatically synchronized to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER and all relevant AVAYA systems with their permissions.

The following features are enabled through Active Directory Provisioning:

1. User Management – Manage User records and their permissions across the different applications that AVAYA AURA™ CONTACT CENTER CONTROL MANAGER integrates with
2. Agent Management – Provision agents into Communication Manager and related systems
3. Extension Management – Provision extensions into the Communication Manager based on templates

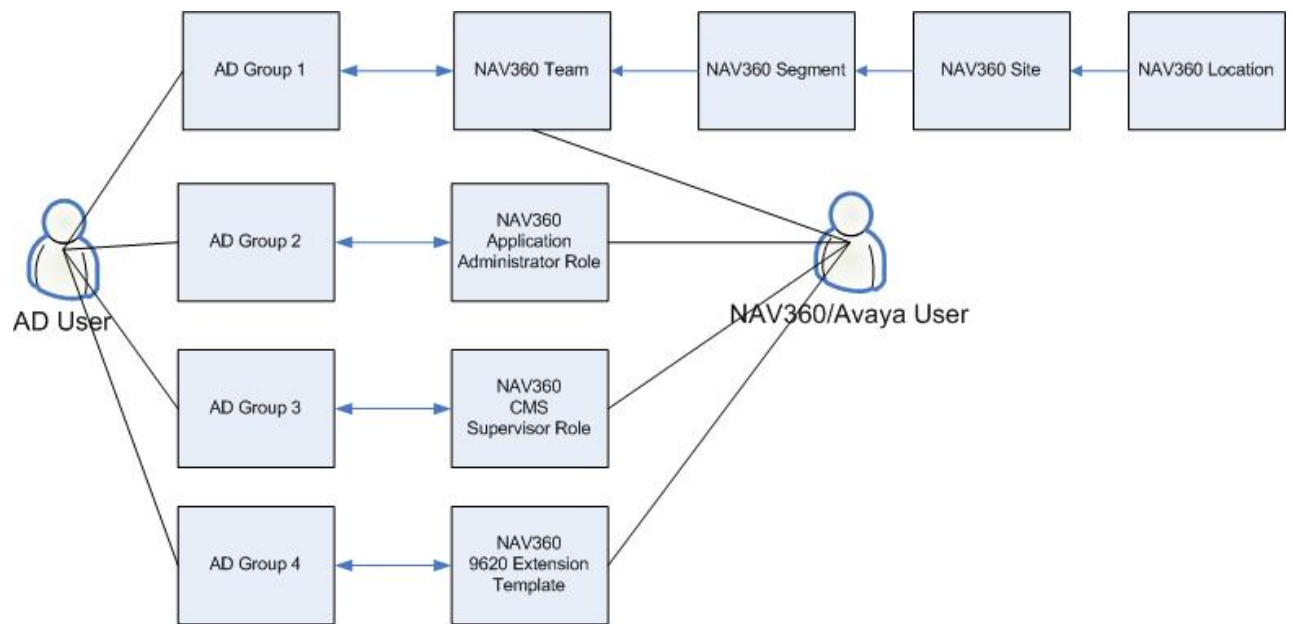
## Active Directory – Group Based Mapping

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER integration to Active Directory is done through Active Directory Group Mapping to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER objects:

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Object	Mapping to Active Directory Group
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Roles	<p>Each AVAYA AURA™ CONTACT CENTER CONTROL MANAGER role can be mapped to an Active Directory Group.</p> <p>The group mapping between AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Roles and Active Directory groups enables you to provision Users from Active Directory directly into the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER and the different Avaya systems that are integrated to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER</p>
Extension Templates	<p>Each extension template that is managed by AVAYA AURA™ CONTACT CENTER CONTROL MANAGER can be mapped to an Active Directory group.</p> <p>This mapping will allow you to provision extensions into the Communication Manager directly from Active Directory</p>
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Agents	AVAYA AURA™ CONTACT CENTER CONTROL MANAGER System parameter table allows you to map an Active Directory group into a generic AVAYA AURA™ CONTACT CENTER CONTROL

	MANAGER parameter. This mapping will enable you to provision Contact Center Agents from Active Directory
Organization hierarchy based Team	<p>Each Team that is part of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER org chart can be mapped to an active directory group.</p> <p>This mapping allows you to provision users/agents into specific parts of the org chart.</p>





A AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Team must be mapped to an Active Directory group in order to allow provisioning.

Based on a mapping between an Active Directory Group and a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER team The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER provision server is able to provision a user due to:

1. Assigning the user to a team in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Org chart
2. Provisioning the user to the relevant Avaya systems based on the assigned Location (the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Team is assigned to a location in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER org chart)

## Role mapping

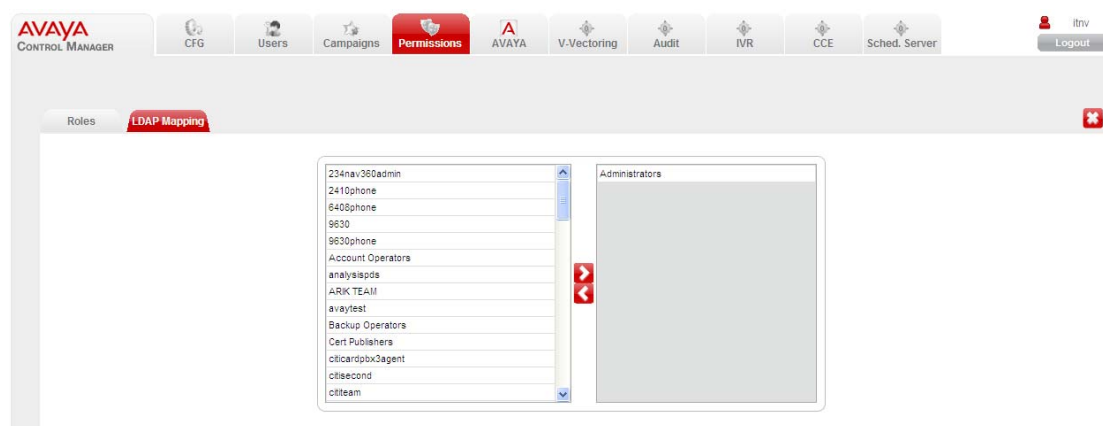
Role mapping between active directory groups and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER roles allows the administrator to manage user permissions for any application directly from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The user details and permissions are synchronized and updated every time there is a change in the Active Directory.

For example, if the organization uses CMS, you can build a role in Active Directory and map it to a CMS role using AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

In order to map a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER role to Active Directory group perform the following steps:

1. Go to the Permissions tab
2. Select the application (click on the CMS tab as an exmample)
3. Edit the required Role
4. Click on the LDAP Mapping tab



5. Select the desired Active Directory Group from the left side and map it to the Role

The screenshot shows the 'Roles' tab in the Avaya Aura Contact Center Control Manager. The 'LDAP Mapping' section is active. The 'Role name' field contains 'Administrator' and the 'Role description' field contains 'System role'. To the right, there are search and filter options. Below these, a list of permissions is shown with checkboxes. The permissions are organized into four columns:

Permissions			
<input type="checkbox"/> Select/Deselect All			
<input checked="" type="checkbox"/> Add Avaya Template	<input checked="" type="checkbox"/> Add Extension	<input checked="" type="checkbox"/> Add Location	<input checked="" type="checkbox"/> Add Messaging
<input checked="" type="checkbox"/> Advanced Messaging	<input checked="" type="checkbox"/> Clone user	<input checked="" type="checkbox"/> CM Exporter	<input checked="" type="checkbox"/> Delete Avaya Template
<input checked="" type="checkbox"/> Delete Extension	<input checked="" type="checkbox"/> Delete Messaging	<input checked="" type="checkbox"/> Import Extension	<input checked="" type="checkbox"/> Import Skill
<input checked="" type="checkbox"/> Import VDN	<input checked="" type="checkbox"/> Run List Usage	<input checked="" type="checkbox"/> Update AIC CFG	<input checked="" type="checkbox"/> Update Avaya Template
<input checked="" type="checkbox"/> Update CFG CM Exporter Tab	<input checked="" type="checkbox"/> Update CFG CMS Tab	<input checked="" type="checkbox"/> Update CFG Ext. Systems Tab	<input checked="" type="checkbox"/> Update CFG LDAP Setting Tab
<input checked="" type="checkbox"/> Update CFG PC Tab	<input checked="" type="checkbox"/> Update Extension	<input checked="" type="checkbox"/> Update Location	<input checked="" type="checkbox"/> Update user locations to view

Each user who has the Active Directory group that was mapped to the CMS role in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will automatically be provisioned into CMS with these set of permissions.

Each Active Directory role can be mapped to multiple roles on other applications. This means you can build a role on Active Directory and map it to more than one application using AVAYA AURA™ CONTACT CENTER CONTROL MANAGER (CMS, AIC, PDS, CCE, AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , etc.). This will automatically grant the users who have those LDAP role permissions at all mapped applications.

## Team Mapping

Mapping between an Active Directory Group and a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Team is mandatory in order to provision a user.

**A user that is not assigned to an Active Directory Group which is mapped to a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER team will not be provisioned.**

1. Go to the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER User section

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beans	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000
<input type="checkbox"/>	David Berk	Agent		3802	Active	
<input type="checkbox"/>	David Berk	Agent		3037	Active	40000
<input type="checkbox"/>	John Chase	Agent		40049	Active	40000
<input type="checkbox"/>	Barb Even	Agent		40055	Active	40000
<input type="checkbox"/>	Sven Heing	Agent		3003	Active	
<input type="checkbox"/>	Ervin Johnson	Agent		3250	Active	40000
<input type="checkbox"/>	Michael Jordan	Agent		3036	Active	40000
<input type="checkbox"/>	Arkady Karpman	Agent		3018	Active	40000
<input type="checkbox"/>	Mike Lamb	Administrator	mlamb		Active	8000
<input type="checkbox"/>	Frank Lampard	Agent		40043	Active	40000
<input type="checkbox"/>	Horacio Lopez	Agent		40071	Active	40000

2. Navigate to the Team you would like to assign to an Active Directory Group
3. Select the Team and click on the edit Team button

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beans	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000
<input type="checkbox"/>	David Berk	Agent		3027	Active	40000
<input type="checkbox"/>	John Chase	Agent		40049	Active	40000
<input type="checkbox"/>	Barb Even	Agent		40055	Active	40000
<input type="checkbox"/>	Ervin Johnson	Agent		3250	Active	40000
<input type="checkbox"/>	Michael Jordan	Agent		3036	Active	40000
<input type="checkbox"/>	Frank Lampard	Agent		40043	Active	40000
<input type="checkbox"/>	Horacio Lopez	Agent		40071	Active	40000
<input type="checkbox"/>	Anna Hazzar	Agent		40069	Active	40000
<input type="checkbox"/>	Chris Osborn	Agent		40072	Active	40000
<input type="checkbox"/>	Carlo Petri	Agent		40070	Active	40000
<input type="checkbox"/>	Peter Petruccio	Agent		40067	Active	40000

4. Select the LDAP Mapping tab

The screenshot shows the Avaya Aura Control Manager interface. The top navigation bar includes tabs for CFG, Users (highlighted in red), Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, and Sched. Server. On the right, there is a user profile icon labeled 'itrv' and a 'Logout' button. Below the navigation bar, the 'Team' tab is selected, and the 'LDAP Mapping' sub-tab is active. The main content area contains a form with the following fields: 'Team name \*' with a text input containing 'Direct Sales', 'Team department \*' with a dropdown menu showing 'Sales', and 'Team description' with a large text area. At the bottom of the form, there is a checkbox labeled 'Show in A-NAV' which is checked.

5. Select the desired Active Directory Group from the left side and map it to the Team

This screenshot shows the same 'LDAP Mapping' tab as the previous one, but with the 'Available AD Groups' list populated. The list includes: 234nav360admin, 2410phone, 6408phone, 9630, 9630phone, Account Operators, analysispds, ARK TEAM, avaytest, Backup Operators, Cert Publishers, citicardpbx3agent, citisecond, and cititeam. To the right of this list is a 'Selected AD Groups' panel, which currently contains the 'Administrators' group. Between the two panels are two red arrows: a right-pointing arrow and a left-pointing arrow, used for moving groups between the available and selected lists.

6. Save

## Extension Template Mapping

Mapping between an Active Directory Group and a AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Extension template will allow you to provision Extensions directly to the Communication Manager from your Active Directory.

### 1. Navigate to Avaya>Templates>Extensions

The screenshot displays the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes the Avaya logo and various menu items: CFG, Users, Campaigns, Permissions, AVAYA (highlighted), V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. Below this, a secondary navigation bar shows tabs for Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage, Announcem., and Service Hours. The main content area is titled 'EXTENSION TEMPLATE' and features a sub-navigation bar with tabs for Extensions, VDNs, Skills, Agents, and Messaging. The 'Extensions' tab is active, showing a table of extension templates. The table has columns for Template Name, Location, Default, and System Default. The table lists 12 templates, all with 'Home Agents' as the location and 'False' as the default. The System Default column is 'True' for all templates. The table is paginated, showing 12 of 3 items.

Template Name	Location	Default	System Default
1603	Home Agents	False	True
1608	Home Agents	False	True
1616	Home Agents	False	True
2410	Home Agents	False	True
2420	Home Agents	False	True
4610	Home Agents	False	True
2500	Home Agents	False	True
4620	Home Agents	False	True
4621	Home Agents	False	True
4624	Home Agents	False	True
4690	Home Agents	False	True
6402	Home Agents	False	True
6402D	Home Agents	False	True

2. Select the Extension Template you would like to edit

The screenshot shows the 'EXTENSION TEMPLATE' configuration page in the Avaya Aura Contact Center Control Manager. The page is divided into several sections:

- Header:** Includes the Avaya logo and navigation tabs: CFG, Users, Campaigns, Permissions, AVAYA, V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout.
- Sub-headers:** 'Templates' and 'LDAP Mapping' are visible in the top left.
- EXTENSION TEMPLATE Section:**
  - Type:** 1603 (dropdown)
  - Template Name:** 1603 (text field)
  - Location:** Home Agents (dropdown)
  - Location Default:** ☐
  - System Default:** ☒
- EXTENSION Section:**
  - Extension Number:** (text field)
  - Port:** (text field)
  - Name:** (text field)
  - Lock Messages:** no (dropdown)
  - Security Code:** (text field)
  - Coverage Path 1:** (text field)
  - Coverage Path 2:** (text field)
  - Hunt to Station:** (text field)
  - BCC:** 0 (text field)
  - TN:** 1 (text field)
  - COR:** 1 (dropdown)
  - COS:** 1 (dropdown)
- STATION OPTION Section:**
  - Loss Group:** 19 (text field)
  - Speaker Phone:** 2-way (text field)
  - Display Language:** english (text field)
  - Survivable GK Node Name:** (text field)
  - Survivable COR:** internal (dropdown)
  - Survivable Trunk Dest:** yes (dropdown)
  - Time of Day Lock Table:** (text field)
  - Personalized Ringing Pattern:** 1 (text field)
  - Message Lamp Ext:** (text field)
  - Mute Button Enabled:** yes (dropdown)
  - Media Complex Ext:** (text field)
  - IP Softphone:** no (dropdown)
  - IP Video:** no (dropdown)
  - Short/Prefixed Registration Allowed:** (text field)

3. Click on the LDAP Mapping tab

The screenshot shows the 'LDAP Mapping' tab in the Avaya Aura Contact Center Control Manager. The page is divided into two main sections:

- Available LDAP Groups:** A list of groups available for mapping, including 234nav360admin, 2410phone, 8408phone, 9630, 9630phone, Account Operators, Administrators, analysisdpds, ARIK TEAM, avayatest, Cert Publishers, cttcardpbx3agent, cttsecond, and cttteam.
- Selected LDAP Group:** A section on the right where the selected group is displayed. In this case, 'Backup Operators' is selected.

4. Select the desired Active Directory Group from the left side and map it to the Team
5. Save

## Agent Mapping and Provisioning

Contact Center Agents can be provisioned directly from active directory to the Avaya Communication Manager and different Adjuncts.

The following steps describe how to enable the Agent provisioning:

1. Navigate to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER CFG>LDAP Settings

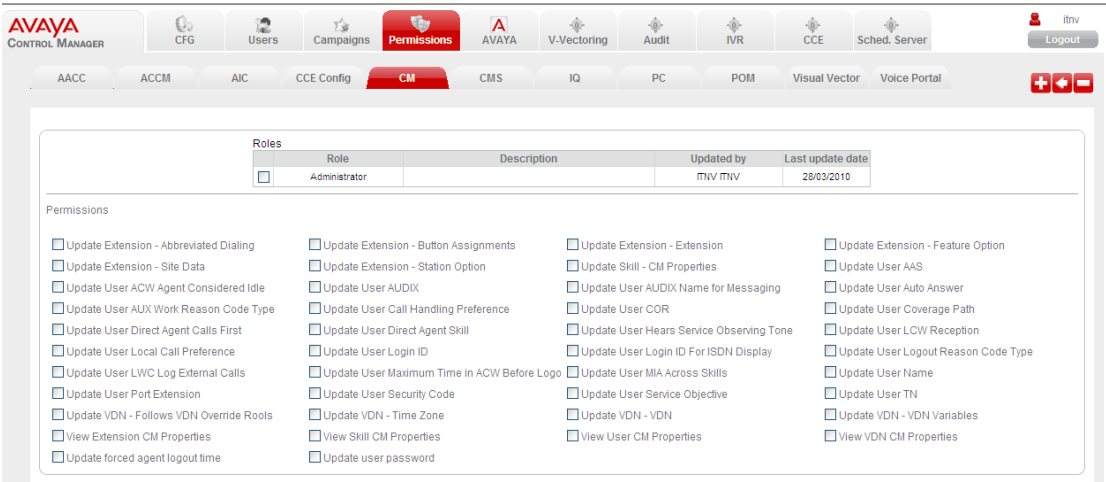
The screenshot shows the LDAP Settings configuration page. The 'AD Group Agent' field is highlighted with a red box. The configuration includes fields for LDAP Server name, Username, Sync time (seconds), Password, Cycle time (seconds), Agent Default Skill, and checkboxes for Enable LDAP integration and Enable auto sync. Below the form is a table with columns for LDAP Server name, Username, Sync time (seconds), Cycle time (seconds), AD Group Agent, Agent Default Skill, Enable LDAP integration, and Enable auto sync.

	LDAP Server name	Username	Sync time (seconds)	Cycle time (seconds)	AD Group Agent	Agent Default Skill	Enable LDAP integration	Enable auto sync
<input type="checkbox"/>	1	1	1	1	1	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

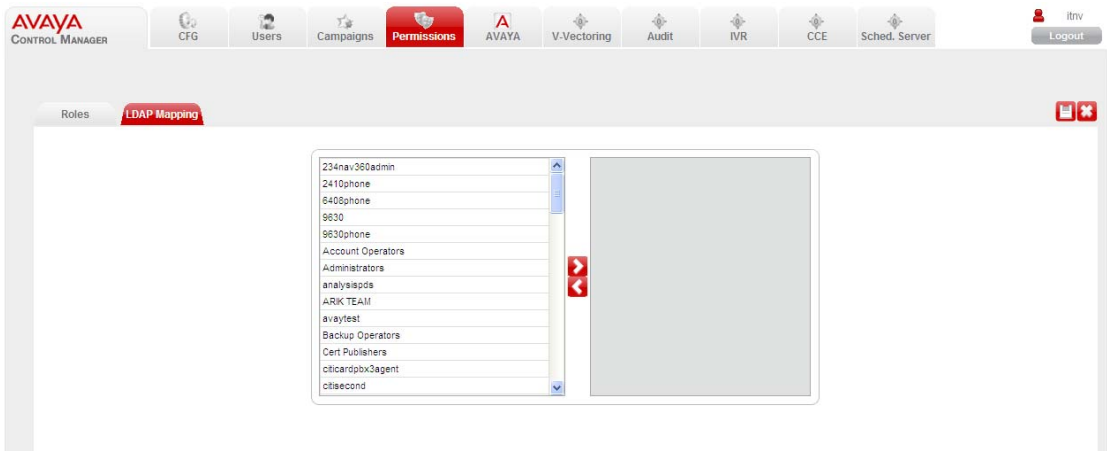
2. Enter the name of the Active Directory Group which will enable Agent Provisioning under the AD Group Agent system parameter



3. Navigate to the Permissions>CM section



4. Map the Agent role to the same Active Directory group you just entered in the system parameters

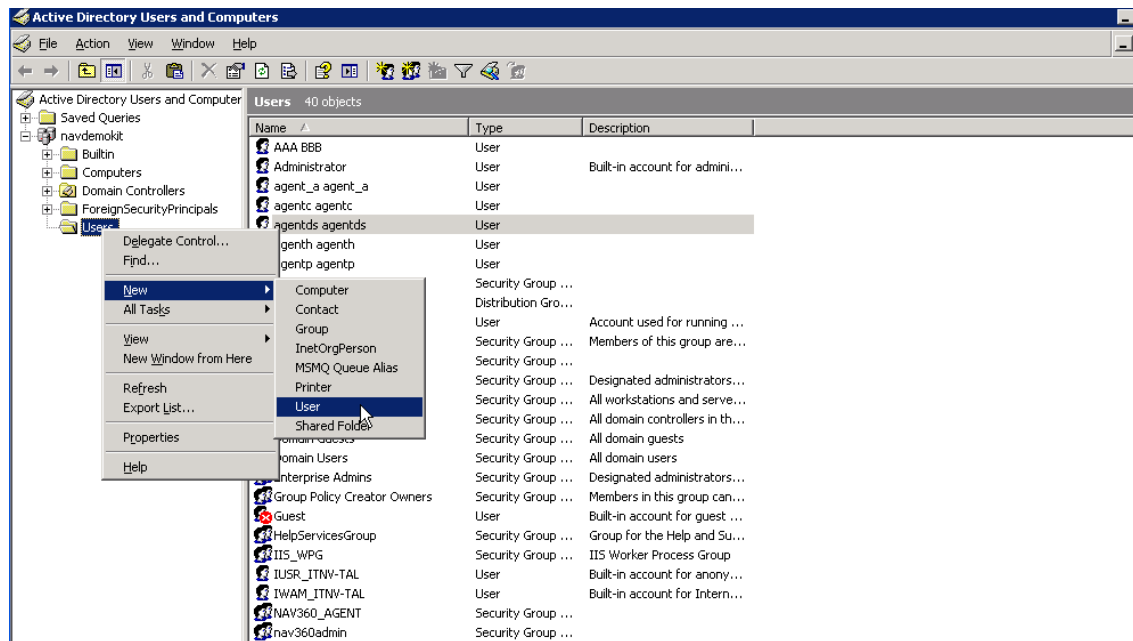


5. Save

## How to Work with A.D. Integration

To create a user in Active Directory:

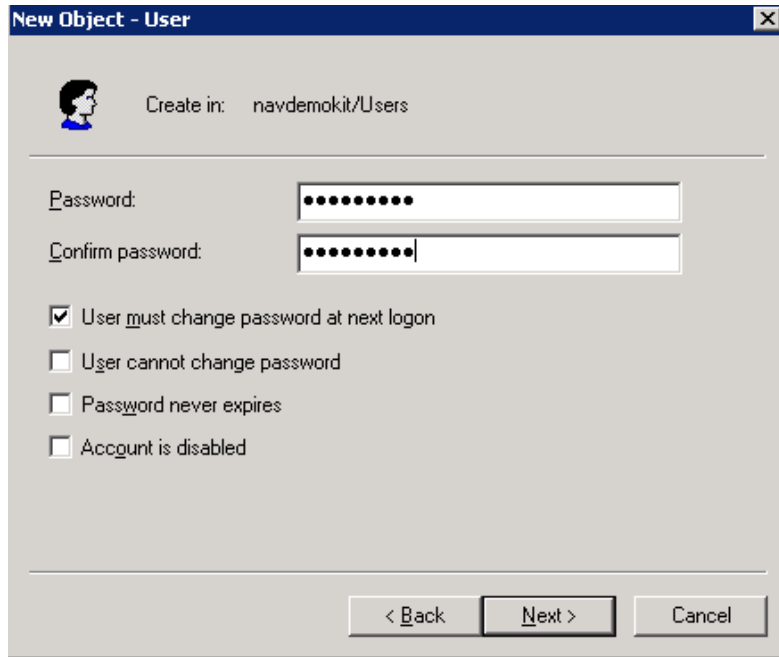
### 1. Create a new user in Active Directory:



2. Enter the user details:

The screenshot shows a 'New Object - User' dialog box. At the top, it says 'Create in: navdemokit/Users'. Below this, there are several input fields: 'First name:' with 'demouser', 'Initials:' with an empty field, 'Last name:' with 'demouser', 'Full name:' with 'demouser demouser', 'User login name:' with 'demouser' and a dropdown menu showing '@navdemokit', and 'User login name (pre-Windows 2000):' with 'navdemokit\' and 'demouser'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

3. Enter the user password (this password doesn't affect applications that don't support single logon):



**New Object - User**

Create in: navdemokit/Users

Password: [password field]

Confirm password: [password field]

☒ User must change password at next logon

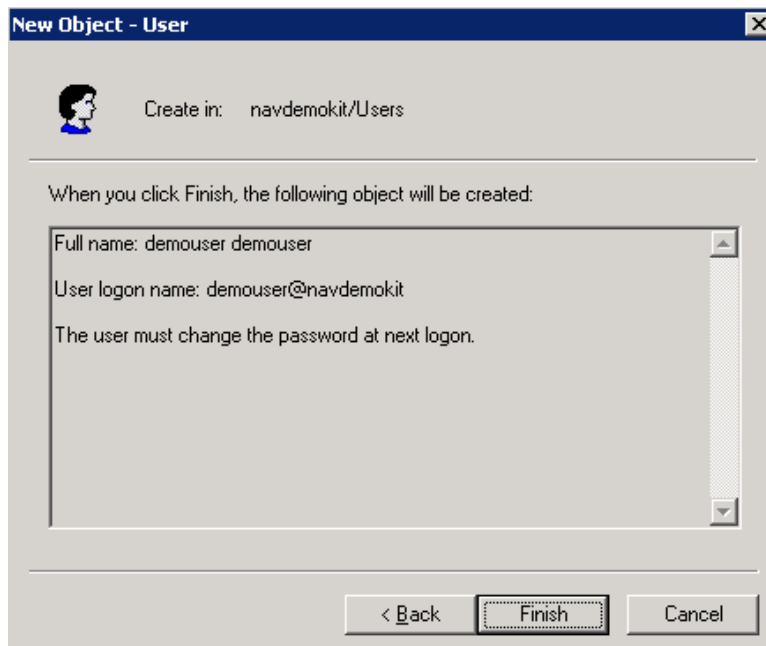
☐ User cannot change password

☐ Password never expires

☐ Account is disabled

< Back   Next >   Cancel

4. Click on the Finish button.



**New Object - User**

Create in: navdemokit/Users

When you click Finish, the following object will be created:

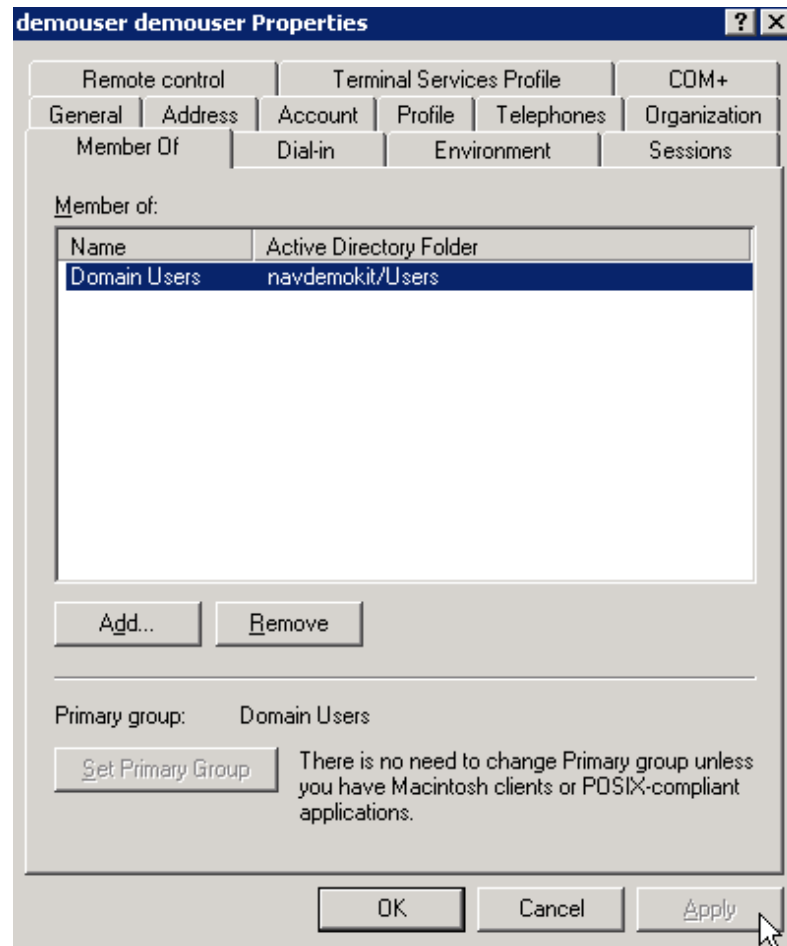
Full name: demouser demouser

User logon name: demouser@navdemokit

The user must change the password at next logon.

< Back   Finish   Cancel

5. Open the user details and select the group membership. Groups that are mapped to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER roles will trigger the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Active Directory Sync service user-creation process.



When creating a user/agent, you must to enter the following fields under the Telephones tab:

The screenshot shows the 'demouser demouser Properties' dialog box with the 'Telephones' tab selected. The 'Telephone numbers' section includes input fields for Home, Pager, Mobile, Fax, and IP phone, each with an 'Other...' button. A 'Notes' text area is located below these fields. The dialog concludes with 'OK', 'Cancel', and 'Apply' buttons.

Pager = Agent ID (will be inserted into the CM and other systems)

IP Phone = Extension number that will be provisioned into AVAYA AURA™ CONTACT CENTER CONTROL MANAGER

6. Click on OK to save the user.

Users that were created in Active Directory cannot be deleted via AVAYA AURA™ CONTACT CENTER CONTROL MANAGER ; only from Active Directory.

Users that were created in Active Directory will have default password “itnv” on all systems that do not support single sign on.

For users that are to be used on PDS, the username must be 3-8 letters long.

## Audit Log

### AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Audit Log

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database contains an audit log that shows all the changes made in the application and who made them.

The changes include those made from AVAYA AURA™ CONTACT CENTER CONTROL MANAGER and skill changes made in ANAV.

The audit log shows all changes.

To view the audit log, go to:

SQL Server Management → Databases → AVAYA AURA™ CONTACT CENTER CONTROL MANAGER → Tables → dbo\_audit\_logs



Audit_Id	User_Id	User_First_Name	User_Last_Name	Audit_Date	Audit_Action	Audit_Entity	Audit_Desc	Audit_Entity_
1044	27995	איויל	צור	5/12/2008 2:17:00 PM	I	Sites		80
1045	27995	איויל	צור	5/12/2008 2:21:00 PM	I	Segments		98
1046	27995	איויל	צור	5/12/2008 2:23:00 PM	I	Groups		60
1047	27995	איויל	צור	5/12/2008 5:34:00 PM	U	Users		25847
1048	27995	איויל	צור	5/12/2008 5:34:00 PM	U	Users	skills list for user...	0
1049	27995	איויל	צור	5/12/2008 5:34:00 PM	U	Users	skills list for user...	0
1050	27995	איויל	צור	5/12/2008 5:51:00 PM	I	Users		28074
1051	27995	איויל	צור	5/12/2008 5:51:00 PM	U	Users	skills list for user...	0
1052	27995	איויל	צור	5/12/2008 5:51:00 PM	U	Users		28074
1053	27995	איויל	צור	5/12/2008 5:52:00 PM	U	Users	skills list for user...	0
1054	27995	איויל	צור	5/12/2008 5:55:00 PM	I	Users		28075
1055	27995	איויל	צור	5/12/2008 5:55:00 PM	U	Users	skills list for user...	0
1056	27995	איויל	צור	5/12/2008 6:03:00 PM	U	Generals		0
1057	27995	איויל	צור	5/12/2008 6:04:00 PM	U	Generals		0
1058	27995	איויל	צור	5/12/2008 6:19:00 PM	U	Roles		31
1059	27995	איויל	צור	5/12/2008 6:19:00 PM	U	Roles		31
1060	27995	איויל	צור	5/12/2008 6:19:00 PM	U	Roles		31
1061	27995	איויל	צור	5/12/2008 6:20:00 PM	U	Roles		31
1062	27995	איויל	צור	5/12/2008 6:21:00 PM	U	Roles		31
1063	27995	איויל	צור	5/12/2008 6:26:00 PM	U	Roles		31
1064	27995	איויל	צור	5/12/2008 6:26:00 PM	U	Roles		31
1065	27995	איויל	צור	5/12/2008 6:27:00 PM	U	Roles		31
1066	27995	איויל	צור	5/12/2008 6:28:00 PM	U	Roles		31
1067	27995	איויל	צור	5/12/2008 6:28:00 PM	U	Roles		31
1068	27995	איויל	צור	5/12/2008 6:29:00 PM	U	Roles		31
1069	27995	איויל	צור	5/12/2008 6:29:00 PM	U	Roles		31

#### Audit log fields descriptions:

Field	Description
Audit_Id	Internal ID.
User_Id	The ID of user who made the change.
User_first_name	The first name of user who made the change.
User_Last_Name_	The last name of user who made the change.
Audit_Date	The date and time that change took place.
Audit_Action	The actual action that was made in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER application or the skill change in ANAV:  I: Insert

	U: Update  D: Delete
Audit_Entity	The type of entity/object that was changed: skill, user, etc.
Audit_Description	Change description.
Audit_Entity_Id	The ID of the actual object that has been changed: which skill, which user, etc.

## CM Audit Log

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Synchronizer can synchronize the Communication Manager History log and keep it in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Database.



The Audit tab in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will allow you to access the CM audit log.

You can search the Audit Log based on the following parameters:

- AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Location
- Object (Based on the CM object like Station, VDN and etc)
- Date From
- Date To
- From Time
- To Time
- Qualifier/Login/Action

## Multi-location/Multi-site Environment

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER is designed using a location-based architecture.

Locations are virtual objects that are created in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER . All the objects handled by the environment can be grouped into locations.

The following section provides an overview of the location logic used in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

## Managing Locations

Deciding on the location structure in your environment is a fundamental step in setting up AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

Before deciding on the location structure, you will need to answer the following questions:

1. Why do I want to manage locations? To deal with security/permissions, or to distinguish between multi-location objects that are handled in a single CM?
2. Am I managing a single CM or multiple CMs?
3. Which Avaya products are part of my environment? How do I use them across organization/locations?
4. What is the organizational hierarchy that I should use?

Answering these questions will help you to define your location structure.

The following table shows an example of a location structure for a CM/CMS environment:

Location name	CM	CMS	IPT file server
Demo Location A	My production CM	My production CMS <u>A</u>	File server A
Demo Location B	My production CM	My production CMS <u>B</u>	File server B

The following details are required in order to integrate with the communication manager:

Object	Description
AES IP Address	The IP address of the AES server connected via SMS to the CM which is managed.
CM IP Address	The IP address that is used by ASA to connect

	to and manage the CM.
CM Username	A username for the CM.
CM Password	A password for the CM.
CMS ACD	If you are using CMS ACD partitioning, fill out this section.
CM Alias Name	The alias name of your CM.

The following details are required in order to integrate with the CMS:

Object	Description
CMS IP Address	The IP address of the CMS machine.
CMS Username	A username for the CMS system with full admin privileges for the CMS, including UNIX access.
CMS Password	The username's password.
Root password	The password of the CMS root user.

The following details are required in order to integrate with the file servers\*:

Object	Description
File Server IP Address	The file server IP address.
Alias Name	The file server alias name.
Folder	The IIS director where the files are located (usually "backup").
Username	The username to access this folder.
Password	The username's password.

\* used in order to manage button labels and IPPhone books.

## Managing an Organizational Hierarchy

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER provides you the ability to define an organizational structure.

The organizational structure includes:

Sites: the highest hierarchy in the organization

Departments: a child to sites

Teams: the lowest level of the organizational hierarchy, which is populated by all the organization's users and agents.

When designing the organizational structure, there are several things to consider:

1. The organizational structure allows you to assign a user to only one team>Department>site.
2. AVAYA AURA™ CONTACT CENTER CONTROL MANAGER provides you the ability to manage virtual groups. Virtual group objects allow you to connect a user/agent to an unlimited number of virtual groups.
3. Virtual groups can be integrated with CMS agent groups.
4. The locations that were defined in the previous step are mapped to sites (see next page).

Tip: usually a site represents a city/physical location, and a Department represents a department.



The following table shows an example of an organizational structure:

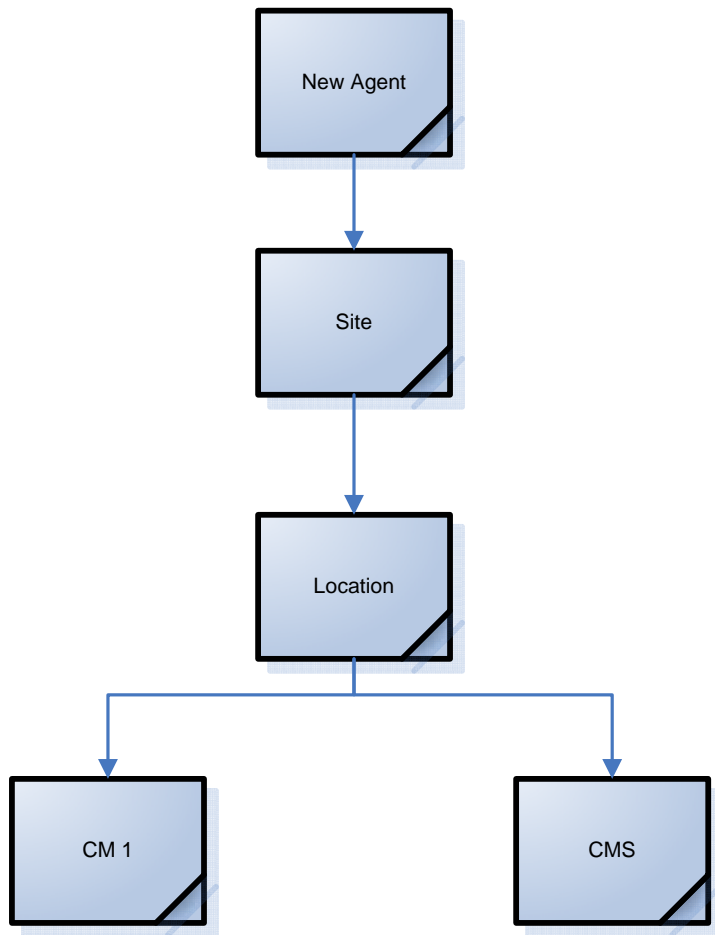
Site	Department	Team
New York	Sales	Team A
		Team B
	Service	Team C
Miami	Back Office	Back office team
	Management	Managers

## Assigning Locations to Sites

After creating an organizational structure and locations, you will need to assign locations to sites.

By assigning a location to a site, you are mapping between the different Avaya systems that are part of this location and the users that will be created in this site.

When a new agent/user/extension is saved under a site, the NA360 Provisioning server saves the agent directly into the CM assigned to the location that is assigned to the site, and then into the CMS dictionary.



## AVAYA Objects and Locations

Locations also affect the configuration of different Avaya components in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , such as:

- VDNs
- Skills
- Extensions
- Vectors
- Coverage objects
- Holiday table/time of day

...and every other AVAYA object in AVAYA  
AURA™ CONTACT CENTER CONTROL  
MANAGER .

Each one of these objects must be assigned to a location in a multi-location/multi-site environment.

## Managing AVAYA Objects

Users' ability to manage specific AVAYA objects depends on the location permissions that are assigned to them.

When implementing AVAYA AURA™ CONTACT CENTER CONTROL MANAGER in an existing environment, the process of mapping existing objects to defined locations is a critical step.

Every single managed object must be mapped to **only one location**.

The outcome of this step should be one of the following:

1. A specific list that maps between every object and a location;
- or
2. Mapping between ranges of objects, for example: all extensions from 2000-2010 are mapped to location A.

If you are working in an existing environment, we recommend you export a list of all the objects to Excel files via GEDI and then map them to the relevant locations.

These Excel files will be used for the import process into the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database.

# Users

## Users and Locations – Relationship

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER users can be granted permission to a certain location.

When creating a new AVAYA AURA™ CONTACT CENTER CONTROL MANAGER user, the Location to View tab allows you to assign the user to the various locations that he will be able to use in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER :

Barry Willson

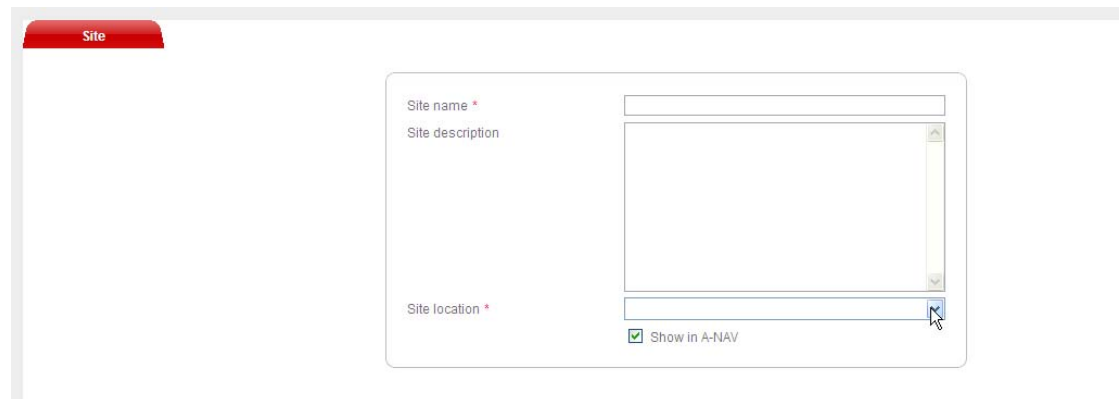
Available locations	Locations to view
Location name	Location name
Denver	New York
Home Agents	

The user's ability to view locations in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER affects the following things:

1. Ability to create a new site.

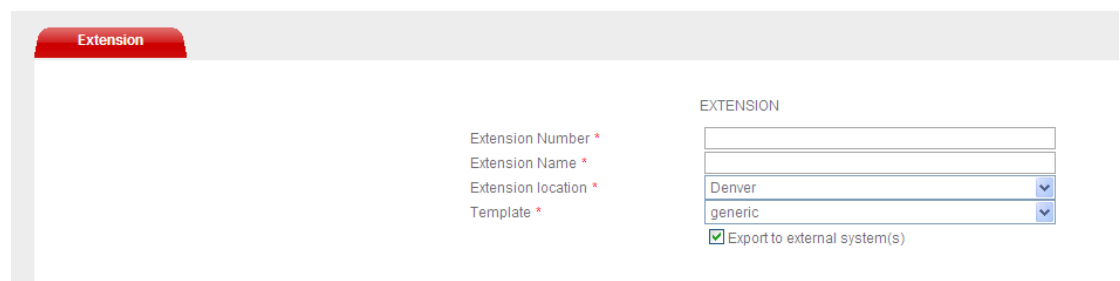
A user that has permissions to create AVAYA AURA™ CONTACT CENTER CONTROL MANAGER sites must have permissions for at least one location. Due to the fact that a site must be assigned to a location, the user won't be able to create a site without the ability to view a location.

Users won't be able to assign sites to locations that they don't have permission to access.



## 2. View AVAYA objects (extensions, hunts, coverage, etc.)

Users that have permission to the AVAYA section will be able to view, edit, and insert only those objects that are assigned to the location that they can view.

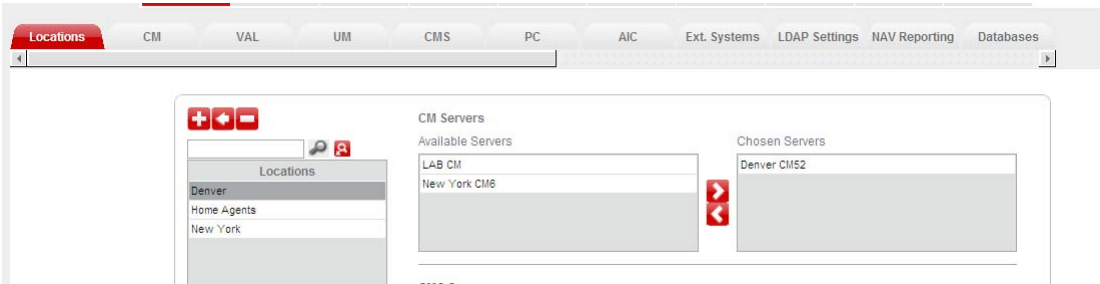


For example: in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER , a user that has permission for location A won't be able to see extensions that are assigned to location B.

Extension No.	Name	Extension Template	Location
3013	Barry Wilson	4624	Denver
3019	Tim Richter	64240+	Denver
3020	Mike Lamb	9620	Denver
3022	Call Center EXT 1	9630	Denver
3028	Call Center EXT 2	9620	Denver
3030	Call Center EXT 3	9620	Denver
3034	Call Center EXT 4	64080+	Denver
3038	Call Center EXT 5	9620	Denver
3040	Call Center EXT 6	9620	Denver
3900	Call Center EXT 7	4624	Denver
3901	Call Center EXT 8	4624	Denver
3902	Call Center EXT 9	4624	Denver
3903	Call Center EXT 10	4624	Denver
40000	Call Center EXT 11	4624	Denver
40006	Call Center EXT 12	1616	Denver
40024	Call Center EXT 13	1603	Denver
40030	Call Center EXT 14	1608	Denver
40031	Call Center EXT 15	1608	Denver
40032	Call Center EXT 16	1608	Denver
40033	Call Center EXT 17	1616	Denver
40034	Call Center EXT 18	1616	Denver
40035	Call Center EXT 19	1616	Denver
40036	Call Center EXT 20	1616	Denver

3. Manage locations

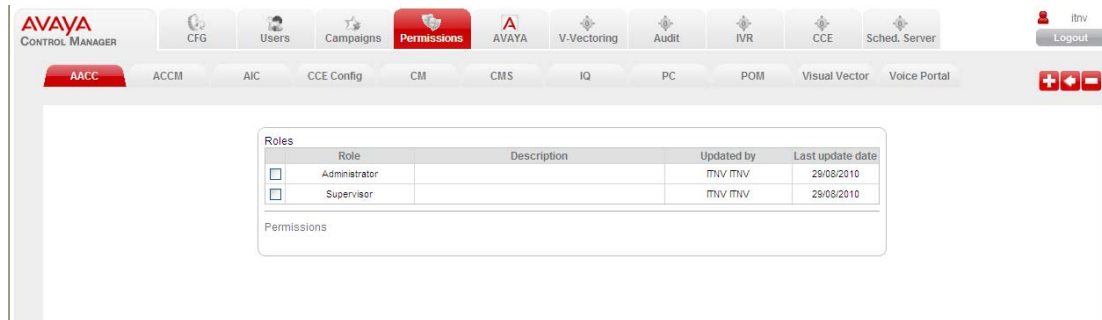
Users that have permission to manage locations in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER configuration will only be able to manage the locations that they have permission to view.





## Users Permissions (Roles)

The Permissions tab allows you to set roles for each application, and to set permissions for each role.



Each application is represented by a tab.

There are two sections to each tab: Roles & Permissions.

The roles section lists all roles, with their details.

The role section lists the set of roles that can be assigned to a user in the application.

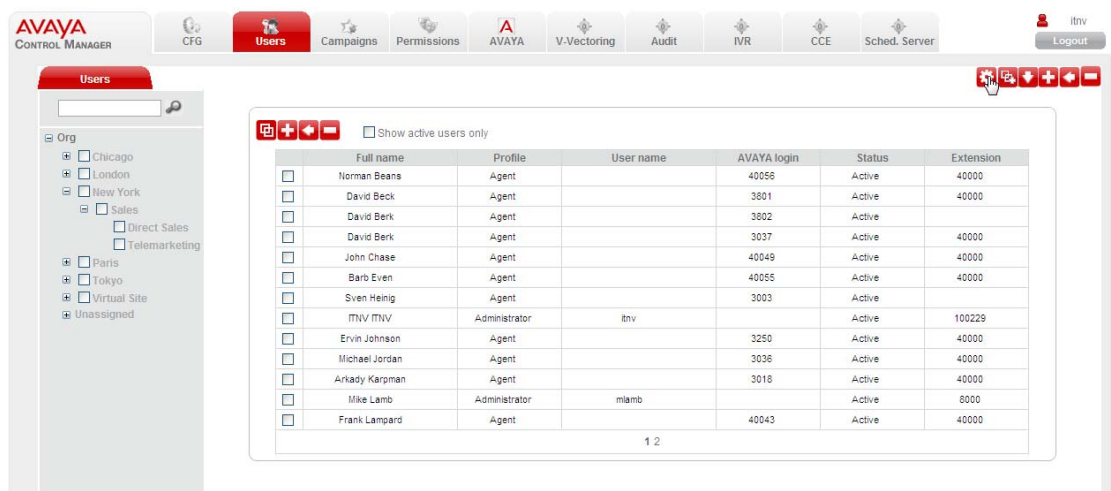
The permissions section lists all permissions assigned to a role.

The permissions state what the user can see and execute within the relevant application.

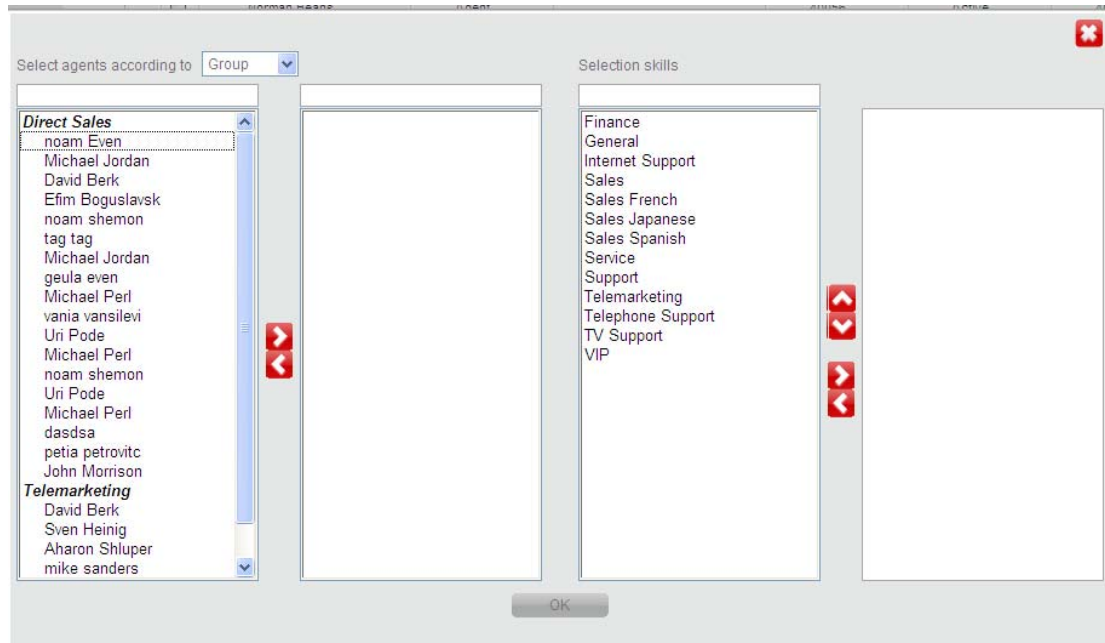
# Bulk Skill Change

Bulk skill change is a feature that allows you to take several contact center agents and shift them between Skills.

The bulk skill change feature is accessible from the main user screen:



When clicking on the bulk skill change button AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will display the following screen:

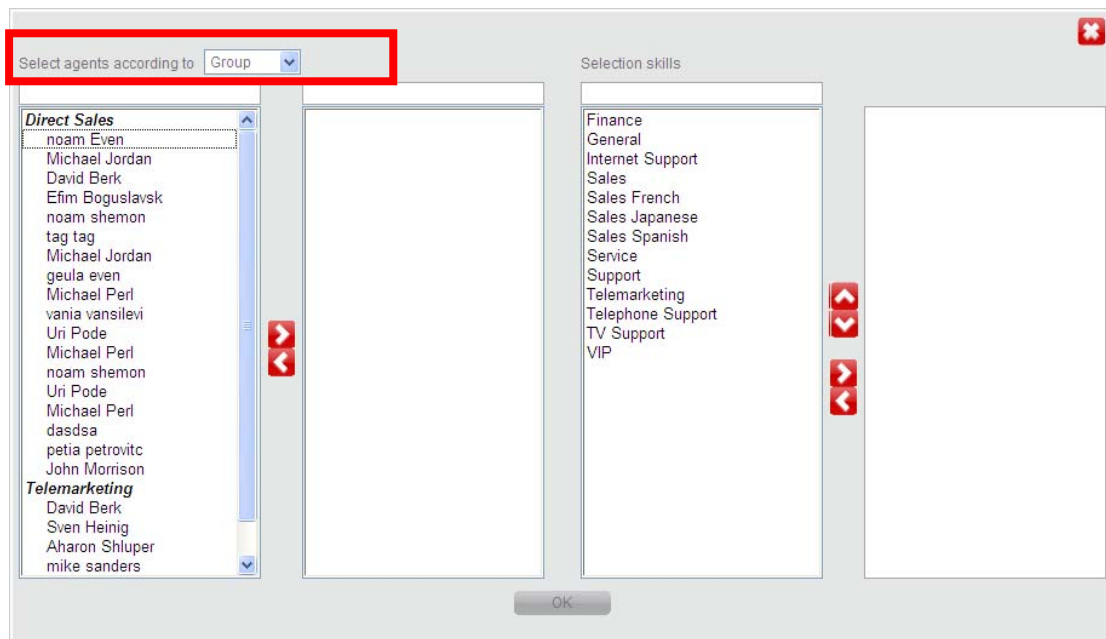


You can bulk skill change agents in two different ways:

1. According to Agent groups – AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will allow you to select agents based on their group assignment
2. According to Skills – AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will allow you to select agents based on Skill assignment

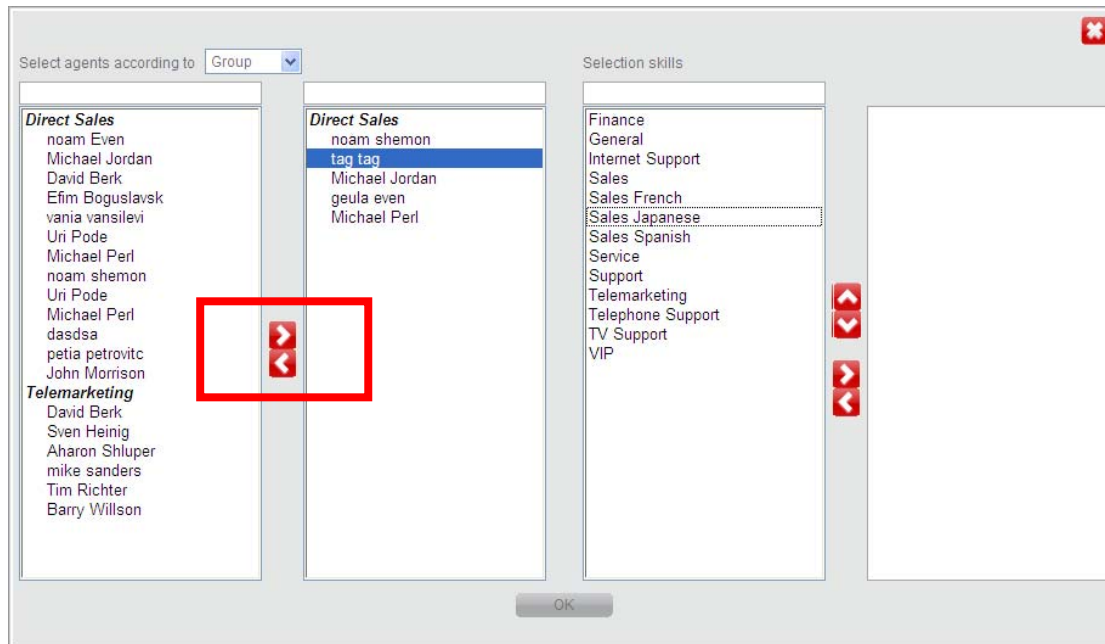
## Bulk skill change – Agent groups

### 1. Select “Groups”

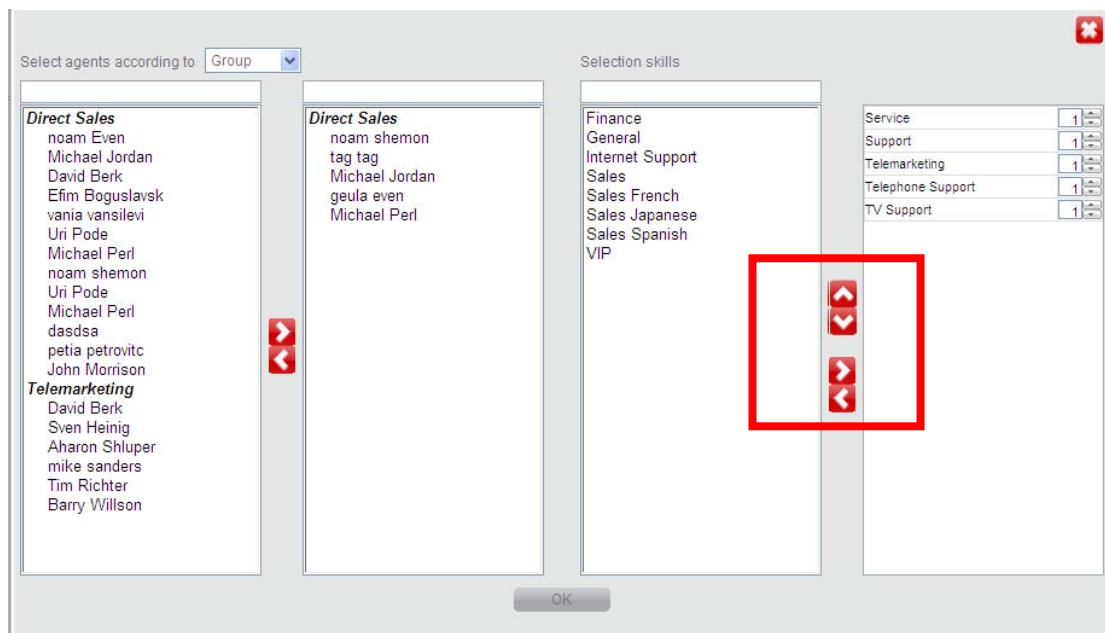


AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will show the agents grouped based on their Agent groups.

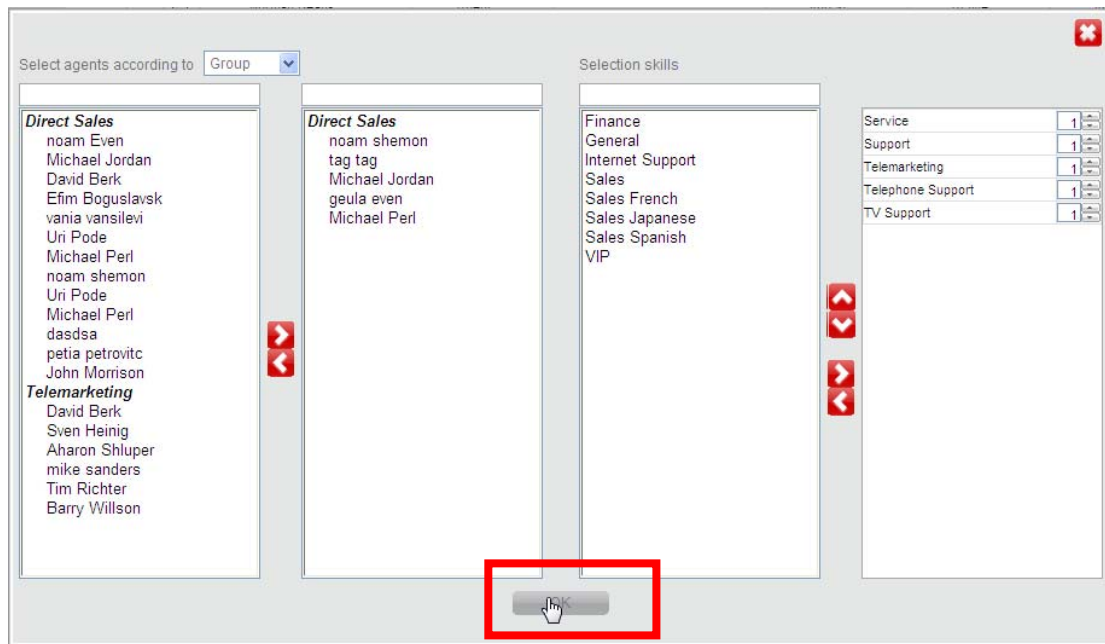
## 2. Select the agents



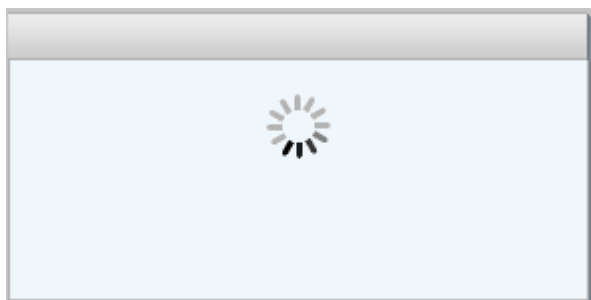
## 3. Select Skills



#### 4. Save the change



This action is synchronic, which means that if you selected a big number of agents the system might take some time And you will see the following screen:



## Bulk skill change – Skill Selection

### 1. Select “Skills”

Select agents according to Skill

**Agents grouped by skill:**

- Finance**
  - Barry Willson
- Sales**
  - Sven Heinig
- Sales Spanish**
  - Tim Richter
  - Barry Willson
- Service**
  - David Berk
- Support**
  - Tim Richter
  - Barry Willson
- VIP**
  - Tim Richter
  - Barry Willson

**Selection skills:**

- Finance
- General
- Internet Support
- Sales
- Sales French
- Sales Japanese
- Sales Spanish
- Service
- Support
- Telemarketing
- Telephone Support
- TV Support
- VIP

OK

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will show the agents grouped based on their skill assignment.

## 2. Select the agents

Select agents according to: Group

**Direct Sales**

- noam Even
- Michael Jordan
- David Berk
- Efim Boguslavsk
- vania vansilevi
- Uri Pode
- Michael Perl
- noam shemon
- Uri Pode
- Michael Perl
- dasdsa
- petia petrovic
- John Morrison

**Telemarketing**

- David Berk
- Sven Heinig
- Aharon Shluper
- mike sanders
- Tim Richter
- Barry Willson

**Direct Sales**

- noam shemon
- tag tag
- Michael Jordan
- geula even
- Michael Perl

**Selection skills**

- Finance
- General
- Internet Support
- Sales
- Sales French
- Sales Japanese
- Sales Spanish
- Service
- Support
- Telemarketing
- Telephone Support
- TV Support
- VIP

OK

## 3. Select Skills

Select agents according to: Group

**Direct Sales**

- noam Even
- Michael Jordan
- David Berk
- Efim Boguslavsk
- vania vansilevi
- Uri Pode
- Michael Perl
- noam shemon
- Uri Pode
- Michael Perl
- dasdsa
- petia petrovic
- John Morrison

**Telemarketing**

- David Berk
- Sven Heinig
- Aharon Shluper
- mike sanders
- Tim Richter
- Barry Willson

**Direct Sales**

- noam shemon
- tag tag
- Michael Jordan
- geula even
- Michael Perl

**Selection skills**

- Finance
- General
- Internet Support
- Sales
- Sales French
- Sales Japanese
- Sales Spanish
- VIP

Service 1

Support 1

Telemarketing 1

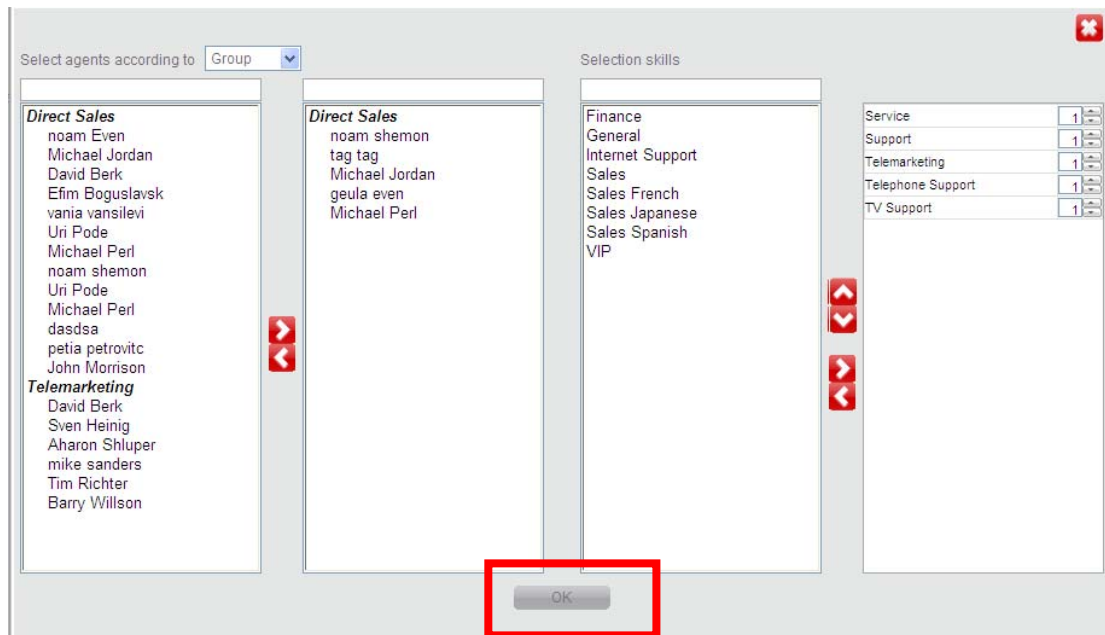
Telephone Support 1

TV Support 1

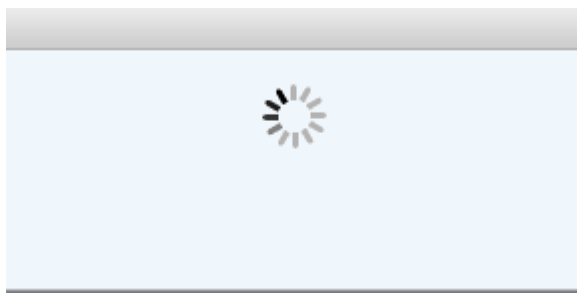
OK



#### 4. Save the change



This action is synchronic, which means that if you selected a big number of agents the system might take some time. And you will see the following screen:



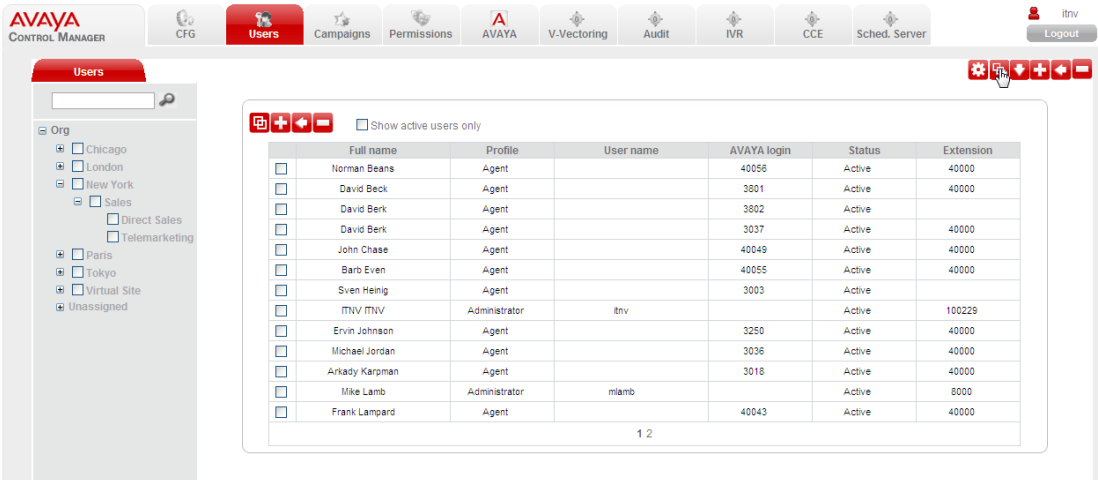
## Virtual groups

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Manages as part of the Organizational Hierarchy Virtual Groups.

Due tot the fact that the physical organizational structure allows a single user/agent to be assigned to a single team, the Virtual Groups are used to assign users/agents into more then one team.

Virtual Groups can also be used in order to manage CMS Agent groups as part of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Provisioning integration into CMS.

1. Go to the user section and click on the “Virtual Department
2. Click on the “add virtual site group” button



The screenshot displays the 'Users' section of the Avaya Aura Contact Center Control Manager interface. The left sidebar shows the organizational hierarchy with 'Virtual Site' selected. The main area contains a table of users. The 'Add virtual site group' button is highlighted in the top right corner of the user list area.

	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beams	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000
<input type="checkbox"/>	David Berk	Agent		3802	Active	40000
<input type="checkbox"/>	David Berk	Agent		3037	Active	40000
<input type="checkbox"/>	John Chase	Agent		40049	Active	40000
<input type="checkbox"/>	Barb Even	Agent		40055	Active	40000
<input type="checkbox"/>	Sven Heinig	Agent		3003	Active	40000
<input type="checkbox"/>	ITNV ITNV	Administrator	itnv		Active	100229
<input type="checkbox"/>	Ervin Johnson	Agent		3250	Active	40000
<input type="checkbox"/>	Michael Jordan	Agent		3036	Active	40000
<input type="checkbox"/>	Ariady Karpman	Agent		3018	Active	40000
<input type="checkbox"/>	Mike Lamb	Administrator	mlamb		Active	8000
<input type="checkbox"/>	Frank Lampard	Agent		40043	Active	40000

3. Enter the Virtual Group name

AVAYA  
CONTROL MANAGER

CFG Users Campaigns Permissions AVAYA V-Vectoring Audit IVR CCE Sched. Server

Virtual Group

Virtual Group Name \*

Virtual Group Description

☐ Show in A-NAV

☐ CMS Agent Group

4. If you want to provision this group into CMS as a CMS agent group select the CMS checkbox and select the location this group will belong to

Virtual Group

Virtual Group Name \*

Virtual Group Description

☐ Show in A-NAV

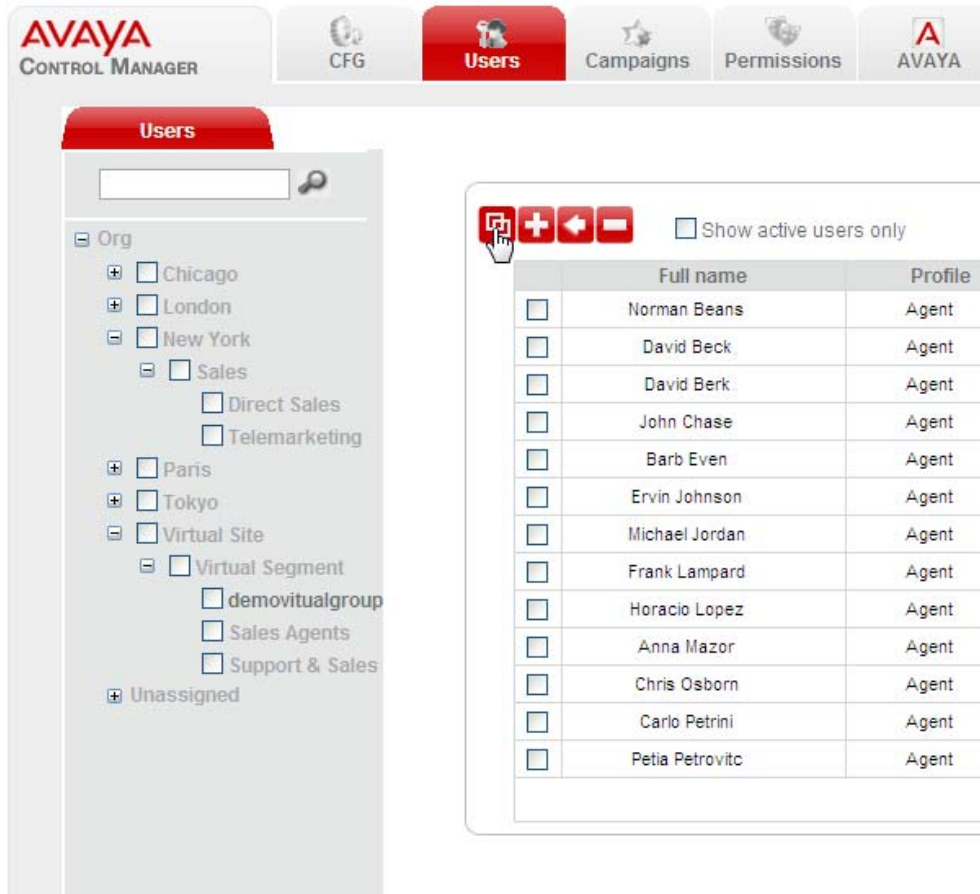
☒ CMS Agent Group

Location \*

Based on the location assignment AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will know to which CMS Server

The agent group needs to be provisioned

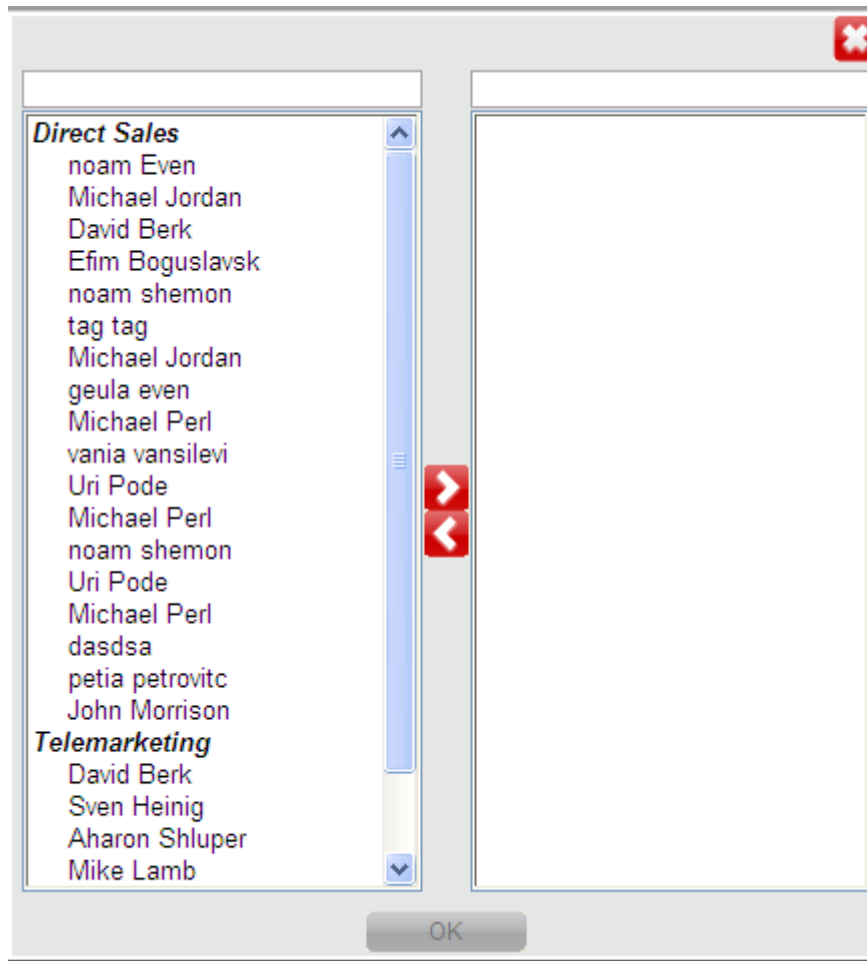
5. Click on Save
6. Go back to the Org Chart and click on the “Add user to virtual group”



The screenshot shows the 'Users' management interface. The top navigation bar includes 'CFG', 'Users' (highlighted), 'Campaigns', 'Permissions', and 'AVAYA'. The left sidebar shows the 'Org' structure with expandable folders for Chicago, London, New York, Paris, Tokyo, and Virtual Site. Under 'Virtual Site', there is a 'Virtual Segment' folder containing 'demovirtualgroup', 'Sales Agents', and 'Support & Sales'. The main area on the right displays a table of users with checkboxes for selection. A mouse cursor is pointing at the first checkbox in the table.

	Full name	Profile
<input type="checkbox"/>	Norman Beans	Agent
<input type="checkbox"/>	David Beck	Agent
<input type="checkbox"/>	David Berk	Agent
<input type="checkbox"/>	John Chase	Agent
<input type="checkbox"/>	Barb Even	Agent
<input type="checkbox"/>	Ervin Johnson	Agent
<input type="checkbox"/>	Michael Jordan	Agent
<input type="checkbox"/>	Frank Lampard	Agent
<input type="checkbox"/>	Horacio Lopez	Agent
<input type="checkbox"/>	Anna Mazor	Agent
<input type="checkbox"/>	Chris Osborn	Agent
<input type="checkbox"/>	Carlo Petrini	Agent
<input type="checkbox"/>	Petia Petrovitc	Agent

7. Select the agents/users you would like to assign to this group



8. Click Ok

# Synchronizer

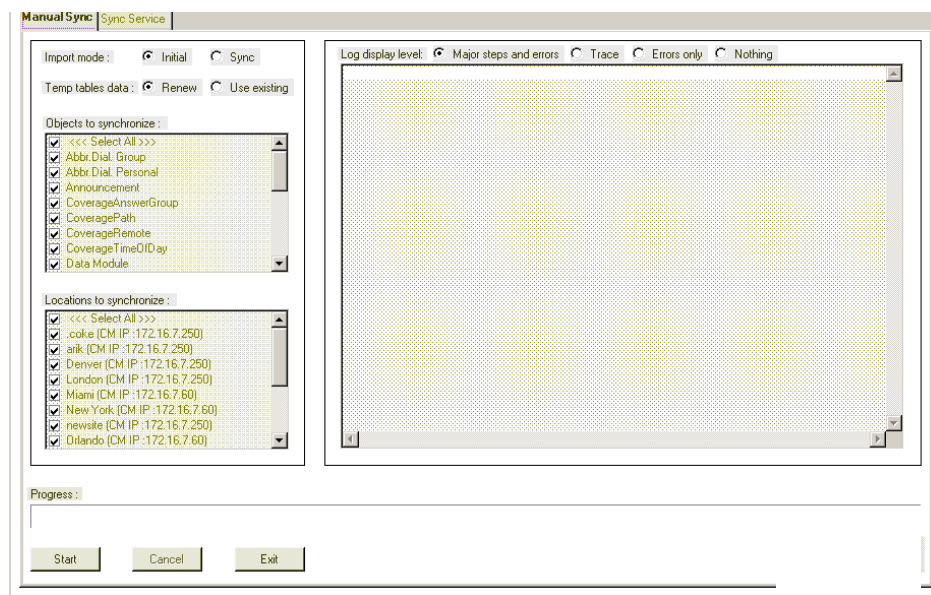
AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Synchronizer is a service that enables automatic synchronization from the Avaya Communication Manager to the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Database.

## Synchronization modes

The Synchronizer is installed as part of the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Services and can work in two modes:

1. One Time Synchronization – This is usually used for the initial synchronization process only.

The one time synchronization allows you to select the Avaya CM Objects that you would like to sync and the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Locations that are part of this synchronization process.



2. Sync Service – The Sync Service enables automatic synchronization based on a predefined interval (for example: every 30 minutes).

You can configure the Sync service based on Locations.

The screenshot shows the 'Sync Service' configuration window. It has a tabbed interface with 'Manual Sync' and 'Sync Service' tabs. The 'Sync Service' tab is active, showing a table of locations to be synchronized and configuration options on the right.

Locations to be synchronized by the service :

Location	Sync Period (Seconds)
<input type="checkbox"/> .coke (CM IP :172.16.7.250)	
<input type="checkbox"/> ank (CM IP :172.16.7.250)	
<input type="checkbox"/> Denver (CM IP :172.16.7.250)	
<input type="checkbox"/> London (CM IP :172.16.7.250)	
<input type="checkbox"/> Miami (CM IP :172.16.7.60)	
<input type="checkbox"/> New York (CM IP :172.16.7.60)	
<input type="checkbox"/> newsite (CM IP :172.16.7.250)	
<input type="checkbox"/> Orlando (CM IP :172.16.7.60)	
<input type="checkbox"/> Paris (CM IP :172.16.7.250)	
<input type="checkbox"/> Phoenix (CM IP :172.16.7.60)	
<input type="checkbox"/> roman (CM IP :172.16.7.250)	
<input type="checkbox"/> San Francisco (CM IP :172.16.7.60)	
<input type="checkbox"/> skilltest (CM IP :172.16.7.53)	
<input type="checkbox"/> Tel Aviv (CM IP :172.16.7.60)	
<input type="checkbox"/> Training Class (CM IP :172.16.7.250)	

Default period value : 86400 seconds  
Minimal period value : 21 seconds

Frequent periods values :  
1 hour = 3600 seconds  
3 hours = 10800 seconds  
6 hours = 21600 seconds  
12 hours = 43200 seconds  
24 hours = 86400 seconds

Save Exit

## Dialplan Impact on the Synchronization Process

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER DialPlan can have a very big impact on the synchronization process.

There are several things that need to be taken into consideration before running a synchronization process.

1. How many locations are part of the environment?
2. How many Communication Managers are part of the environment?

If we configured more than one location we need to make sure that we have a dial plan assigned for each location or that every location is assigned to a different communication manager

In case there is a situation that we try to synchronize a single CM into a multi location environment without a dial plan it will cause all the CM data to be synced into a single location.

We strongly recommend planning the synchronization process before running the initial sync.

When the synchronization process starts it will perform the following steps:

1. Check the list of Locations to sync
2. Connect to the CM that is assigned to the first Location synced
3. Download all the CM data into Temporary tables
4. Check if this Location has a dial plan
5. If there is a dial plan then the Synchronizer will sync only the CM data that belongs to this location based on the dial plan
6. If there is no dial plan then all the CM data will be synced to this Location



## Import Agents

AVAYA AURA™ CONTACT CENTER CONTROL MANAGER enables importing from EXCEL files of Agents, Extensions, Skills and VDNs.

### Importing Agents

1. Navigate to the users section and click on the import button



	Full name	Profile	User name	AVAYA login	Status	Extension
<input type="checkbox"/>	Norman Beans	Agent		40056	Active	40000
<input type="checkbox"/>	David Beck	Agent		3801	Active	40000
<input type="checkbox"/>	David Berk	Agent		3037	Active	40000
<input type="checkbox"/>	John Chase	Agent		40049	Active	40000
<input type="checkbox"/>	Barb Even	Agent		40055	Active	40000
<input type="checkbox"/>	Ervin Johnson	Agent		3250	Active	40000
<input type="checkbox"/>	Michael Jordan	Agent		3036	Active	40000
<input type="checkbox"/>	Frank Lampard	Agent		40043	Active	40000
<input type="checkbox"/>	Horacio Lopez	Agent		40071	Active	40000
<input type="checkbox"/>	Anna Mazor	Agent		40069	Active	40000
<input type="checkbox"/>	Chris Osborn	Agent		40073	Active	40000
<input type="checkbox"/>	Carlo Petrini	Agent		40070	Active	40000
<input type="checkbox"/>	Peta Petrovic	Agent		40057	Active	40000

2. Click on Browse and select the excel file you would like to import

3. Click Upload to upload the file to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .
4. You can select:
  - A. AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Database Only: the entries will be added only to the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER database
  - B. CM only: the entries will be added only to the CM, and not to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER
  - C. CMS Dictionary only: the entries will be added to the CMS only
  - D. CM and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Database: the entries will be added both to the CM and to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER
  - E. CMS and AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Database: the entries will be added both to the CMS and to AVAYA AURA™ CONTACT CENTER CONTROL MANAGER
  - F. CM and CMS Database: the entries will be added both to the CM and to CMS
  - G. All: the entries will be added to all systems
5. Select the “Team” the agents will be assigned to
6. Select the Location the agents will be created in
7. Run the Import

The import process is asynchronic, which means you will not receive a notification when the process will finish. You can continue working in the system during the import process.

Check the importer log files for more information.

## Quick Links

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER quick links are shortcuts that appear in the Avaya section of AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The screenshot shows the Avaya Aura Contact Center Control Manager interface. The top navigation bar includes tabs for CFG, Users, Campaigns, Permissions, AVAYA (highlighted), V-Vectoring, Audit, IVR, CCE, Sched. Server, Save Translat., and Logout. Below this, a sub-navigation bar shows Extensions, VDNs, Skills, Hunt Groups, Holiday Tbl., Coverage, Announcem., and Service Hours. The 'Extensions' tab is selected, and a red box highlights the 'Extensions' quick link menu on the left. This menu includes links for Off PBX Station, Off PBX Config, Pickup Group, Hunt Groups, Data Module, Abbr.Dialling Group, Abbr.Dialling Personal, Abbr.Dialling Enhanced, Announcem., Coverage Path, Intercom-Group, Group Page, Term-Ext-Group, and Templates. The main content area displays a table of extensions.

Extension No.	Name	Extension Template	Location
3013	Barry Wilson	4624	Denver
3019	Tim Richter	6424D+	Denver
3020	Mike Lamb	9620	Denver
3022	Call Center EXT 1	9630	Denver
3028	Call Center EXT 2	9620	Denver
3030	Call Center EXT 3	9620	Denver
3034	Call Center EXT 4	6408D+	Denver
3038	Call Center EXT 5	9620	Denver
3040	Call Center EXT 6	9620	Denver
3900	Call Center EXT 7	4624	Denver
3901	Call Center EXT 8	4624	Denver
3902	Call Center EXT 9	4624	Denver
3903	Call Center EXT 10	4624	Denver
40000	Call Center EXT 11	4624	Denver
40008	Call Center EXT 12	1616	Denver
40024	Call Center EXT 13	1603	Denver
40030	Call Center EXT 14	1608	Denver
40031	Call Center EXT 15	1608	Denver
40032	Call Center EXT 16	1608	Denver
40033	Call Center EXT 17	1616	Denver
40034	Call Center EXT 18	1616	Denver
40035	Call Center EXT 19	1616	Denver
40036	Call Center EXT 20	1616	Denver

By clicking on one of the quick links AVAYA AURA™ CONTACT CENTER CONTROL MANAGER will jump directly to linked object.

Each one of the objects under the Avaya tab includes a different set of quick links that represents a logical relationship between entities.

AVAYA

CONTROL MANAGER

CFG

Users

Campaigns

Permissions

AVAYA

V-Vectoring

Audit

IVR

CCE

Sched. Server

Save Translat

Logout

Extensions

VDNs

Skills

Hunt Groups

Holiday Tbl.

Coverage

Announcem.

Service Hours

Skills

Hunt Groups

Holiday Tbl.

Time Of Day

Service Hours

VRT

Announcem.

Templates

VDN

Number

Name

Description

Location

☐

40006

Finance

Denver

☐

3035

Services

Denver

☐

3032

Support

Denver

☐

40041

Support French

Denver

☐

42500

Support German

Denver

☐

41001

Support Spanish

Denver

☐

40003

Support VIP

Denver

☐

40004

Telemarketing

Denver

☐

45001

Television Support

Denver

☐

44500

TV Support

Denver

☐

40010

VIP

Denver

## UDF Fields

User defined fields (UDF) is a feature in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER that allows you dynamically to add additional fields to the user/agent record in the application.

In order to add additional fields perform the following steps:

1. Navigate to the CFG>UDF Config tab

UDF enabled		
User defined field caption	Field 1	<input checked="" type="checkbox"/> show
User defined field caption	Field 2	<input checked="" type="checkbox"/> show
User defined field caption	Field 3	<input type="checkbox"/> show
User defined field caption	Field 4	<input type="checkbox"/> show
User defined field caption	Field 5	<input type="checkbox"/> show
User defined field caption	Field 6	<input type="checkbox"/> show
User defined field caption	Field 7	<input type="checkbox"/> show
User defined field caption	Field 8	<input type="checkbox"/> show
User defined field caption	Field 9	<input type="checkbox"/> show
User defined field caption	Field 10	<input type="checkbox"/> show
User defined field caption	Field 11	<input type="checkbox"/> show

2. There are ten user defined fields that can be enabled
3. In order to enable a field select the checkbox next to “show”
4. Enter the field caption in the free text area
5. Enable the UDF section by selecting the checkbox near the “UDF Enable”
6. Click on Save
7. The UDF fields will appear on the user screen (add/edit)

tag tag

First name (eng) \*

tag

Surname (eng) \*

tag

LDAP Username

Username

Password

Confirm password

AVAYA login

3250

Team \*

Direct Sales

Template

Default

Description

☐ Default User

☒ Export to external system(s)

Profile

☒ Agent

☐ Supervisor

☐ Manager

☐ Administrator

Available applications

☐ AACC☐ ACCM☐ AIC☐ CCE Config

☐ CM☐ CMS☐ IQ☐ PC

☐ CRM☐ Request Manager☐ User Portal

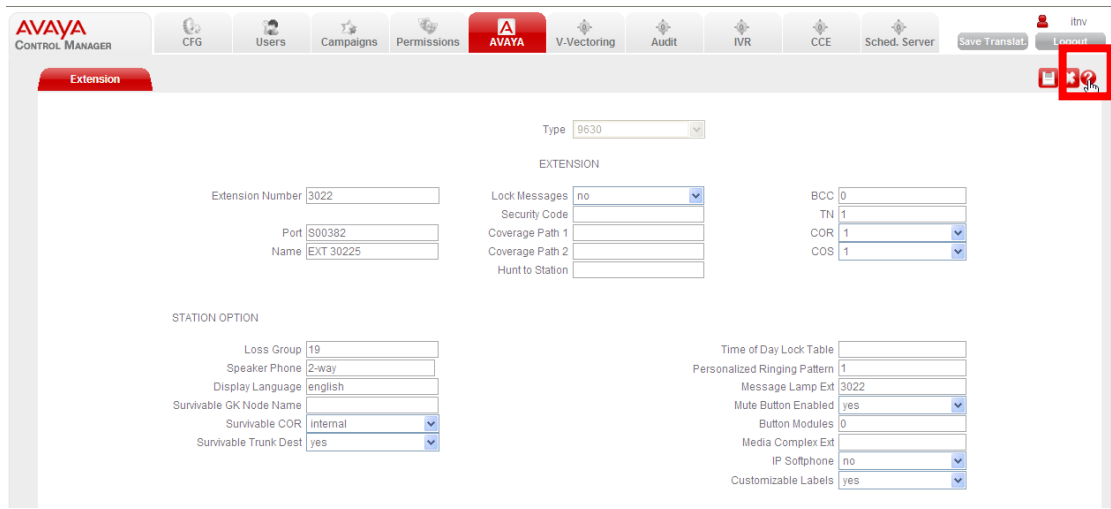
User defined fields

Field 1


Field 2

# Online Help

The online help feature in AVAYA AURA™ CONTACT CENTER CONTROL MANAGER allows the user to access a web based help page that provides information regarding different features that are managed in the Avaya objects.



The online help appears in different pages and can be accessed from

the help button 

## Automatic Move station

### TTI Feature

In case the TTI feature is enabled in your environment you will need to configure the Automatic Moves feature in the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Extension templates.

```
change system-parameters features Page 3 of 18
FEATURE-RELATED SYSTEM PARAMETERS
TTI/PSA PARAMETERS

WARNING! SEE USER DOCUMENTATION BEFORE CHANGING TTI STATE

Terminal Translation Initialization (TTI) Enabled? y
TTI State: voice TTI Security Code: 1234

Default COR for Dissociated Sets:

Unnamed Registrations and PSA for IP Telephones? n
Customer Telephone Activation(CTA) Enabled? n
Don't Answer Criteria For Logged Off IP/PSA/TTI Stations? n
Hot Desking Enhancement Station Lock? n

EMU PARAMETERS
EMU Inactivity Interval for Deactivation(hours):

CALL PROCESSING OVERLOAD MITIGATION
Restrict Calls: stations-first
```



---

## Detailed description

On the **Feature-Related System Parameters** screen, set the **Terminal Translation Initialization (TTI) Enabled** field to **y** and the **TTI State** field to **voice**.

**Note:**

When a telephone is moved, if there is any local auxiliary power (a power supply plugged into a local AC outlet), the telephone must be plugged into an AC outlet at the telephone's new location. A telephone with remote auxiliary power must be supplied remote auxiliary power at its new location. If you do not supply auxiliary power in either case after a telephone is moved, some optional adjuncts (for example, an expansion module) do not operate.

When you enter **always** or **once** in the **Automatic Moves** field on the **Station** screen, Communication Manager adds the extension to its ACTR Move List database. When the telephone is plugged in, Communication Manager asks the telephone for its serial number and records the serial number on the ACTR Move List. If you change the entry in the **Automatic Moves** field from **always** or **once** to **no**, Communication Manager removes the extension from the Move List.

## Extension Templates

Enabling the Automatic Moves extensions:

1. Navigate to Avaya>Templates
2. Create a new Template for the required phone type
3. If you have already a template for this type rename it to “\_old”
4. Make sure you select the Automatic Template type

The screenshot displays the 'Extension Templates' configuration interface. On the left, a list of extension types is shown, with '6408 Automatic' selected. The main area contains fields for 'Template Name', 'Location' (set to Denver), and checkboxes for 'Location Default' and 'System Default'. Below these are fields for 'EXTENSION' settings: 'Lock Messages' (set to no), 'Security Code', 'Coverage Path 1', 'Coverage Path 2', and 'Hunt to Station'. On the right, there are fields for 'BCC', 'TN' (set to 1), 'COR' (set to 1), and 'COS' (set to 2). Further down are fields for 'Time of Day Lock Table', 'Personalized Ringing Pattern' (set to 1), 'Message Lamp Ext', 'Mute Button Enabled' (set to no), 'Media Complex Ext', 'IP Softphone' (set to no), and 'Customizable Labels' (set to no). At the bottom right, there is a field for 'Auto Select Any Idle Appearance' (set to no).

5. Enter the template name. Make sure the template name is equal to the extension type without the “\_Automatic”

## Schedule Server Wizard

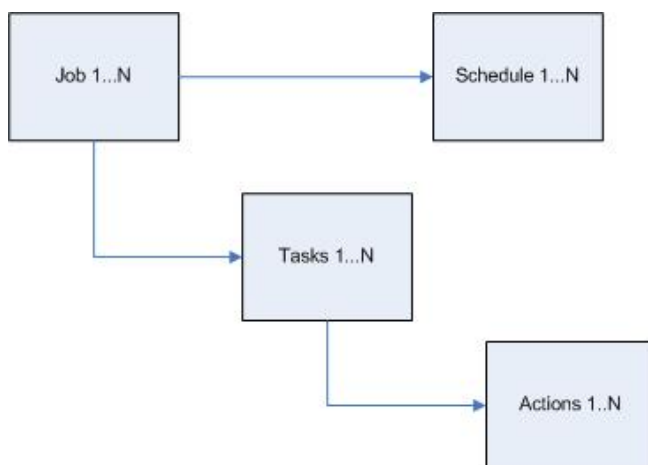
### Overview

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER schedule server is a feature that allows you to schedule tasks.

A task can be any administrative action that is supported by AVAYA AURA™ CONTACT CENTER CONTROL MANAGER .

The current version of AVAYA AURA™ CONTACT CENTER CONTROL MANAGER supports scheduling skill changes for Agents.

The Schedule Server is designed in an hierarchical structure:



Job = A Schedule Server Job is the highest entity in the hierarchy and it

Represents group of tasks.

Schedule = A Schedule is the timing (daily, Weekly, Monthly). A single schedule can

Be assigned to unlimited number of Jobs.

Task = A single task can be assigned to only one job. a job can handle unlimited

Number of tasks.

Actions = An action is the operation. For example: Changing an agent skill.

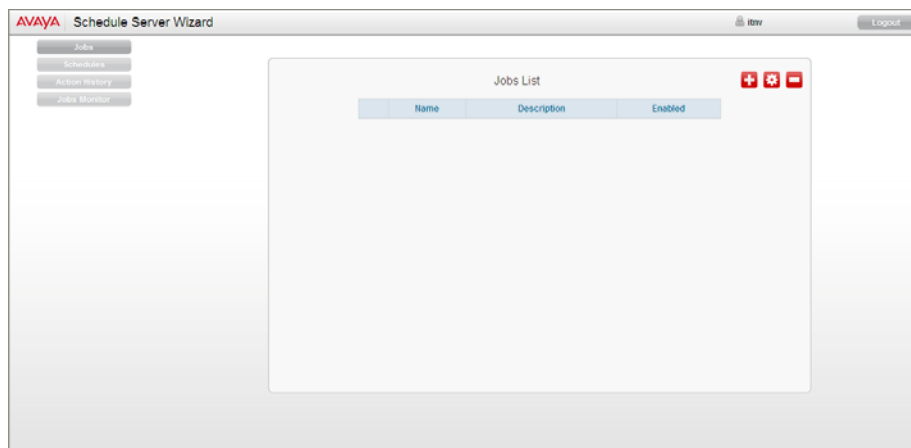
You can have unlimited number of Actions under a single Task.

## Wizard Steps

The AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Schedule Server is accessible through the AVAYA AURA™ CONTACT CENTER CONTROL MANAGER Web Interface or with a direct Login.

1. Open The Wizard

2. Click on the  to add a new Job



3. Enter the Job details (Pay attention to the “Enable” Checkbox”. If it is not enabled then the Job won't be executed).

1 This Wizard helps you schedule jobs for Unified Communication and Contact Center

Name

Description

Enabled ☐

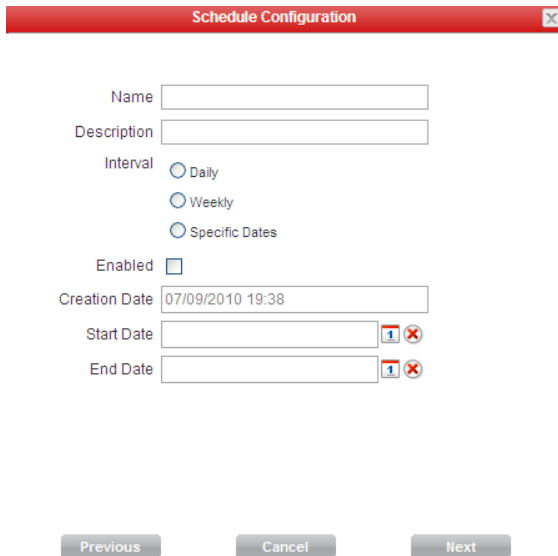
Scheduler

4. Click on the button to create/assign a schedule to the Job
5. Select an existing schedule or click on the to create a new one

Schedule Configuration

Schedulers

## 6. Enter The schedule details



**Schedule Configuration**



Name



Description

Interval ☐ Daily ☐ Weekly ☐ Specific Dates

Enabled ☐

Creation Date 07/09/2010 19:38

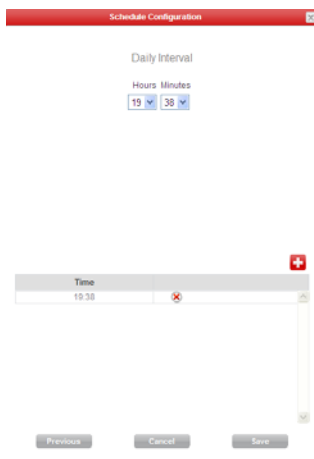
Start Date   

End Date   

## 7. Click “Next”

8. Based on the schedule type selected the system will allow you to configure the exact time the Job will be executed.

## 9. Select the time



**Schedule Configuration**

Daily Interval

Hours Minutes

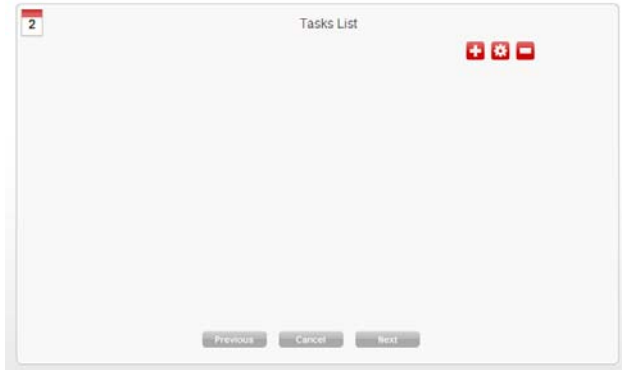
19 38


Time
19:38

10. Click on Save

11. Go back to the Job screen and click on “Next”

12. You arrived to the Task list screen

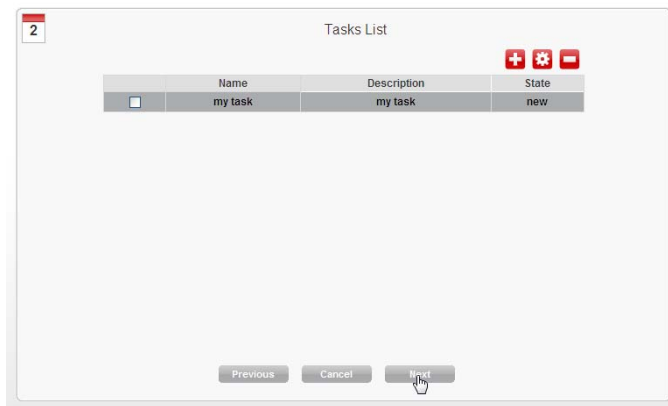


13. Click on the  button to add a new task

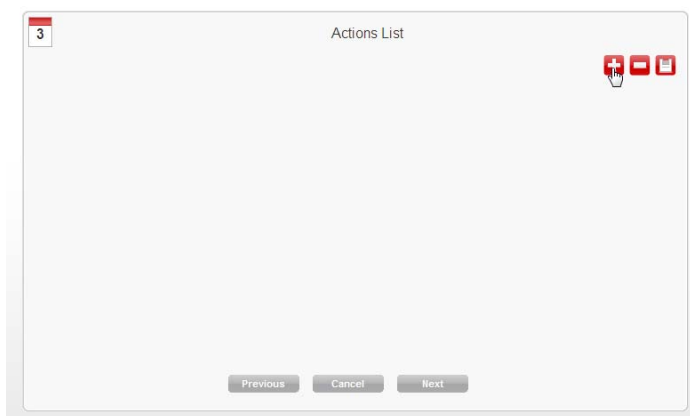
14. Enter the task details and click on save

A screenshot of the 'Tasks List' screen with a task entry form. The form has three fields: 'Task Name' with the value 'my task', 'Task Description' with the value 'my task', and 'Task State' with the value 'new'. To the right of the 'Task Name' field are two red icons: a plus sign and a gear. At the bottom, there are three buttons: 'Previous', 'Cancel', and 'Next'. The title 'Tasks List' is at the top center. In the top right corner, there are three red icons: a plus sign, a gear, and a minus sign.

15. Select the task list and click on “Next”



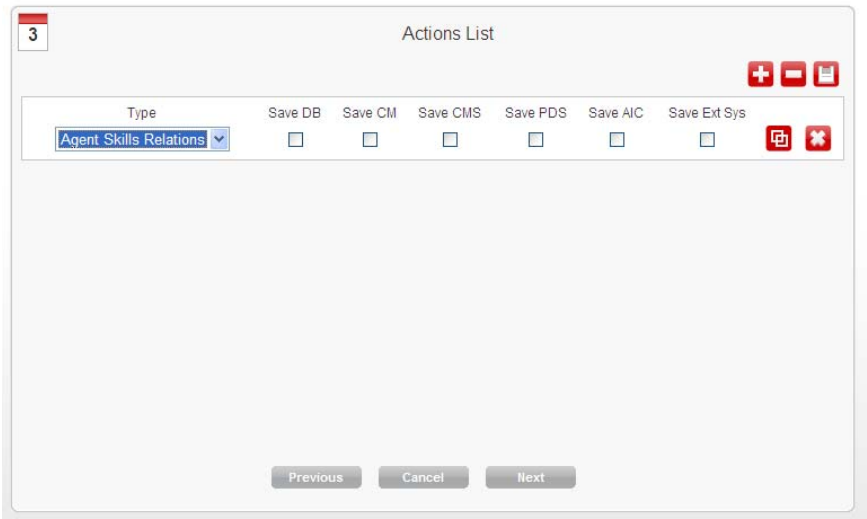
16. You arrived to the “Action” Screen



17. Click on the  button to add a new Action

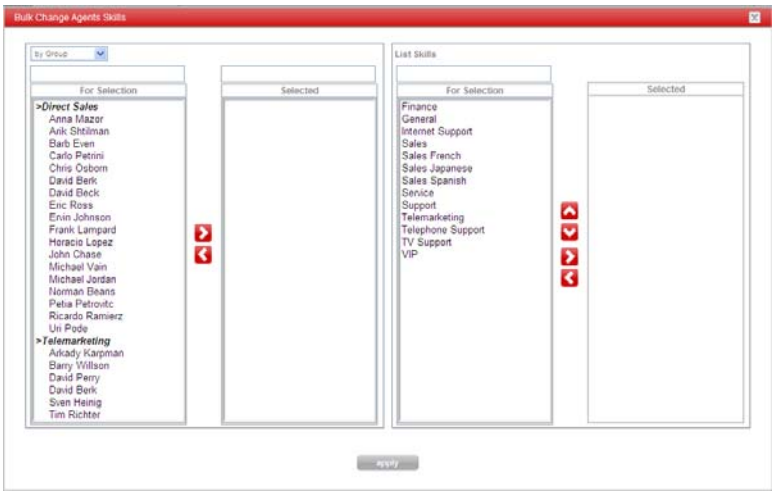


18. Select the places you would like the skill change to be performed



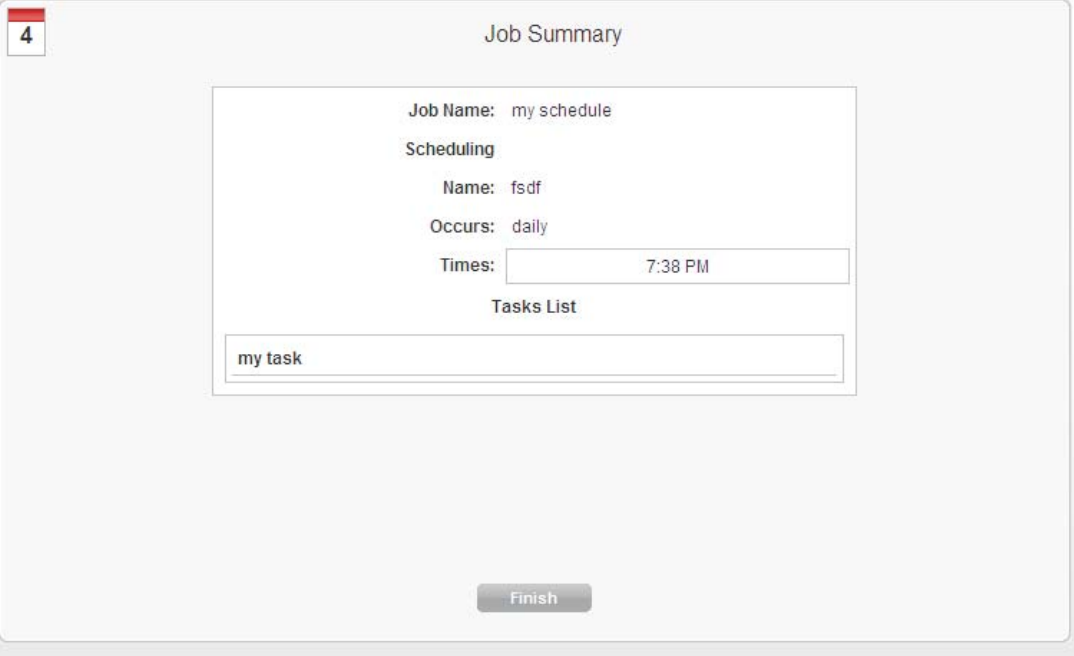
19. Click on the  to select the agent and their skills

20. Select the agent and their skills



21. Click Apply

22. Click Save
23. Click "Next"
24. Click Finish



The image shows a 'Job Summary' dialog box with a red tab labeled '4' in the top-left corner. The dialog contains the following fields and sections:

- Job Name:** my schedule
- Scheduling**
  - Name:** fsdf
  - Occurs:** daily
  - Times:** 7:38 PM
- Tasks List**
  - my task

A 'Finish' button is located at the bottom center of the dialog.

## INDEX