



Avaya Aura[®] Experience Portal Documentation Roadmap

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Chapter 1: Introduction

Purpose

This document lists all the documents related to Avaya Aura® Experience Portal and describes the organization of content across the documents.

Use this document to determine when to refer to a document in the Avaya Aura® Experience Portal documentation suite.

For more information, see [Test document](#).

This document is intended for all users of Avaya Aura® Experience Portal who want a brief description of all the documents related to the product.

Chapter 2: Changes in documentation

New documents from Avaya Aura® Experience Portal 7.1

Title	Purpose
Avaya Aura® Experience Portal Overview and Specification	Describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.
Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment.	Provides procedures for deploying the Avaya Aura® Experience Portal virtual application in the Avaya Customer Experience Virtualized Environment. This document includes installation, configuration, initial administration, troubleshooting, and basic maintenance checklists and procedures.

Deleted document

Title	Reasons
Planning for Avaya Aura® Experience Portal	Restructured content so that most of the content is made available in the new document, Avaya Aura® Experience Portal Overview and Specification. For more information, see Restructured content on page 7.

Restructured content from Avaya Aura® Experience Portal 7.1

Planning for Avaya Aura® Experience Portal	Document name in which content is now available
Overview and system description of Experience Portal	Avaya Aura® Experience Portal Overview and Specification
System security	Avaya Aura® Experience Portal Overview and Specification
External requirements worksheet	Avaya Aura® Experience Portal Overview and Specification
Partition requirements	Administering Avaya Aura® Experience Portal
Designing Speech applications	Administering Avaya Aura® Experience Portal
SIP application support	Administering Avaya Aura® Experience Portal
Call Classification	Avaya Aura® Experience Portal Overview and Specification Administering Avaya Aura® Experience Portal
External systems configuration worksheet	Implementing Avaya Aura® Experience Portal on a single server Implementing Avaya Aura® Experience Portal on multiple servers

Global Configurable Application Variable page field descriptions

Use this page to view a list of global Configurable Application Variables (CAVs). Only an administrator can add, modify or delete global CAVs.

Name	Description
Selection Check box	Indicates which variable you want to delete.
Name	The names of all global Configurable Application Variables (CAVs) created by the administrator on the system. This list does not display the system defined global configuration application variables.
Display Name	The display name of the variable.
Type	String: A sequence of characters, usually forming a piece of text.
Value	Any string value.

Button	Description
Add	Opens the Add Global Configurable Application Variable page.
Delete	Deletes the selected variables.

Add Global Configurable Application Variable page field descriptions

Use this page to specify the internal name, display name and the value of the Global CAV. Only an administrator can add global CAVs.

Name	Description
Name	The names of all global CAVs created by the administrator on the system. This list does not display the system defined global configuration application variables. Once you save the variable, this name cannot be changed.
Display Name	The display name of the variable.
Value	Any string value.

Chapter 3: About the Avaya Aura® Experience Portal library

The Avaya Aura® Experience Portal 7.2 documentation library is a collection of information intended to help answer your questions about Avaya Aura® Experience Portal and to help you perform tasks related to this product.

With this library, you can:

- Search across all information contained in the library.
- View all information in HTML format.

PDF versions of the documentation are available on the Avaya Support website: <http://support.avaya.com/> when Avaya Aura® Experience Portal 7.2 is made generally available to customers.

Documentation section	Description	PDF version
Administering Avaya Aura® Experience Portal	Provides information about administering and configuring the Avaya Aura® Experience Portal servers.	PDF version is available on the Avaya Support website: Administering Avaya Aura® Experience Portal .
Avaya Aura® Experience Portal Documentation Roadmap	Lists all the documents related to Avaya Aura® Experience Portal and describes the organization of content across the documents.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal Documentation Roadmap .
Avaya Aura® Experience Portal Web interface page reference	Provides detailed field-level help for each page in the Experience Portal Manager (EPM) and the media server menu web interfaces.	This help section is only available in the HTML format.
Troubleshooting Avaya Aura® Experience Portal	Provides general information about troubleshooting and resolving system problems, and detailed information about and procedures for finding and resolving specific problems.	PDF version is available on the Avaya Support website: Troubleshooting Avaya Aura® Experience Portal .
Avaya Aura® Experience Portal events and associated alarms	Provides descriptions of each Avaya Aura® Experience Portal event and alarm and what action, if any, should	This help section is only available in the HTML format.

Table continues...

Documentation section	Description	PDF version
	be taken to resolve the event or alarm.	
Implementing Avaya Aura® Experience Portal on multiple servers	Provides procedures to install and configure Avaya Aura® Experience Portal software on two or more dedicated servers.	PDF version is available on the Avaya Support website: Implementing Avaya Aura® Experience Portal on multiple servers .
Implementing Avaya Aura® Experience Portal on a single server	Provides procedures to install and configure the Avaya Aura® Experience Portal software on a single server.	PDF version is available on the Avaya Support website: Implementing Avaya Aura® Experience Portal on a single server .
Upgrading to Avaya Aura® Experience Portal 7.2	Provides procedures to upgrade to Avaya Aura® Experience Portal 7.2.	PDF version is available on the Avaya Support website: Upgrading to Avaya Aura® Experience Portal 7.2 .
Avaya Aura® Experience Portal Overview and Specification	Describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal Overview and Specification .
Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment	Provides procedures for deploying the Avaya Aura® Experience Portal virtual application in the Avaya Customer Experience Virtualized Environment. This document includes installation, configuration, initial administration, troubleshooting, and basic maintenance checklists and procedures.	This document is only available in the PDF format on the Avaya Support website: Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment .
Avaya Aura® Experience Portal 7.2 Solutions Guide	Provides a high level description of Avaya Aura® Experience Portal as well as topology diagrams, connectivity details, interoperability concept, product interactions, and failover best practices.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal Solutions Guide .
Avaya Aura® Experience Portal 7.2 Programmer's Reference	Provides information about designing speech applications for Avaya Aura® Experience Portal.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal Programmer's Reference .
Avaya Aura® Experience Portal 7.2 Security White Paper	Provides information about the security strategy for Avaya Aura® Experience Portal 7.2 and provides	This document is only available in the PDF format on the Avaya Support website: Avaya Aura®

Table continues...

Documentation section	Description	PDF version
	suggestions that companies can use to improve the security of their Avaya Aura® Experience Portal systems and applications.	Experience Portal Security White Paper .
Avaya Aura® Experience Portal 7.2 Mobile Web Best Practices White Paper	Provides recommended strategies for deploying Avaya Aura® Orchestration Designer Mobile Web applications with Avaya Aura® Experience Portal 7.2, detailing configuration for security, scalability and high availability.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal Mobile Web Best Practices White Paper .
Application Notes: Avaya Aura® Experience Portal 7.2 on VMware vSphere	Provides information and best practices for deploying Avaya Aura Experience Portal on VMWare, both as a software application and as an OVA within an Avaya Customer Experience Virtualized Environment.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal on VMware vSphere .
Avaya Aura® Experience Portal 7.2 Call Classifications White Paper	Provides information about the call classification feature in Avaya Aura Experience Portal, detailing the configuration and tuning of the call progress engine.	This document is only available in the PDF format on the Avaya Support website: Avaya Aura® Experience Portal Call Classifications White Paper .

Chapter 4: Resources

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.



Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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