



Avaya Oceana™ Solution Description

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Chapter 1: Introduction

Purpose

This document describes Avaya Oceana™ Solution from a holistic perspective focusing on the strategic, enterprise and functional views of the architecture. This document also includes a high-level description of each verified reference configuration for the solution.

This document is intended for people who want to understand how Avaya Oceana™ Solution and related products work together in verified reference configurations to meet customer needs.

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Chapter 2: Solution overview

Avaya Oceana™ Solution overview

Avaya Oceana™ Solution is a multichannel customer engagement solution that provides seamless customer experiences across mobile, web, and traditional dial-up channels. Built on Avaya Breeze™, Avaya Oceana™ Solution provides organizations with modular, scalable, and extended snap-ins. Organizations can use the snap-ins to manage customer-centric business in a unified way while supporting customer journey information across channels. Organizations can improve customer service by linking the customer to the best available agent or knowledge worker based on history, agent training, and required service levels.

With Avaya Oceana™ Solution, organizations can apply call center routing strategies to knowledge workers across the enterprise thereby improving sales outcomes. The solution also integrates with the enterprise back office systems to route work items, such as claims, contracts, and sales leads.

Avaya Oceana™ Solution consists of the following modules:

- Avaya Oceana™ Solution core: Server-side components that support multichannel interaction handling and system configuration.
- Avaya Oceana™ Workspaces: An HTML5-based multichannel desktop application for agents and supervisors.
- Avaya Oceanalytics™ Insights: A framework to provide cradle to grave reporting for end-to-end customer journey on multichannel sources.

Key features

Name	Description
Multichannel support	Provides multichannel ability for a consistent customer experience using Voice, Chat, Web Voice, Web Video, Email, SMS, Co-Browse, and Social Media interactions. The support extends across all digital channels and devices.
Attribute-based routing for all channels	Replaces Avaya Aura® Call Center Elite skill-based routing with attribute-based routing to assign the right work to the right resource. Attribute-based routing provides matching on multiple attributes thereby improving first call resolution. All contact center resources can be combined in a single pool to reduce average handle time.
Customer multichannel journey and visualization with context preservation	Provides the functionality to map customer journey across various self-service and assisted service channels by storing the related data crumbs in the in-memory data grid. Data consists of session-based customer

Table continues...

Name	Description
	information that includes all individual sessions related to the customer displayed in chronological order, enterprise data, and situational or environmental data. Data on the agent desktop also includes a 360 degree view of the customer journey across all touch points to facilitate informed decisions.
Configure strategic business rules and criteria	Configures customized business rules and criteria.
Multichannel intuitive UX for agents and supervisors through Workspaces	Provides HTML5-based, modern multichannel desktop. With this new desktop, users can engage with customers regardless of the channel type. Agents and supervisors can use this desktop to map customer journey data to make smart decisions. Workflows and resource matching engines can also use this data to make smart decisions.
Blended agents	Supports blended agents who can handle voice calls, chat, email, SMS, and Social Media interactions at the same time.
Centralized administration through Avaya Control Manager	Provides a centralized application to configure all components through a single interface.
Platform for innovation	Provides the Avaya Breeze™ platform to use modular snap-ins that can be scaled, managed, and extended independently. You can also combine the platform with third-party and custom-developed snap-ins.
Localization	Provides G14 language localization for Agent Desktop UI, Supervisor Desktop UI, Reporting UI, Documentation, and Online Help.
Centralized logging	Provides a centralized logging mechanism to locate the root cause of any issue that can occur in solution components.
Secure communication using SSL	Provides secure communication between all snap-ins. All snap-ins run in a secure cluster, allowing only web communication.
Data Redundancy and Disaster Recovery	Provides a data redundancy and disaster recovery solution on a remote geographic site to restore a failed primary data center and ensure continuity with business. This is a pre-planned approach wherein the customer establishes a secondary data center that is updated continuously with data from the primary data center. On an outage at the primary data center, the customer can initiate manual steps at the secondary data center and restore the primary data center with the latest administration and reporting data.
TLS 1.2 support	Provides support for TLS 1.2. To set TLS 1.2 as the minimum supported version across clusters, you must manually change the TLS version from TLS 1.0 to TLS 1.2 through System Manager. This configuration is mandatory because TLS 1.0 is set as the default TLS version across clusters.
Centralized configuration of service attributes	Provides a centralized service through which you can configure the top-level attributes of services installed on Avaya Oceana™ Solution clusters.
High Availability	Provides High Availability for a Campus deployment of Avaya Oceana™ Solution.

Table continues...

Name	Description
SNMP Alarming	Supports SNMP Alarming where each service of Avaya Oceana™ Solution can raise SNMP alarms.
Omnichannel Data Viewer	Provides a web-based tool that displays a grid-view of Email, SMS, and Social Media interactions.

Avaya Oceana™ Workspaces overview

Avaya Oceana™ Workspaces is an HTML5–based, multichannel desktop application that Contact Center agents can use to handle inbound customer calls through channels such as voice, email, SMS, chat, web voice, and web video. Agents can also make outbound voice calls. Users can use the intuitive user interface for engaging with customers by switching between multiple simultaneous interactions through different channels. Workspaces brings key customer data from multiple sources into one common area for agents and supervisors so that agents can perform specific tasks on any interaction type.

Using Workspaces, you can have seamless collaborate with customers, other users, and partners outside the enterprise organization. You can also provide relevant information to agents securely and reliably.

Key features

Name	Description
Zero-footprint deployment and configuration	Provides direct access to agents with capabilities that the organization deems appropriate for defined roles. It enforces minimal client-side logic and minimal administrative burden.
Modern and responsive design	Supports a variety of screen sizes and device form factors enabling agents and supervisors to re-size the browser window with the consequent automatic content adjustment.
Single desktop for all CC applications	Provides a consolidation layer through which Avaya customers can show existing services such as CRM or Knowledge Management to agents and supervisors. The open interface of Workspaces presents services from any vendor to agents in context through the same interface.
Support for blended agents	Supports blended agents so that they can seamlessly handle voice, chat, email, SMS, and Social interactions within the same desktop interface.
Integration with Avaya Workforce Optimization Select	Displays widgets from Avaya Workforce Optimization Select to provide controls to playback, start, pause, and resume recording of the interaction in progress. This integration also provides features such as multichannel recording, live monitoring, quality management, and performance management.
Support for CSS3 and iframe element	Ensures that during a co-browsing session, websites accessed by the customer are displayed correctly to the agent.
Future potential	Provides an option to embed Workspaces voice, chat, and email interactions in an HTML5–supported external canvas without losing functionality.

Table continues...

Name	Description
Extensibility	Accommodates contact center changes and new capabilities with no change to existing functionality and with no or limited downtime.
Support for major platforms	Supports browsers such as Internet Explorer, Google Chrome, Safari, and Microsoft Edge.

Avaya Oceanalytics™ Insights overview

The Avaya Oceanalytics™ Insights framework provides cradle to grave reporting for end-to-end customer journey on multichannel sources. Using these reports, supervisors can analyze current trends in the contact center and enhance agent performance.

With Insights, enterprises can receive events from a collection of event sources and process those events to derive and present business measures. Insights leverages a complete Oracle stack to deliver the ingestion, event processing, publishing, and presentation layers to customers.

Key features

Name	Description
Real-time and historical reporting	Provides multichannel reporting data on contact center performance to track trends and improve the overall performance.
Supervisor reporting	Provides Supervisor reporting through the Insights platform in Avaya Oceana™ Solution Supervisor UI. Contact center supervisors can then measure and manage resources.
Custom reports	Enables users to create custom reports. Reports are highly customizable and access controlled.
Customer history reporting	Displays end-to-end customer journey across channels in the contact center.
Rich visualization features	Provides rich visualization features on reports and dashboards using a Business Intelligence Presentation layer.

Topology

Avaya Oceana™ Solution is a customer relationship strategy where the customer is the focus of all interactions. It has a customer-oriented approach in which the customer can seamlessly use and shift between channels as per convenience. From an agent perspective, the solution provides a visual representation of the end-to-end journey of customers across channels.

Avaya Oceana™ Solution is a multi-tiered solution that consists of the following:

- Access tier: Provides media-specific providers such as Chat Provider, Email Provider, Avaya Aura® Communication Manager for Voice, and Avaya Mobile Communication Snap-in for Web Voice and Web Video.
- Normalizing tier: Provides a central normalizing tier within Avaya Oceana™ Solution that abstracts the media-specific characteristics of the inbound interactions.
- Application tier: Provides applications such as Agent and Supervisor desktops, and Avaya Engagement Designer. Business analysts use these applications to author the logic that handles the inbound interactions such as routing and reporting. They also use the applications for other higher level functions that are important in a future-proofed contact center product.
- Components tier: Provides Avaya Breeze™ and a set of core components deployed on Avaya Breeze™.

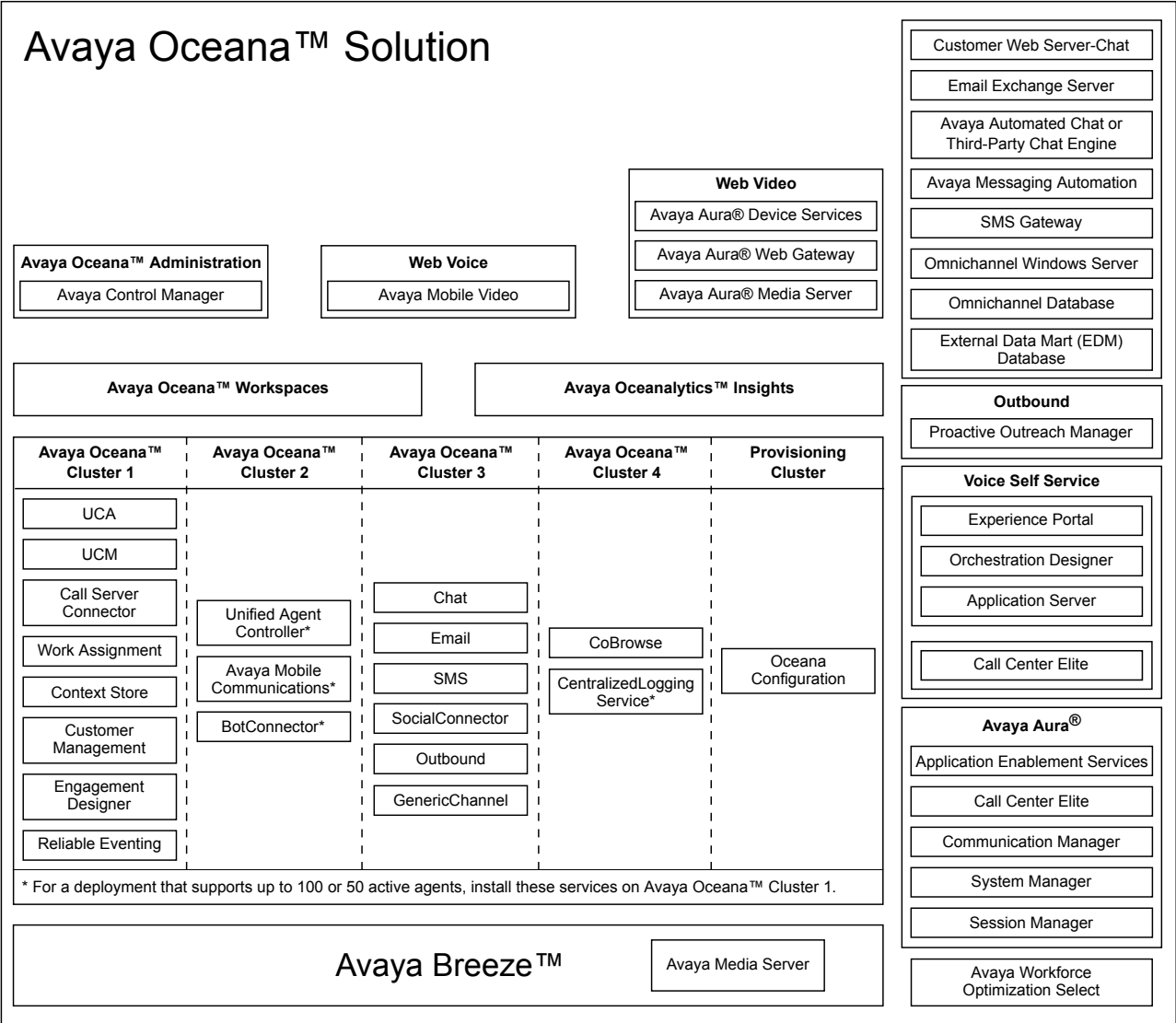


Figure 1: Avaya Oceana™ Solution Architecture

Avaya Oceana™ Solution is comprised of the following high-level subsystems:

- Avaya Aura® suite: Consists of Avaya Aura® Communication Manager, Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Call Center Elite, and Avaya Aura® Application Enablement Services.
- Voice Self Service: Consists of Avaya Aura® Experience Portal/Avaya Aura® Call Center Elite, Orchestration Designer, and Application server.
- Avaya Breeze™ platform: Consists of a set of core multicenter components deployed on the Avaya Breeze™ platform. The components are deployed on Avaya Oceana™ Cluster 1, Avaya Oceana™ Cluster 2, Avaya Oceana™ Cluster 3, and Avaya Oceana™ Cluster 4 as explained in the diagram.
- Avaya Control Manager: Provides a single point of administration for Avaya Oceana™ Solution. Avaya Control Manager can work with Avaya Aura® Call Center Elite and when

deployed at an existing Call Center Elite customer site, it can extract existing configuration information from Call Center Elite. Using Avaya Control Manager, an administrator can use Avaya Oceana™ Solution to target an existing Call Center Elite agent.

- Avaya Oceana™ Workspaces: Provides unified user Workspaces for agents and supervisors.
- Avaya Oceanalytics™ Insights: Provides next generation reporting and analytics designed to provide deep and broad insights across the solution.
- Supporting components: Consists of the following components:
 - Customer Web Server for WebChat: Web Server that a customer uses to initiate a chat session.
 - Email Exchange Server: The exchange server used for emails.
 - Avaya Automated Chat: To support BotConnector.
 - Avaya Messaging Automation
 - SMS Gateway: The gateway used by SMSs.
 - Omnichannel Windows Server: Microsoft Windows Server 2012 R2 Standard operating system to support the Omnichannel software.
 - Omnichannel Database: The database for the Omnichannel software.

The Avaya Aura® and the Avaya Breeze™ application tiers run on Linux operating system, while Avaya Control Manager, Chat, and Email run on Windows server.

Components

The following tables provide a brief description of the components essential for the successful deployment of Avaya Oceana™ Solution. For more information about deployment, see *Deploying Avaya Oceana™ Solution* and *Deploying Avaya Oceanalytics™ Insights*.

Component	Version	Role
Avaya Breeze™	3.4	The platform for deploying the Avaya Breeze™ components.
Avaya Aura® Media Server	7.8	Performs all multimedia processing using software. Media Server works with media gateways to provide a streamlined voice and data network throughout the enterprise.
Avaya Oceana™ Cluster 1		
Unified Collaboration Administration (UCA)	3.4	Stores the configuration information entered in ACM, and makes this information available to the other multicenter applications as required. The configuration information

Table continues...

Component	Version	Role
		used by UCA consists primarily of the resources, that is agents, and is managed by Avaya Oceana™ Solution.
Unified Collaboration Model (UCM)	3.4	Acts as a central point of normalized resource and work state in Avaya Oceana™ Solution. Work refers to interactions such as inbound voice calls and web chats.
Call Server Connector (CSC)	3.4	Acts as an interface between Communication Manager and the Avaya Oceana™ Solution application tier. It maintains the state of Unified Collaboration Model (UCM) for all agents and stations registered on Communication Manager.
Avaya Work Assignment	3.4	Acts as an enterprise wide Matching Engine for Avaya Oceana™ Solution. Based on request, Work Assignment matches the request with the most suitable resource available.
Avaya Context Store	3.4	Acts as a Memory Data Grid that can store contextual information provided by the customer's Enterprise Applications. These applications route data and historical data to be shared between Experience Portal, Engagement Designer, Work Assignment, and the multimedia Snap-Ins such as chat and email. These components also display customer data to Agents and show historical Journey information.
Avaya Engagement Designer	3.4	Acts as the business workflow execution engine of Avaya Oceana™ Solution. All interaction types such as voice, email, and chat, start an Engagement Designer workflow.
Avaya Oceana™ Cluster 2		
Unified Agent Controller (UAC)	3.4	Acts as a server-side component that manages the connections to the individual agent desktops. It Has access to agent configuration that is made available to the UCA component.
Avaya Mobile Communications	3.4	Integrates the Web Voice/Web Video capability provided by Avaya Mobile Video into Avaya Oceana™ Solution. Avaya Mobile Communications supports attribute-based routing of WebRTC calls made through customer mobile and web applications.
Avaya BotConnector Snap-in	3.4	Acts as an interface for the automation of short messages from a chat provider by acting as a proxy to the API of Avaya Automated Chat server.
Avaya Oceana™ Cluster 3		
Omnichannel Provider	3.4	Provides option to add an additional media to an already established interaction. Includes Email, Chat, SMS, Social Media, and Outbound.
Avaya Oceana™ Cluster 4		

Table continues...

Component	Version	Role
Avaya Co-Browsing Snap-in	3.4	Provides web collaboration between two users. Customers and agents can then jointly browse webpages and complete web forms.
Avaya Aura® Core		
Avaya Aura® Communication Manager	6.3.x, 7.0.x, and 7.1.x	Acts as a telephony application that connects to private and public telephone networks, Ethernet LANs, and the Internet. Communication Manager organizes and routes voice, data, image, and video transmissions.
Avaya Aura® System Manager	7.1.2	Acts as a central management system that provides a set of shared management services, and software management solution to support deployments, migrations, upgrades, and updates to the suite of Avaya Aura® applications.
Avaya Aura® Session Manager	6.3.x, 7.0.x, and 7.1.x	Acts as a SIP routing tool that integrates all SIP devices across the entire enterprise network. Session Manager simplifies the existing communication infrastructure by combining existing PBXs and other communications systems, regardless of the vendor, into a cohesive, centrally managed, SIP-based communications network.
Avaya Aura® Call Center Elite	6.3.x, 7.0.x, and 7.1.x	Forms the core part of the solution and provides voice capabilities for Avaya Oceana™ Solution. Avaya Oceana™ Solution leverages Elite features such as RONA, Observe, and Calendaring.
Avaya Aura® Application Enablement Services	6.3.x, 7.0.x, and 7.1.x	Leverages the capabilities of Communication Manager and provides an enhanced set of Application Programming Interfaces (APIs), protocols, and web services that expose the functionality of Avaya Communication solutions to corporate application developers, third-party independent software vendors, and system integrators.
Avaya Aura® Workforce Optimization	15.1.1 and 15.1.2	Provides number of services that can be installed on a single or multiple servers. Each of these services is defined as a server role. For example, Contact Database server role, Framework Applications server role and Avaya Contact Recorder server role.
Avaya Oceana™ Solution Administration		
Avaya Control Manager	8.0.3	Acts as a central management portal for administration of Agents, Users, Work Assignment Attributes, Huntgroups, Skills, VDNs, and Tenants.
Voice Self Service		
Avaya Aura® Experience Portal	7.0, 7.1, and 7.2	Provides the front end self-service application for the segment of calls that are incoming to Avaya Oceana™ Solution.

Table continues...

Component	Version	Role
Orchestration Designer	7.0, 7.1, and 7.2	Creates applications for Avaya Aura® Experience Portal.
Other Modules		
Avaya Oceana™ Workspaces	3.4	Acts as an Out of Box Agent and Supervisor desktop application. It supports all features and controls necessary for agents to manage their contact availability states.
Avaya Oceanalytics™ Insights	3.4	Provides analytics and insights for blended contact centers.

Solution Features

Avaya Oceana™ Solution supports the following channels:

- Chat Communication channel: A customer service channel that supports chat communication embedded within a web site or a mobile application. This channel can include BotConnector for automation that requires additional Avaya Automated Chat Service subscription or you can use third-party Chat engines. Customers must write their own adapters to use third-party Chat engines.
- Email Communication channel: A customer service channel where customer requests support through emails set by the company.
- SMS Communication channel: A distinct interaction type in Avaya Oceana™ Solution. SMS messages falls between chat and email in terms of urgency. SMS messages are handled through chat UX. From reporting perspective, SMS are treated as a channel.
- Voice Communication channel: A customer service channel where customer requests support through voice. This includes PSTN Voice and Web Voice.
- Video Communication channel: A customer service channel where customer requests support through video.
- Social Media channel: A customer service channel where customers can route, report and present social interactions to agents using Avaya Oceana™ Workspaces. Integration with Avaya Messaging Automation provides connection to various social media platforms, such as Facebook and Twitter.

Core solution capabilities and features

Capability	Features
Customer deployment mode	Done on premise.
Voice channels	Routed to Avaya Oceana™ Solution Agents. Direct In/Out Avaya Oceana™ Solution Agent.

Table continues...

Capability	Features
Video	Routed to Avaya Oceana™ Solution Agents.
Chat	Routed to Avaya Oceana™ Solution Agents. This can include BotConnector before routing to the agent.
Email	Routed to Avaya Oceana™ Solution Agents.
SMS	Routed to Avaya Oceana™ Solution Agents.
Social Media	Routed to Avaya Oceana™ Solution Agents.
Outbound	Routed to Avaya Oceana™ Solution Agents.
Campus High Availability (Minimal Downtime)	-
Campus Fault Tolerant Resilience (Zero Downtime)	-
Virtualization support	VMWare
Software Only deployment	-
Avaya supplied multimedia database - All Media Channels	Digital Channels

Avaya Oceana™ Workspaces

Table 1: Agent and Supervisor features

Features	Description	Agent	Supervisor
Receive interaction	Accept interactions with a single click.	Yes	Yes
Hold or resume the interaction	Put active interactions on hold when another interaction with higher priority needs to be attended.	Yes	Yes
Consult another agent	Call another agent to seek advise about an interaction.	Yes	Yes
Transfer the interaction to another agent	Send the interaction to another agent's interaction area.	Yes	Yes
Add another agent to the interaction	Add other agent to the interaction and create a conference if you determine that the other agent can contribute to resolving the customer interaction.	Yes	Yes
Record work codes for reporting	Select from the configured work codes to report the type of work done during the interaction.	Yes	Yes
View customer journey	View a visualization of a customer's interactions. Every point in the customer journey is visualized by an interaction with a channel such as Voice, Video, Email, SMS, Chat, or Social Media.	Yes	Yes

Table continues...

Features	Description	Agent	Supervisor
Co-browse	Allows two users to browse the same webpages simultaneously. With this feature, agents can assist customers with requests such as filling an application form.	Yes	Yes
Screen-pops	Provides access to external webpages that can help the agent complete their tasks. For example, access to external websites with information such as current currency exchange rates.	Yes	Yes
Set Time after call work	Use the Timed After Contact Work feature to record the time spent on activities that are done after the interaction ends.	Yes	Yes
Search customer history	Search customer history to find information about previous interactions with the customer.	Yes	Yes
Provide disposition codes	Set disposition codes for every interaction while the interaction is active or immediately after the interaction ends during After Call Work time.	Yes	Yes
Transfer to service	Allows the agent to transfer the interaction to the service. The customer hears a wait tone till another agent from the service accepts the interaction.	Yes	Yes
Transfer to user	Allows the agent to transfer call to a supervisor. The supervisor's name is displayed at the top of the list.	Yes	Yes
Operational reporting	Monitor real time statistics with thresholds and alerts.	No	Yes
Drill-down for details	Drill down for more details or view historical trends and react to these changing conditions by quickly adjusting the contact center configuration.	No	Yes
Monitor Agents	Monitor agent states, work items, and performance; and mentor agents or initiate an agent observe and barge in.	No	Yes
Support Agents	Receive and respond to emergency help requests from the agent.	No	Yes
Observe	Monitor ongoing interactions between an agent and a customer to assess whether intervention is required. This feature is available only for chat and SMS interactions.	No	Yes
Barge	Barge in to interactions that supervisors are observing. After the supervisor barges in, the supervisor has complete control over the interaction.	No	Yes
Change state of an agent	Change state of an agent in your team. For example, supervisor can change the agent's state to Not Ready or Logged Out to prevent calls being routed to that agent.	No	Yes

Table 2: Administrator Features

Administration	Features
System Administration	<p>Use Avaya Aura® System Manager to synchronize configuration information with Avaya Aura® Session Manager, Avaya Aura® Communication Manager, and Avaya Breeze™ instances in an Avaya Oceana™ Solution deployment.</p> <p>After the deployment of Avaya Oceana™ Solution and Avaya Aura® components, the administration of the Avaya Oceana™ Solution elements such as reporting, multimedia, and multichannel is performed through a centralized administration portal integrated with Avaya Control Manager.</p>
Application Administration	<p>Avaya Oceana™ Solution includes a connector to Avaya Control Manager to provide centralized management capabilities. This capability is included in the Avaya Oceana™ Solution base license.</p> <p>Use Avaya Control Manager as a consolidated place for all Avaya Oceana™ Solution related contact center administration functionality, such as user administration of Agent and Supervisor, and continue to manage other Avaya solution elements as supported by Avaya Control Manager.</p>
Workflow Design	<p>Avaya Oceana™ Solution includes Avaya Engagement Designer, which is a user-friendly workflow design tool. Avaya Engagement Designer provides a visual drag and drop design approach for making it easier to bring the right resources, content, and context together across your CRM and other systems to deliver a holistic customer engagement management environment.</p> <p>Flexible workflows can change with the business needs, reduce the cost, and increase the speed of implementing customer journey workflows.</p>

Avaya Oceanalytics™ Insights

Table 3: Historical reports

Agent and Routing Service Performance reports are based on 15 minute historical intervals - Daily, Weekly, Monthly and Yearly.

Type	Dashboards	Description
Historical	Agent Performance Summary	A dashboard to monitor overall performance and productivity of agents by channel for the current reporting period. You can drill down to

Table continues...

Type	Dashboards	Description
		Agent Interaction report to view the type of contact that the agent was participant.
Historical	Agent Performance Top 5	A daily dashboard that summarizes the agent performance information for the top 5 agents, that is, those who successfully completed the highest number of customer engagements.
Historical	Agent Performance Bottom 5	A daily dashboard that summarizes the agent performance information for the bottom 5 agents, that is, those who completed the lowest number of customer engagements.
Historical	Agent Compare	A dashboard for comparing agents on different measures.
Historical	Account by Agent	A dashboard that provides a summary of agents who handled the contacts for the accounts. You can drill down to Agent Interaction report to view the type of contact that the agent was participant.
Historical	Routing Service Monitoring	A dashboard to track the overall performance of a routing service for the current reporting period.
Historical	Agent Behaviour	A dashboard that displays individual occurrences of agent behaviors that are associated with engagement handling activities.
Historical	Agent Configuration	A dashboard to view agent information and agent properties.
Historical	Agent By Routing Service	A dashboard that displays how agents use routing services for the current interval. You can drill down to Agent Interaction report to view the type of contact that the agent was participant.
Historical	Time Series	A dashboard that displays the engagement of agents with an individual routing service for the current interval.
Historical	Engagement Report	A dashboard that displays data related to customer engagements across various parameters. Includes Engagement Summary Report, Engagement Detail Report, Engagement Contact Report, Contact Detail Report, and Segment Detail Report.
Historical	Agent Interaction	A drill down dashboard that filters on a single agent to display the agent interactions. Available as drill down report from Agent

Table continues...

Type	Dashboards	Description
		Performance, Account by Agent, and Agent By Routing Service reports.
Historical	Supervisor Activity	A dashboard that displays a summary of the supervisor's activity for the current reporting interval.
Historical	Supervised Agent Activity	A dashboard that displays details of supervised agents and their behavior aspects in the current reporting interval.
Historical	Supervised Agent Compare	A dashboard that displays a comparison of supervised agents for the current reporting interval.
Historical	Contact Center Performance Summary	A report that displays the performance summary of a contact center site.
Historical	Routing Point Summary	A report that displays performance of a routing point.

Table 4: Real-Time reports

Agent and Routing Service Performance reports are based on Start of Day (SOD) and Moving Window measures.

Type	Reports	Description
Real-Time - Start of Day	Agent Performance Summary	A report to monitor overall performance and productivity of agents since start of the day.
Real-Time - Start of Day	Agent Performance Top 5	A daily report that summarizes the agent performance information for the top 5 agents, that is, those who successfully completed the highest number of customer engagements.
Real-Time - Start of Day	Agent Performance Bottom 5	A daily report that summarizes the agent performance information for the bottom 5 agents, that is, those who completed the lowest number of customer engagements.
Real-Time - Start of Day	Agent Compare	A report for comparing agents on different measures.
Real-Time - Start of Day	Account by Agent Summary	A report that provides a summary of agents who handled the contacts for the accounts since start of the day.
Real-Time - Start of Day	Agent By Routing Service	A report to monitor the usage of routing services by agents since start of the day.

Table continues...

Type	Reports	Description
Real-Time - Start of Day	Routing Service Monitoring	A report to monitor the overall performance of a routing service since start of the day.
Real-Time - Start of Day	Contact Center Performance Summary	A report that displays the performance summary of a contact center site since start of the day.
Real-Time - Start of Day	Routing Point Summary	A report that displays performance of a routing point since start of the day.
Real-Time - Instantaneous	Agent Instantaneous	A report that displays what is happening at the agent end and the contacts that are queuing.
Real-Time - Instantaneous	Routing Service Instantaneous	A report to view what is happening at the routing service end.
Real-Time - Instantaneous	Agent Interaction	A report to view real-time agent interactions when a contact is initiated.
Real-Time - Moving Window	Agent Performance Moving Window	A report to monitor overall performance and productivity of agents for the last 10-minutes Moving Window.
Real-Time - Moving Window	Agent by Account Moving Window	A report that provides a summary of agents who handled the contacts for the accounts for the last 10-minutes Moving Window.
Real-Time - Moving Window	Routing Service Moving Window	A report to monitor the overall performance of a routing service for the last 10-minutes Moving Window.
Real-Time - Moving Window	Agent By Routing Service Moving Window	A report to monitor the usage of routing services by agents for the last 10-minutes Moving Window.
Real-Time - Moving Window	Contact Center Performance Summary	A report that displays the performance summary of a contact center site for the last 10-minutes Moving Window.
Real-Time - Moving Window	Routing Point Summary	A report that displays performance of a routing point for the last 10-minutes Moving Window.

Capacity specifications

The following table shows the capacity specifications for Avaya Oceana™ Solution:

Parameter	Avaya Oceana™ Solution
Maximum number of configured Agents	6000
Maximum number of configured Supervisors	600
Maximum number of configured Social Agents	300
Maximum number of configured Outbound Agents	300
Maximum number of configured users (Agents and Supervisors)	6,600 (6,000 and 600)
Maximum number of active Avaya Oceana™ Workspaces Agents including Supervisors and Agents (Supervisors logged in as active Agents)	2000
Maximum number of active Avaya Oceana™ Workspaces users including Supervisors and Agents (Supervisors not logged in as active Agents)	2200
Maximum number of active Supervisors using Avaya Oceana™ Workspaces	200
Maximum number of active Social Agents	300
Maximum number of active Outbound Agents	100
Maximum number of concurrent Avaya Oceana™ Workspaces instances per Agent	1
Maximum number of concurrent Avaya Oceana™ Workspaces instances per Supervisor	1
Maximum supported Voice Busy Hour Call Completion (BHCC) - Self Service	30000
Maximum supported Voice Busy Hour Call Completion (BHCC) - Assisted Service	20000
Maximum supported Chat/Email/SMS/Social interactions per hour	12000
Maximum supported Chat per hour	12000
Maximum supported Email per hour	12000
Maximum supported SMS per hour	12000
Maximum supported Social per hour	1800
Maximum supported Generic Channel per hour	3600
Maximum number of concurrent Web Voice sessions	300
Maximum number of concurrent Web Video sessions	100
Maximum number of concurrent Chat sessions per agent with Multiplicity	3
Maximum number of concurrent Emails per agent with Multiplicity	3
Maximum number of concurrent SMS sessions per agent with Multiplicity	3
Maximum number of concurrent Social sessions per agent with Multiplicity	3

Table continues...

Parameter	Avaya Oceana™ Solution
Maximum number of concurrent Generic Channel sessions per agent with Multiplicity	3
Maximum number of Ad-hoc Email per Agent	1
Maximum number of Observe Chat per Agent	3
Number of concurrent Co-Browse sessions per node	200
Maximum number of concurrent Chat sessions	6000
Maximum number of concurrent Chat sessions per Customer	10
Total number of services supported	5000
Number of services supported per Agent	2000
Maximum number of attributes per Service	10
Maximum number of attributes per Agent	100
Maximum queued contacts across all channels	8000
Maximum queued Voice contacts	8000
Maximum queued Chat contacts	2000
Maximum queued Email contacts	1000
Maximum queued Social contacts	1000
Maximum queued SMS contacts	1000
Maximum queued Generic Channel contacts	1000
Maximum concurrent Automated Chat through BotConnector (English only)	1500
Maximum number of Communication Managers	<ul style="list-style-type: none"> • 1 CM/CCElite Simplex • 1 CM/CCElite Duplex • 1 CM/CCElite Simplex or Duplex with associated ESS

Chapter 3: Solution specifications

Hardware and software specifications

Avaya Oceana™ Solution is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. Avaya Oceana™ Solution is deployed as a suite of Avaya Breeze™ application on virtualized platforms utilizing VMware ESXi. This deployment in turn is deployed on actual physical hosts. Each Avaya Breeze™ server instance on the host virtual machine must be allocated the reserved memory and vCPU configuration.

Supported virtualized environments

Customer and external integrator must supply all virtualization software and hardware to host the virtualized deployment. Avaya recommends that the Avaya Breeze™ installation, that is part of a single cluster, be hosted on different VMware ESXi hosts. This guarantees service availability and ensures high availability of the solution even if one of the VMware ESXi hosts is unavailable.

All solution applications that are part of the Avaya Oceana™ Solution suite requires the following virtualized environments:

VMware ESXi	Avaya Oceana™ Solution	Avaya Control Manager
VMware ESXi 5.5	Yes	Yes
VMware ESXi 6.0	Yes	Yes
Citrix/Xenapp 7.6	Yes	Yes

Supported operating systems

All operating systems required by Avaya Oceana™ Solution must be provided by the end customer where it is not explicitly provided by Avaya.

Operating System	Avaya Oceana™ Solution
Red Hat Enterprise Linux	Avaya Breeze™
Red Hat Enterprise Linux	Avaya Oceanalytics™ Insights
Microsoft Windows 10 (x32 and x64)	Avaya Oceana™ Workspaces
Apple Mac OS 10.11	Avaya Oceana™ Workspaces
Microsoft Windows 2012 R2 Standard edition	Avaya Control Manager
Microsoft Windows 2012 R2 Datacenter edition	Avaya Control Manager

*** Note:**

- Red Hat Enterprise Linux for Avaya Breeze™ is provided by Avaya.
- Red Hat Enterprise Linux for Avaya Oceanalytics™ Insights must be provided by the end customer.

Supported browsers

Avaya Oceana™ Solution	Browser
Avaya Oceana™ Workspaces	Microsoft Internet Explorer 11 Google Chrome 56 (Windows and Macintosh) Microsoft Edge 40 (Windows 10)
Avaya Oceanalytics™ Insights	Microsoft Internet Explorer 11 Firefox 51 Chrome 56 Microsoft Edge 40 (Windows 10)
Avaya Control Manager	Microsoft Internet Explorer 10 and 11 Firefox 51 Google Chrome 56 Apple Safari 9.1.3 and 10.0.3 Microsoft Edge 40 (Windows 10)

*** Note:**

For individual products requirements, refer individual product documentation.

Supported endpoints

Avaya Oceana™ Solution supports the following Avaya 9600 Series IP Deskphone endpoints in addition to Workspaces. These endpoints are currently supported by Avaya Aura® Call Center Elite and will continue to be supported by Call Center Elite 7.1

Avaya endpoint/softphone	Supported versions
9600 Series IP Deskphone 96x1 (SIP)	9608, 9611, and 9641
9600 Series IP Deskphone 96x1 (H.323)	9650, 9608, and 9611
Avaya one-X® Agent (H.323)	2.5.8

Avaya Control Manager requirements

Microsoft SQL Server 2012 Express	Avaya Control Manager
Microsoft SQL Server 2012 Standard Edition	Avaya Control Manager
Microsoft SQL Server 2012 Enterprise Edition	Avaya Control Manager

Hardware requirements

The following table provides information about the memory, disk, and vCPU requirements for each component of Avaya Oceana™ Solution:

Component	Platform	Requirement	Avaya Oceana™ Solution					
			2000 Agents	1000 Agents	500 Agents	250 Agents	100 Agents	50 Agents
Avaya Oceana™ Cluster 1	Avaya Breeze™	Number of nodes	3	3	3	3	3	3
		Memory/ node	96 GB	64 GB	48 GB	48 GB	24 GB	24 GB
		Minimum disk size/ node	500 GB	500 GB	500 GB	500 GB	500 GB	500 GB
		vCPU's/ node	12	12	8	8	10	8
Avaya Oceana™ Cluster 2	Avaya Breeze™	Number of nodes	2	2	2	2	0	0
		Memory/ node	32 GB	24 GB	24 GB	16 GB	0	0
		Minimum disk size/ node	350 GB	350 GB	350 GB	350 GB	0	0
		vCPU's/ node	8	4	4	4	0	0
Avaya Oceana™ Cluster 3	Avaya Breeze™	Number of nodes	2	2	2	2	2	1
		Memory/ node	32 GB	16 GB	16 GB	16 GB	8 GB	8 GB
		Minimum disk size/ node	400 GB	400 GB	400 GB	400 GB	400 GB	400 GB
		vCPU's/ node	8	4	4	4	4	4
Avaya Oceana™ Cluster 4	Avaya Breeze™	Number of nodes	2	2	2	2	1	1
		Memory/ node	16 GB	16 GB	16 GB	16 GB	8 GB	8 GB
		Minimum disk size/ node	400 GB	400 GB	400 GB	400 GB	100 GB	100 GB

Table continues...

Component	Platform	Requirement	Avaya Oceana™ Solution					
			2000 Agents	1000 Agents	500 Agents	250 Agents	100 Agents	50 Agents
		vCPU's/ node	4	4	4	4	4	4
Omnichannel Datastore	Windows	Number of nodes	2	2	2	2	2	1
		Memory/ node	16 GB	16 GB	16 GB	16 GB	12 GB	12 GB
		Minimum disk size/ node	4 Disks (100 GB, 60 GB, 1 TB, and 60 GB)	4 Disks (100 GB, 60 GB, 1 TB, and 60 GB)	4 Disks (100 GB, 60 GB, 100 GB, and 60 GB)	4 Disks (100 GB, 60 GB, 100 GB, and 60 GB)	4 Disks (100 GB, 60 GB, 100 GB, and 60 GB)	4 Disks (100 GB, 60 GB, 100 GB, and 60 GB)
		vCPU's/ node	8	4	4	4	4	4
Avaya Control Manager	Windows	Number of nodes	2	2	2	2	2	1
		Memory/ node	12 GB	12 GB	12 GB	12 GB	12 GB	12 GB
		Minimum disk size/ node	300 GB	300 GB	300 GB	300 GB	300 GB	300 GB
		vCPU's/ node	8	8	8	8	8	4
Avaya Control Manager Database	Windows	Number of nodes	2	2	2	2	2	0
		Memory/ node	12 GB	12 GB	12 GB	12 GB	12 GB	0
		Minimum disk size/ node	300 GB	300 GB	300 GB	300 GB	300 GB	0
		vCPU's/ node	8	8	8	8	8	0
Avaya Mobile Video Media Broker	Red Hat Enterprise Linux	Number of nodes	1	1	1	1	1	1
		Memory/ node	16 GB	16 GB	16 GB	16 GB	16 GB	16 GB
		Minimum disk size/ node	100 GB	100 GB	100 GB	100 GB	100 GB	100 GB

Table continues...

Component	Platform	Requirement	Avaya Oceana™ Solution					
			2000 Agents	1000 Agents	500 Agents	250 Agents	100 Agents	50 Agents
		vCPU's/ node	8	8	8	8	8	8
Avaya Mobile Video Gateway	Red Hat Enterprise Linux	Number of nodes	1	1	1	1	1	1
		Memory/ node	16 GB	16 GB	16 GB	16 GB	16 GB	16 GB
		Minimum disk size/ node	100 GB	100 GB	100 GB	100 GB	100 GB	100 GB
		vCPU's/ node	8	8	8	8	8	8
Avaya Aura® Media Server for Avaya Breeze™	Red Hat Enterprise Linux	Number of nodes	1	1	1	1	1	1
		Memory/ node	8 GB	8 GB	8 GB	8 GB	8 GB	8 GB
		Minimum disk size/ node	50 GB	50 GB	50 GB	50 GB	50 GB	50 GB
		vCPU's/ node	8	8	8	8	8	8
Avaya Aura® Device Services	Red Hat Enterprise Linux	Number of nodes	1	1	1	1	1	1
		Memory/ node	4 GB	4 GB	4 GB	4 GB	4 GB	4 GB
		Minimum disk size/ node	85 GB	85 GB	85 GB	85 GB	85 GB	85 GB
		vCPU's/ node	6	6	6	6	6	6
Avaya Aura® Media Server for Web Voice/ Video	Red Hat Enterprise Linux	Number of nodes	1	1	1	1	1	1
		Memory/ node	8 GB	8 GB	8 GB	8 GB	8 GB	8 GB
		Minimum disk size/ node	50 GB	50 GB	50 GB	50 GB	50 GB	50 GB
		vCPU's/ node	8	8	8	8	8	8

Table continues...

Component	Platform	Requirement	Avaya Oceana™ Solution					
			2000 Agents	1000 Agents	500 Agents	250 Agents	100 Agents	50 Agents
Avaya Aura® Web Gateway	Red Hat Enterprise Linux	Number of nodes	1	1	1	1	1	1
		Memory/ node	6 GB	6 GB	6 GB	6 GB	6 GB	6 GB
		Minimum disk size/ node	100 GB	100 GB	100 GB	100 GB	100 GB	100 GB
		vCPU's/ node	4	4	4	4	4	4

*** Note:**

- Each Avaya Breeze™ node of a cluster must reside on a different virtual server.
- The current release of Avaya Oceana™ Solution supports VMware ESXi 5.5 and 6.0.
- For Red Hat Enterprise Linux (RHEL), Avaya Oceana™ Solution only supports the version that Avaya ships with the solution.
- To support 100 concurrent Web Video sessions, you must have two instances of Avaya Mobile Video Media Broker.

For hardware requirement information about other products in Avaya Oceana™ Solution, see individual product deployment guides.

Upgrade and migration paths

Upgrade

To upgrade to Avaya Oceana™ Solution 3.4, you must perform a fresh installation of all the core components of Avaya Oceana™ Solution. To upgrade the other Avaya products that are involved in Avaya Oceana™ Solution, see the respective upgrade document of each product.

Moving from CC Elite to Oceana

Customers who already have Avaya Aura® Communication Manager and Avaya Aura® Call Center Elite can move a portion or all of the resources to Avaya Oceana™ Solution.

Extensibility

Apart from the Avaya Breeze™-based snap-ins, the solution provides a number of Oceana-related snap-ins. For example, Avaya Work Assignment, Avaya BotConnector Snap-in, and components such as Avaya Context Store and Avaya Engagement Designer. These snap-ins and components provide their own SDKs for integrating in the customers' environment. For more information, see <http://www.avaya.com/BreezeDeveloper> and <http://www.avaya.com/DevConnect>.

Chapter 4: Resources

Documentation

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Communication Manager</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none">• Sales Engineers• Business Partners• Solution Architects• Implementation Engineers
<i>Avaya Aura® Session Manager Overview and Specification</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none">• Sales Engineers• Business Partners• Solution Architects• Implementation Engineers
<i>Avaya Aura® System Manager Overview and Specification</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none">• Sales Engineers• Business Partners• Solution Architects• Implementation Engineers
<i>Avaya Aura® Call Center Elite</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none">• Sales Engineers• Business Partners• Solution Architects• Implementation Engineers
<i>Avaya Control Manager Overview and Specification</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions,	<ul style="list-style-type: none">• Sales Engineers• Business Partners• Solution Architects

Table continues...

Title	Use this document to:	Audience
	interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> • Implementation Engineers
<i>Avaya Aura® Experience Portal</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> • Sales Engineers • Business Partners • Solution Architects • Implementation Engineers
Implementing		
<i>Avaya Co-Browsing Snap-in Reference</i>	Install, configure, and administer Avaya Co-Browsing Snap-in.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Avaya Context Store Snap-in Reference</i>	Install, configure, and administer Avaya Context Store Snap-in.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Avaya Work Assignment Snap-in Reference</i>	Install, configure, and administer Work Assignment Snap-in.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Avaya Engagement Designer Reference</i>	Install, configure, and administer Avaya Engagement Designer Snap-in.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Avaya BotConnector Snap-in Reference</i>	Install, configure, and administer Avaya BotConnector Snap-in.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Avaya Aura® Presence Services Snap-in Reference</i>	Install, configure, and administer Avaya Aura® Presence Services Snap-in.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Control Manager in an Avaya Customer Experience Virtualized Environment</i>	Deploy and configure Avaya Control Manager in an Avaya Customer Experience Virtualized Environment.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Aura® Session Manager</i>	Deploy and configure Avaya Aura® Session Manager.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Aura® System Manager on System Platform</i>	Deploy and configure Avaya Aura® System Manager.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment</i>	Deploy and configure Avaya Aura® Experience Portal in an Avaya Aura® Virtualized Environment.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Aura® Communication Manager</i>	Deploy and configure Avaya Aura® Communication Manager.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers

Table continues...

Title	Use this document to:	Audience
<i>Deploying and Updating Avaya Aura® Media Server Appliance</i>	Deploy and configure Avaya Aura® Media Server.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Oceana™ Workspaces</i>	Deploy and configure Avaya Oceana™ Workspaces.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
<i>Deploying Avaya Oceana™ Solution</i>	Deploy and configure Avaya Oceana™ Solution.	<ul style="list-style-type: none"> • Solution Architects • Implementation Engineers
Administering		
<i>Administering Avaya Oceana™ Workspaces</i>	Administer Avaya Oceana™ Workspaces.	<ul style="list-style-type: none"> • Administrators • Solution Architects • Implementation Engineers
Using		
<i>Using Avaya Oceana™ Workspaces</i>	Use Avaya Oceana™ Workspaces.	<ul style="list-style-type: none"> • Business Partners • Solution Architects
<i>Using Avaya Oceanalytics™ Insights reports</i>	Use Avaya Oceanalytics™ Insights reports.	<ul style="list-style-type: none"> • Business Partners • Solution Architects

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.
For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Training

The following courses are available for the Avaya Oceana™ Solution program.

Course code	Course title	Delivery Type
3420W	Avaya Oceana™ Solution Design Fundamentals	LMS
3470T	Avaya Oceana™ Solution Design Fundamentals APDS Online Test	LMS
2402W	Avaya Oceana™ Workspaces Agent Desktop Training	Along with the license
2404W	Avaya Oceana™ Workspaces Supervisor Desktop Training	Along with the license

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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