



Deploying Contact Center Applications on Microsoft Azure

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Contents

Chapter 1: Introduction	6
Purpose	6
Prerequisites	6
Chapter 2: Overview	7
Contact Center applications on Microsoft Azure	7
License management	7
Chapter 3: Customer Responsibilities	8
Customer responsibilities for the Contact Center offering	8
Chapter 4: Planning and configuration	9
Planning checklist	9
Release details of Contact Center applications	9
Configuration tools and utilities	10
Downloading software from Avaya PLDS	10
Signing in to the Microsoft Azure portal	11
Uptime of Contact Center applications	11
Chapter 5: Deployment process	13
Creating a virtual machine	13
Virtual machine field descriptions	14
Deployment process for the Contact Center applications	17
Configuring Contact Center applications	20
Chapter 6: Resources	21
Documentation	21
Finding documents on the Avaya Support website	23
Microsoft Azure documentation	24
Support	24
Using the Avaya InSite Knowledge Base	24

Chapter 1: Introduction

Purpose

This document provides an overview of how to deploy the following Contact Center applications on Microsoft Azure:

- Avaya Aura® Experience Portal
- Avaya Aura® Call Center Elite
- Avaya Aura® Call Center Elite Multichannel
- Avaya Workforce Optimization Select
- Avaya Proactive Outreach Manager
- Avaya Control Manager

For configurations and procedures specific to each application, see the product-specific documents available on the Avaya Support website at <http://support.avaya.com>.

This document is intended for people who install and configure the Contact Center application on Microsoft Azure.

Prerequisites

Before deploying the Contact Centre products on Microsoft Azure, ensure that you have the following knowledge and tools.

Knowledge

- Microsoft Azure
- Linux® Operating System
- Windows Operating System

Tools

For information about tools and utilities, see [Configuration tools and utilities](#) on page 10.

Chapter 2: Overview

Contact Center applications on Microsoft Azure

Microsoft Azure is a cloud services platform that the enterprises can use to securely run applications on the virtual cloud.

Microsoft Azure provides the following benefits:

- Minimizes the capital expenditure on the infrastructure.
Customers can move from capital expenditure to operational expense.
- Reduces the maintenance cost of running the data centers.
- Provides a common platform for deploying the applications.
- Provides a flexible environment to accommodate the changing business requirements of customers.
- Supports mobility from one network to another.
- Keeps you updated with the latest security features that your service provider offers.

License management

You can manage the licenses when an Azure-supported application is migrated from a VMware in a customer-provided Virtualized Environment to Azure.

- WebLM is supported on Microsoft Azure as either standalone WebLM or the WebLM that is integrated with Avaya Aura® System Manager. All the applications that host licenses on that WebLM, must regenerate the licenses because the WebLM service is also moved.
- Only the Azure - certified applications move to Azure.
- For products that do not use WebLM - Use an Avaya Professional Services (APS) engagement to activate licenses.

Chapter 3: Customer Responsibilities

Customer responsibilities for the Contact Center offering

- The customer must set up, maintain, and troubleshoot:
 - The Microsoft Azure environment
 - The network connectivity to Azure
 - The operating systems required for the software-only applications.

The operating systems used by individual applications may vary. For detailed information on the supported operating systems, see the product-specific documents available on the Avaya Support website at <http://support.avaya.com>.

- Based on the requirements, the customer can choose the environment for their enterprise. Azure instances have different levels of reliability, network performance, supported storage, and Input/output operations per second (IOPS). The customer can choose the Microsoft Azure instance type that provides the level of support deemed necessary.
- Avaya support is limited to isolated issues at the environment level. When the issue is related to the application execution environment, the customer or Avaya Business Partner must resolve the issue by raising tickets with Azure.
- Avaya provides information about the tasks that customers must perform on the Microsoft Azure Portal. Microsoft might periodically update the information. Therefore, for the latest and most accurate information, see <https://docs.microsoft.com/en-us/azure/>.

For more information about customer responsibilities, see *Service Agreement Supplement for Avaya Support Advantage Essential and Preferred Support* on the Avaya Support website.

Chapter 4: Planning and configuration

Planning checklist

Complete the following tasks before deploying the Contact Center applications on Microsoft Azure portal:

No.	Task	Link/Notes	✓
1.	Download the required software.	See Downloading software from Avaya PLDS on page 10.	
2.	Purchase and obtain the required licenses.	—	
3.	Register for PLDS, and activate license entitlements.	Go to the Avaya Product Licensing and Delivery System at https://plds.avaya.com/ .	
5.	Log on to the Microsoft Azure portal.	See Signing in to the Microsoft Azure portal on page 11.	

Release details of Contact Center applications

Download the following files from the AvayaPLDS website at <http://plds.avaya.com/>:

*** Note:**

The minimum supported release versions are listed in this table. For the latest available product version, see the product-specific documents available on the Avaya Support website at <http://support.avaya.com>.

Product name	Release version	Azure installable
Avaya Aura® Experience Portal	7.2	AAEP-7.2.0.0.1117.iso
Avaya Proactive Outreach Manager	3.1	POM.03.01.01.01.00.003-r35434-x86_64.iso
Avaya Aura® Call Center Elite	8.0	CM-08.0.0.0.822-e67-0.iso

Table continues...

Product name	Release version	Azure installable
Avaya Workforce Optimization Select	5.2 FP2	Awfos_5_2_2.exe
Avaya Aura® Call Center Elite Multichannel	6.5.0.3	EMC_6_5_0_3.iso
Avaya Control Manager	8.0.4	ACM.8.0.4.0.583.exe

Configuration tools and utilities

To deploy and configure the applications, you need the following tools and utilities:


- A browser for accessing the Microsoft Azure Management Console.
- PuTTY, PuTTYgen, WinSCP, and WinZip.

Downloading software from Avaya PLDS

About this task

When you place an order for an Avaya PLDS-licensed software product, PLDS creates the license entitlements of the order and sends an email notification to you. The email includes a license activation code (LAC) and instructions for accessing and logging into PLDS. Use the LAC to locate and download the purchased license entitlements. You can also download the product software from <http://support.avaya.com/> by navigating to the Support by Product menu at the top of the page.

Procedure

1. In your web browser, type <http://plds.avaya.com/> to access the Avaya PLDS website. <http://plds.avaya.com/>.
2. Type your login ID and password.
3. On the PLDS home page, select **Assets**.
4. Select **View Downloads**.
5. Click the search icon () for Company Name.
6. In the Search Companies dialog box, do the following:
 - a. In the **%Name** field, type *Avaya* or the Partner company name.
 - b. Click **Search Companies**.
 - c. Locate the correct entry and click the **Select** link.
7. In **Download Pub ID**, type the download pub ID.

8. In the **Application** field, click the application name.
9. In the **Download type** field, click one of the following:
 - **Software Downloads**
 - **Firmware Downloads**
 - **Language Packs**
 - **Miscellaneous**
10. In the **Version** field, click the version number.
11. Click **Search Downloads**.
12. Scroll down to the entry for the download file, and click the **Download** link.
13. Select a location where you want to save the file, and click **Save**.
14. **(Optional)** On Internet Explorer, if you receive an error message, click the install ActiveX message at the top of the page to start the download.

Signing in to the Microsoft Azure portal

Before you begin

Create an Azure account. For information on supported web browsers, see <https://docs.microsoft.com/en-us/azure/>.

Procedure

1. In your web browser, enter `https://portal.azure.com/`.
The web browser displays the Microsoft Azure Sign in page.
2. In the **Email, phone, Skype** field, type the registered email ID.
3. In the **Password** field, type your password.
4. Click **Sign in**.

The web browser displays the Microsoft Azure portal.

Uptime of Contact Center applications

The Contact Center applications availability is based on the Microsoft Azure availability, which is a best effort 99.95%, but Microsoft Azure specific uptime instance values must be confirmed with Microsoft Azure.

Based on the requirements, the customer can choose the environment for their enterprise. Azure instances have different levels of reliability and response. Customers must choose the Azure instance type that provide the level of support deemed necessary.

Chapter 5: Deployment process

Creating a virtual machine

About this task

Avaya provides the information about the tasks that the customers must perform on the Microsoft Azure portal. Microsoft Azure might periodically update this information. Therefore, for the latest and most accurate information, see <https://docs.microsoft.com/en-us/azure/>.

Before you begin

Create an Azure account.

Procedure

1. In your web browser, type `https://portal.azure.com/`.

The system displays the Microsoft Azure page.

2. Click your account.
3. In the **Email address** field, type the registered email ID.
4. In the **Password** field, type the password.
5. Click **Sign In**.

The system displays the Microsoft Azure portal.

6. In the left navigation pane, click **Virtual machines**.

Microsoft Azure displays the Virtual machines page.

7. Click **Add**.

Create a virtual machine page displays the Basic tab by default.

8. On the Basic tab, enter the information in the mandatory fields.
9. Click **Disks** tab or **Next: Disks >**.

10. On the Disks tab, enter the information in the mandatory fields.

11. Repeat Steps 9 and 10 for the following tabs:

- **Networking**
- **Management**
- **Guest Config**

- Tags

12. Click **Review + create** or **Next: Review + create >**.
13. On the Review + create tab, verify all the information entered and click **Create**.

Virtual machine field descriptions

Basic tab

Field	Description
PROJECT DETAILS	
Subscription	In an Azure subscription, all the resources are billed together.
Resource group	A collection of resources that share the same lifecycle, permissions, and policies.
INSTANCE DETAILS	
Virtual machine name	The identifier and hostname for a virtual machine.
Region	Select the required Azure region. Not all virtual machine sizes are available in all regions.
Availability options	Azure offers a range of options for managing availability and resiliency for your applications. Architect your solution to use replicated VMs in Availability zones or Sets to protect your apps and data from data centre outages and maintenance events.
Image	Choose the base operation system or application for the VM.
Size	Based on hardware and software requirements, the recommended sizes are determined by the publisher of the image.
ADMINISTRATOR ACCOUNT	
Authentication type	Select either Username/password or SSH keys for administrator account authentication.
Username	The administrator username for the virtual machine.
SSH public key	Provide RSA public key in the single line or the multi-line PEM format. You can generate SSH keys using <code>ssh-keygen</code> on Linux operating system, and OS X, or PuTTYGen on Windows operating system.
Login with Azure Active Directory (Preview)	Use your corporate active directory credentials to login to the virtual machine, enforce MFA, and enable access using the RBAC roles.
INBOUND PORT RULES	

Table continues...

Field	Description
Public inbound ports	By default, access to the virtual machine is restricted to sources in the same virtual network, and traffic from Azure load balancing solutions. Select None to confirm, or choose to allow traffic from the public internet to one of these common ports.
Select inbound ports	Select one or more ports.

Disks

Field	Description
DISK OPTIONS	
OS disk type	Premium SSD disks offer high performance, low latency disk support for I/O-intensive applications and production workloads. Standard SSD disks are a cost effective storage option optimized for workloads that need consistent performance at lower IOPS levels. Use Standard HDD disks for development or testing scenarios and less critical workloads at lower cost.
ADVANCED	
Use managed disks	For best performance, reliability, scalability, and access control, use the Azure managed disks for virtual machine configurations. Use unmanaged disks if you need to support certain classic scenarios or want to manage disk VHDs in your own storage account.
Storage account	Disks for Azure virtual machines are created in the storage accounts.

Networking

Field	Description
CONFIGURE VIRTUAL NETWORKS	
Virtual network	Only virtual networks available for the selected subscription and location are listed. If you create a new virtual network, it is created in the same subscription, location, and resource group as the storage account. Virtual networks in different subscriptions, and/or paired failover location, may be specified after storage account creation.
Subnet	If a selected subnet lacks the undefined endpoint, it is added during deployment.
Public IP	Use a public IP address to communicate with the virtual machine from outside the virtual network.

Table continues...

Field	Description
NIC network security group	A network security group contains security rules that allow or deny inbound network traffic to, or outbound network traffic from the virtual machine. To simplify management of security rules, associate a network security group to individual subnets, than individual network interfaces within the subnet.
Public inbound ports	By default, the access to the virtual machine is restricted to sources in the same virtual network, and traffic from Azure load balancing solutions. Select None to confirm, or choose to allow traffic from the public internet to one of these common ports.
Select inbound ports	Select one or more ports.
Configure network security group	
Accelerated networking	Enables low latency and high throughput on the network interface.
LOAD BALANCING	
Place this virtual machine behind an existing load balancing solution?	
LOAD BALANCING SETTINGS	
Load balancing options	Select the type of load balancer to route traffic to the virtual machine.
Select an application gateway	Select an application gateway to route traffic to the virtual machine. The application gateway must be in the same virtual network as the virtual machine.

Management

Field	Description
MONITORING	
Boot diagnostics	To diagnose the start-up issues, capture the serial console output and the screenshots of the virtual machine running on a host.
OS guest diagnostics	Receive metrics per minute for your virtual machine. You can use the metrics to create alerts and to be updated on your applications.
Diagnostics storage account	Metrics are logged in a storage account, so that you can analyze them with your own tools.
IDENTITY	
System assigned managed identity	A system assigned managed identity enables Azure resources to authenticate to cloud services, such as Azure key vault, without storing credentials in code. After enabling the system assigned managed

Table continues...

Field	Description
	identity, all the necessary permissions can be granted through the Azure role-based access control. Each resource, such as virtual machine, can only have one system assigned managed identity.
AUTO-SHUTDOWN	
Enable auto-shutdown	Configures your virtual machine to automatically shutdown everyday.
BACKUP	
Enable backup	Configure a backup, to guard your virtual machine against accidental deletion and corruption. Virtual machine is backed up to Recovery Services vault with the configured policy and is charged as per the backup pricing.

Guest config

Field	Description
EXTENSIONS	
Extensions	Using extensions, you can add new features like configuration management or anti-virus protection to your virtual machine.
CLOUD INIT	
Cloud init	

Tags

Field	Description
KEY	Enter a key.
VALUE	Enter a value for the key.
RESOURCE TYPE	Choose the required resource type.

Deployment process for the Contact Center applications

Contact Center applications include software-only applications.

Software-only applications

The following table lists the software-only Contact Center applications. For the software-only offers, you must first install the operating system and then install the product software. The deployment process of the software-only applications differs depending upon the operating system used.

*** Note:**

The minimum versions of the supported operating systems are listed in this table. For the latest supported operating system versions, see the product-specific documents available on the Avaya Support website at <http://support.avaya.com>.

Product name	Operating System	Offer Type	References
Avaya Aura® Experience Portal	RHEL 6.8 64-bit or higher versions of RHEL 6.X	Software-only	<p>For more information about the deployment process and prerequisites for single server, see <i>Implementing Avaya Aura® Experience Portal on a single server</i>.</p> <p>For more information about the deployment process and prerequisites for multi-server, see <i>Implementing Avaya Aura® Experience Portal on multiple servers</i>.</p> <p>* Note:</p> <p>Login to the Linux server using <code>su -</code> or <code>sudo su -</code> command.</p>
Avaya Proactive Outreach Manager	RHEL 6.8 64-bit or higher versions of RHEL 6.X	Software-only	<p>The deployment process of Avaya Proactive Outreach Manager is similar to that of Avaya Aura® Experience Portal. For more information about the deployment process and prerequisites, see <i>Implementing Avaya Proactive Outreach Manager</i>.</p> <p>* Note:</p> <p>Login to the Linux server using <code>su -</code> or <code>sudo su -</code> command.</p>
Avaya Aura® Call Center Elite (Call Center Elite is a feature on the Avaya	RHEL 7.4 64-bit operating system	Software-only	<p>* Note:</p> <p>Avaya Aura® Call Center Elite co-</p>

Table continues...

Product name	Operating System	Offer Type	References
Aura [®] Communication Manager.)			<p>resides on Avaya Aura[®] Communication Manager. After deploying Avaya Aura[®] Communication Manager on Azure, activate your Call Center Elite licenses and administer the Call Center Elite features as usual.</p> <p>For more information about the deployment process and prerequisites, see <i>Deploying Avaya Aura[®] Communication Manager in Infrastructure as a Service Environment</i>.</p>
Avaya Aura [®] Call Center Elite Multichannel	Microsoft Windows Server 2016 R2	Software-only	For more information about the specific installation procedure, see <i>Installing Avaya Aura[®] Call Center Elite Multichannel</i> .
Avaya Workforce Optimization Select	Microsoft Windows Server 2016 R2	Software-only	For more information about the deployment process and prerequisites, see <i>Deploying Avaya Workforce Optimization Select with Avaya Aura[®] Communication Manager and Call Center Elite</i> .
Avaya Control Manager	Microsoft Windows Server 2016	Software-only	For more information about the specific installation procedure, see <i>Installing Avaya Control Manager for Enterprise</i> .

Configuring Contact Center applications

About this task

For information about configuring Contact Center applications, see the product-specific documents available on the Avaya Support website at <http://support.avaya.com>.

Chapter 6: Resources

Documentation

For information on feature administration, interactions, considerations, and security, see the following Contact Center documents available on the Avaya Support site at <http://www.avaya.com/support>:

Title	Description	Audience
Avaya Aura® Experience Portal		
<i>Avaya Aura® Experience Portal Overview and Specification</i>	Describes tested Avaya Aura® Experience Portal characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements. This document describes how to use Experience Portal features.	<ul style="list-style-type: none">• Sales Engineers• Administrators• Implementation Engineers• Support Personnel
<i>Avaya Aura® Experience Portal Overview and Specification</i>	Describes tested Avaya Aura® Experience Portal characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements. This document describes how to use Experience Portal features.	<ul style="list-style-type: none">• Sales Engineers• Administrators• Implementation Engineers• Support Personnel
<i>Implementing Avaya Aura® Experience Portal on a single server</i>	Provides information about installing the Avaya Aura® Experience Portal software on a single server machine.	Implementation Engineers
<i>Implementing Avaya Aura® Experience Portal on multiple servers</i>	Provides information about installing the Avaya Aura® Experience Portal software on multiple servers.	Implementation Engineers
<i>Troubleshooting Avaya Aura® Experience Portal</i>	Provides general information about troubleshooting and resolving system problems, and	<ul style="list-style-type: none">• Implementation Engineers• Administrators

Table continues...

Title	Description	Audience
	detailed information about finding and resolving specific problems.	<ul style="list-style-type: none"> • Support Personnel
<i>Administering Avaya Aura® Experience Portal</i>	Provides general information about administering and configuring specific Avaya Aura® Experience Portal functions and features using a web-based interface.	<ul style="list-style-type: none"> • Administrators • Implementation Engineers
Call Center Elite		
<i>Avaya Aura® Call Center Elite Feature Reference</i>	Provides information about Automatic Call Distribution (ACD) and Call Vectoring features.	All users of Call Center Elite
<i>Avaya Aura® Call Center Elite Overview and Specification</i>	Provides information about Call Center Elite features, performance, specifications, security, licensing information.	<ul style="list-style-type: none"> • Implementation engineers • Sales Engineers • Solution Architects
<i>Deploying Avaya Aura® Communication Manager</i>	Provides instructions for deploying Communication Manager	<ul style="list-style-type: none"> • Sales Engineers • Support Personnel
<i>Deploying Avaya Aura® Communication Manager in Infrastructure as a Service Environment</i>	Provides instructions for deploying Communication Manager on Azure	<ul style="list-style-type: none"> • Implementation engineers • Sales Engineers • Support Personnel
Avaya Aura® Call Center Elite Multichannel		
<i>Installing Avaya Aura® Call Center Elite Multichannel</i>	Provides product overview, supported products, installation, configuration, and licensing requirements for Avaya Aura® Call Center Elite Multichannel.	Implementation engineers
<i>Administering Avaya Aura® Call Center Elite Multichannel</i>	Provides information about how to manage databases, configure Call Center Elite Multichannel services, and administer Avaya Aura® Communication Manager.	<ul style="list-style-type: none"> • Sales engineers • Solution architects • Implementation engineers • System administrators
<i>Avaya Aura® Call Center Elite Multichannel Overview and Specification</i>	Provides an overview of the Call Center Elite Multichannel features.	<ul style="list-style-type: none"> • Sales engineers • Implementation engineers • System administrators
Avaya Control Manager		
<i>Avaya Control Manager Overview and Specification</i>	Describes the features and specifications for the Control Manager product.	<ul style="list-style-type: none"> • Avaya support Personnel • Contact center administrators

Table continues...

Title	Description	Audience
<i>Installing Avaya Control Manager for Enterprise</i>	Describes how to install, configure, and test a basic Control Manager system.	<ul style="list-style-type: none"> • Implementation Engineers • Avaya support Personnel • Contact center administrators
Proactive Outreach Manager		
<i>Implementing Proactive Outreach Manager</i>	Provides information about installing and configuring Proactive Outreach Manager	Implementation engineers
Avaya Workforce Optimization Select		
<i>Deploying Avaya Workforce Optimization Select</i>	Provides an end-to-end deployment scenario including all products that must function together, checklists, and initial administration.	<ul style="list-style-type: none"> • Implementation Engineers • Avaya support Personnel • Contact center administrators
<i>Avaya Workforce Optimization Select Overview and Specification</i>	Provides a high-level functional description of the capabilities of the Avaya Workforce Optimization Select application	Users of Avaya Workforce Optimization Select
<i>Administering Avaya Workforce Optimization Select</i>	Explains how to use Avaya Workforce Optimization Select to configure your system, employee data, settings, and recording rules and perform routine maintenance tasks.	Administrators
Avaya Services		
<i>Service Agreement Supplement For Avaya Support Advantage Essential and Preferred Support</i>	Describes the Avaya Support Advantage Essential and Preferred Support services for eligible supported products.	Avaya Customers

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**.

Microsoft Azure documentation

For information about the Microsoft Azure documentation, go to the Microsoft documentation website at <https://docs.microsoft.com/en-us/azure/>.

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.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press **Enter**.

5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Index

A

applications
 release version [9](#)
Avaya PLDS
 download software [10](#)

C

checklist
 deploying Contact Center applications [9](#)
 planning [9](#)
Contact Center applications [17](#), [21](#)
customer responsibilities [8](#)

D

deploying plan checklist
 Contact Center applications [9](#)
documents
 Contact Center [21](#)

I

InSite Knowledge Base [24](#)

L

legal notices
Licenses [7](#)

N

notices, legal

O

operating system [17](#)

R

related documentation
 Azure [24](#)

S

support [24](#)

U

uptime

uptime (*continued*)
 applications [11](#)

V

virtual machine [13](#), [14](#)