

Avaya Solution & Interoperability Test Lab

## Application Notes for Configuring Trio Enterprise from Enghouse Interactive AB with Avaya Aura® Presence Services Snap-in running on Avaya Breeze<sup>TM</sup> Platform -Issue 1.0

#### Abstract

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze<sup>TM</sup> Platform using a Java Application Program Interface (API) that connects to the Local Presence Server. Trio Enterprise display presence status of each monitored phone.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

## 1. Introduction

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze<sup>TM</sup> Platform using a Java API that connects to the Local Presence Server (LPS). Trio Enterprise displays the presence status of each monitored phone. The assumption is made that the installation and configuration of the Avaya Breeze<sup>TM</sup> server with Avaya Aura® Session Manager is already in place. For additional documentation, refer to **Section 11**.

### 2. General Test Approach and Test Results

The general test approach was to configure Trio Enterprise server to connect to Presence Services and display enterprise phones status on Trio Enterprise Attendant window.

During compliance testing, the presence of phones is set to be in a different status like available, busy, etc. From the Attendant window, monitor the presence status of the phone user. Change the presence status of the phones. The attendant window displays the new status. Also verify that the Attendant window shows when the user of a phone is on-hook or off-hook.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with this Application Note, the interface between Avaya systems and the Trio Enterprise did not include use of any specific encryption features as requested by Enghouse Interactive AB.

### 2.1 Interoperability Compliance Testing

The compatibility tests included the following.

- Ensure the phone displays the correct status when set to Automatic, Available, Busy, Away, Do not disturb, Offline and Out of office.
- Set the phone to on hook and off hook.

#### 2.2 Test Results

Tests were performed to confirm interoperability between the Trio Enterprise and Presence Service. All the test cases passed successfully with the following observations.

- When phone's presence is set to "Do not Disturb", the actual presence shown in the database is "Unavailable" however Trio displays it as "Do not Disturb".
- When phone's presence is set to "Out of Office", the actual presence shown in the database is "Vacation" however Trio displays it as "Offwork".
- When phone's presence is set to "Offline", the actual presence shown in the database is "Offline" however Trio displays the last presence of the user. This scenario is only seen when user is registered to a deskphone. If user is registered to a softphone, the issue is not seen. Enghouse is aware of this scenario.

#### 2.3 Support

For technical support for Enghouse Interactive AB products, please use the following web link. <u>http://www.trio.com/web/Support.aspx</u>

Enghouse Interactive AB can also be contacted as follows. Phone: +46 (0)8 457 30 00 Fax: +46 (0)8 31 87 00 E-mail: triosupport@enghouse.com

## 3. Reference Configuration

**Figure 1** illustrates a sample configuration with an Avaya network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze<sup>TM</sup> Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze<sup>TM</sup> Platform.



Figure 1: Configuration for Avaya Aura® Presence Services and Trio Enterprise

## 4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager running on virtualized environment	8.0.0.931077
Avaya Aura® Session Manager running on virtualized environment	8.0.0.800035
Avaya Aura® Presence Services Snap-in	8.0.0.168
Avaya Breeze <sup>TM</sup> Platform	3.5.0.1.07350101
Avaya PresenceServices-LPS-SDK	8.0.0.149
Avaya Equinox for Windows	3.4.0.152.46-ACW- INTEGRATIONNEXUS1
Avaya 96x1 Series IP Telephone • 9641GS (SIP)	7.1.3.0.8
Trio Enterprise Server and Client running on Microsoft Windows 2012 R2 Server	7.1

## 5. Configure Avaya Aura® Session Manager for Presence Services

This section provides the procedures for configuring Session Manager for Presence Services. The procedures include the following areas:

- Launch Avaya Aura® System Manager
- Administer Domain
- Administer locations
- Administer SIP entities

#### 5.1 Launch Avaya Aura® System Manager

Access the System Manager web interface by using the URL "https://ip-address" in an Internet browser window, where "ip-address" is the IP address of System Manager. Log in using the appropriate credentials.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.	User ID:
Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.	Log On Reset
The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.	<b>O Supported Browsers:</b> Internet Explorer 11.x or Firefox 58.0, 59.0 or 60.0
All users must comply with all corporate instructions regarding the protection of information assets.	

#### 5.2 Administer Domain

In the subsequent screen (not shown), select **Elements**  $\rightarrow$  **Routing** to display the **Introduction** to Network Routing Policy screen below. Select Routing  $\rightarrow$  Domains from the left pane, and click New in the subsequent screen (not shown) to add a new domain



The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select "sip" from the **Type** drop down menu and provide any optional **Notes**.

Aura® System Manage	er 8.0	占 Users 🗸	🗲 Elements 🗸	🔅 Services 🗸		Widgets 🗸	Shorto	uts v	Search		📕   admi	in
Home Routin	g											
Routing	^	Dom	ain Manage	ment					Comm	it Cancel	Help	?
Domains												
Locations		1 Item	- B								Filter: Enable	2
Adaptations		Name				Туре	1	Notes				
SIP Entities		* pres	ence.bvwdev.com		]	sip 🗸		Domain fo	r Presence Server			
Entity Links												
Time Ranges									Comm	it Cancel		

#### **5.3 Administer Locations**

Select **Routing**  $\rightarrow$  **Locations** from the left pane and click **New** in the subsequent screen (not shown) to add a new location for ICR.

The Location Details screen is displayed. In the General sub-section, enter a descriptive Name and optional Notes. Retain the default values in the remaining fields.

AV/A	m Manager 8.0	占 U:	sers v	📕 Elements 🗸	V 🌣 Services 🗸	/   V	Vidgets 🗸	Shortcuts v	Search	
Home	Routing									
Routing	^	^	Loca	tion Detai	ls				Commit Can	ncel
Doma	ains		Conor	-1						
Locat	ions		Genera	aı	* Name:	Bellevil	le			
Adapt	tations				Notes:	Bellevi	le DevConne	ect Lab		

Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.

Loca	tion Pattern			
Add	Remove			
4 Ite	ms 🧠		Filt	er: Enable
	IP Address Pattern	*	Notes	
	* 10.33.5.*			
	* 10.10.97.*			
	* 10.10.98.*			
	*			
Selec	t : All, None			
			Commit Cancel	

#### 5.4 Administer SIP Entity

This section explains the adding of a SIP entity for the Presence Server.

Select **Routing**  $\rightarrow$  **SIP** Entities from the left pane and click **New** in the subsequent screen (not shown) to add a new SIP entity for Trio Enterprise.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- Name: A descriptive name.
- FQDN or IP Address: The FQDN of Presence Server.
- **Type:** Select "Presence Services" from the drop-down menu.
- Notes: Any desired notes.
- Location: Select the Trio Enterprise location name from Section 5.3.
- **Time Zone:** Select the applicable time zone.

Aura® System	Manager 8.0	占 Users	s 🗸 🎤 Elements 🗸 🏟 Services	✓   Widgets ✓ Shortcuts ✓	Search 🐥 🗄
Home	Routing	Routing			
Routing		ŝ	IP Entity Details		Commit Cancel
Doma	ins	Ge	eneral		
Locati	ons		* Name:	PresenceServer	
6			* FQDN or IP Address:	presencevm.bvwdev.com	
Ааарт	ations		Туре:	Presence Services	
SIP En	tities		Notes:	SIP Entity for Presence Server	
Entity	Links		Adaptation:	V	
Time f	Ranges		Location:	Belleville 🗸	
			Time Zone:	America/Fortaleza	~
Koutir	ig Policies		* SIP Timer B/F (in seconds):	4	
Dial Pa	atterns		Minimum TLS Version:	Use Global Setting 🗸	
Regula	ar Expressions		Credential name:		
			Securable:		
Defaul	ts		Call Detail Recording:	none 🗸	
		Lo	oop Detection		
			Loop Detection Mode:	On 🗸	
			Loop Count Threshold:	5	
			Loop Detection Interval (in msec):	200	
	<	Me	onitorina		
			SIP Link Monitoring:	Link Monitoring Enabled	~

RS; Reviewed: SPOC 1/29/2019 Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- Name: A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case "DevvmSM".
- **Protocol:** Select "TLS" from the drop-down menu.
- **Port:** Enter "5062".
- **SIP Entity 2:** The Presence Server entity name from this section.
- **Port:** Enter "5061".
- **Connection Policy:** Select "trusted" from the drop-down menu.

Entit O	<mark>cy Links</mark> Override Port & Transport v	vith DNS SRV:						
Add	Remove							
1 Ite	m ಿ						Filter	Enable
	Name 🔺	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	Deny New Service
Selec	* DevvmSM_PresenceSen t : All, None	DevvmSM 🗸	TLS 🗸	* 5062	PresenceServer V	* 5061	trusted 🗸	

## 6. Configure Avaya Aura® Presence Services Snap-in and Presence for SIP Users

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL "https://<*ip-address*>/SMGR", where <*ip-address*> is the IP address of System Manager. Log in with the appropriate credentials. The initial screen is displayed as shown below. The configuration in this section will be performed under Avaya Breeze<sup>TM</sup> and User Management listed within the Elements and Users section.



#### 6.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that the Avaya Breeze<sup>TM</sup> Platform has already been installed and configured. For additional information see the documentation in the **References** section.

Navigate to Home  $\rightarrow$  Elements  $\rightarrow$  Avaya Breeze<sup>TM</sup>.

Aura® Syster	m Manager 8.0	A Users V P Elements V Services V Widgets V Shortcuts V  vaya Breeze  CLuster Administration  ministration  minis							1	Search		1 ≡	ac						
Home	Avaya Breeze™	м																	
Avaya Bre		^																	Help
Serve	er Administration	Clu	ister A	dministratio	on														
	ter Administration	This p	age allows y	ou to view, edit and	delete Ava	aya Breeze o	lusters.												
	ce Management	Ava	ava Broo	zo Clustors															_
Reliat	ble Eventing Ad	~ <b>N</b>	dit)	ew Opelete	Certifica	ite Manager	nent - Clu	ister State	Backup and R	estore •	Bebo	oot							
Confi		- 1 It	em 😍															Filter: Er	nable
Syster	em Tools and Mo '	~ 🗆	Details	Cluster Name	Cluster Group	Cluster IP	Cluster FQDN	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Service Install Status	Tests Pass	Data Grid Status	Overload Status	Service	e URL
			► Show	PresenceServices		10.10.4.4		Core Platform	Accepting [1/1]	0/0/0	7	[4/566M]	~	~	~	Up [1/1]	~	Select	
		< Sele	ct : All, Nor	ie															>

To install the Presence Services Snap-in navigate to Avaya Breeze<sup>TM</sup>  $\rightarrow$  Service Management.

Avra® System Ma	anager 8.0	Jsers 🗸 🎤 El	ements v Services v Vidgets v Shortcuts v Search	🜲 🗮   admin
Home A	vaya Breeze™			
Avaya Breeze™ Server Adr	ministration	Service N	lanagement	
Cluster Ad	dministration	Sub Pages		
		Action	Description	Help
Service Ma Servic	anagem ^	Services	Provides ability to load, install, uninstall, delete, set prefered version, start and stop services.	Services Page field descriptions
Bund	lles	Bundles	Provides ability to load, install, uninstall and delete service bundles.	Bundles Page field descriptions
Servic	ce Databases	Service Databases	Provides the ability to view all the snap-in databases for the selected cluster and also delete the databases which are not in use.	Service Databases Page field descriptions
Reliable Ev	venting 🝸			)

Select **Services** and then click on **Load** to upload the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Follow the steps and ensure that the **PresenceServices** snap-in now has a state of **Loaded** (not shown).

To install the snap-in, check the box for PresenceServices and select Install. Follow the installation steps. Screen below shows the snap-in after the installation is complete.

Aura® Syste	em Manager 8.0	占 Users 🔻	🗸 🎤 Elements 🗸	🌣 Services 🗸	Widgets 🗸 Si	hortcuts ~		Search		🔪 🗮 🕴 adr
Home	Avaya Breeze™									
Avaya Bre	eeze™ ^									Help ?
Serve	er Administration	Se	rvices							
Clust	ter Administration	This p	age allows you to manage	the service life cycle	e across clusters.					
Servi	ce Management 🛛 🔿	Alls	Services							
	Services	OL	.oad [Install] [Uninst	all Opelete	Set Preferred Versio	on <u>S</u> tart St	jop			
	Bundles	81 I	tems 🍣							Filter: Enable
			Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
	bervice Databases		PresenceServices	8.0.0.168		🗸 Installed	Java	Not Applicable	~	100

Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved.

### 6.2 Add Presence Users

This section only shows the adding of Presence to an already configured SIP User. Navigate to Users  $\rightarrow$  User Management  $\rightarrow$  Manager Users. Select an already configured SIP user. The screen below shows user "56204" selected. Click on the Edit button.

AVAYA LUSE Aura® System Manager 8.0	ers 🗸 🎤 I	Elements 🗸 🔅 Servi	ices 🗸   Widgets 🗸	Shortcuts v	Search	■ ▲ ≡	adm
Home User Management							
User Management ^	Home☆ / Use	ers R / Manage Users					He
Manage Users	Search			Q			
Public Contacts	© View	Edit + N	ew 🕅 Duplicate	Delete More Action	s v	Options	s 🗸
Shared Addresses		First Name 🔷 🍸	Surname 🖨 🍸	Display Name 🖨 🍸	Login Name 🖨 🍸	SIP Handle $\forall$	
		OFour	TwoOFour	TwoOFour, OFour	56204@bvwdev.com	56204	
System Presence ACLs	Select A						0
Communication Profile				Total Users	:23 1 2 3 1	0 / page 🗸 🛛 Goto	

Under the **Communication Profile** tab, select **New** in the **Communication Address** section and in the screen that follows, configure the following.

• Type:

Select "Avaya Presence/IM" from the drop-down menu. Enter the extension number that will be used by the SIP user to log in and in the domain space, select the domain created (**Section 5.2**) for the Presence Server from the drop-down menu.

Click on **OK** to complete the configuration.

• Fully Qualified Address:

Ava Aura® System Ma	anager 8.0	sers 🗸 🎤 Ele	ements 🗸 🔅 Ser	rvices ~	Widgets 🗸	Shortcu	ts v	Search	■ 🔺 =	admi
Home U	ser Management									
User Managen	nent ^	Home合 / Users	8 / Manage Users							Help?
Manage U	lsers	User Prot	ile   Edit   5620	4@bvwd	ev.com	🖺 Com	nmit & Continue	🖻 Com	mit 🛞 C	ancel
Public Co	ntacts	Identity	Communication Pr	rofile Me	embership	Contacts				
Shared Ad	ldresses	Communicat	ion Profile Password	🖉 Edit	+ New	🔟 Delet	te		0	ptions 🗸
System Pr	esence ACLs	PROFILE SET	: Primary 🗸 🗸		Туре		Handle 🔷 🏹		Domain 🖨 🕅	
Communi	ication Profile	Communic	ationAddress		Avaya SIP		56204	1	ovwdev.com	
				Commu	nication Addres	s Add/Edit			×	
					* Type:	Avaya Pi	resence/IM		~	
				*Fully G	ualified Address:	56204		@ presence	e.bvwdev.c V	
								Can	Cel OK	

Continuing from above, scroll down and enable **Presence Profile** on the left-hand menu. In the **System** and **IM Gateway SIP Entity** fields select the "PresenceServer" from the drop-down menu that was configured in **Section 5.4**. Click on **Commit** to complete the editing of the user.

User Profile   Edit   562	04@bvwdev.com		Commit & Continue	🖻 Commit	⊗ Cancel
Identity Communication F	Profile Membership	Contacts			
Communication Profile Password PROFILE SET: Primary  CommunicationAddress	* System :	PresenceSe	rver v		
PROFILES	SIP Entity Name :				
Session Manager Profile					
Avaya Breeze Profile	IM Gateway SIP Entity:	PresenceSe	ver v		
CM Endpoint Profile					
Presence Profile	Publish Presence with AES Collector:	System Defa	ult v		

## 7. Configure Local Presence Service Test Client

The Java-based Local Presence Service (LPS) test client application connects to Presence Services to subscribe and publish presence status information on behalf of one or many users. The LPS test client is an Avaya test tool that acts like a third-party client and shows the presence status of various users. Note that Java Runtime Environment (JRE) is required for this client and must be installed on the system where the client is going to be installed.

During compliance testing, this tool is installed on the same server running the Trio Enterprise application. The client tool is part of the Presence Services bundle. During compliance testing the "PresenceServices-LPS-SDK-8.0.0.0149.zip" file was used. Unzip this file and from "lps-sdk" folder, open the "LPS\_ps2.properties" file.

Enter the Management IP address of the Avaya Breeze<sup>TM</sup> server in the **ps.datagrid.lus1.ip** field as shown in the screen below.

Retain default values for all other remaining fields.

```
## PS connection parameters
# PS datagrid LUS configuration, maximum two locators services. Leave lus2
configuration empty if only have one LUS server
ps.datagrid.lus1.ip=10.10.4.2
ps.datagrid.lus1.port=7000
# LUS2 configuration, optional
#ps.datagrid.lus2.ip=
#ps.datagrid.lus2.port=7000
#local port for datagrid event notification. This is only used if no system property
defined for "com.gs.transport_protocol.lrmi.bind-port"
ps.datagrid.lrmi.port=7000-7199
# whether or not PS is using secure datagrid. If yes, username/password are mandatory
ps.datagrid.userName=dcmuser
ps.datagrid.password=admin01
```

From the "lps-sdk" folder, double click on "runUI.bat" file to start the client. Screen below shows the client running. Ensure that **Status** is "STARTED" for all **Service**.

C:\WINDOWS\system32\cmd.exe		- 0	×		
C:\Users\DevConnect\Downloads\Prese setEnv.bat	nceServices-LPS-SDK-8.0.0.	0.149\lps-sdk>cal	11		
C:\Users\DevConnect\Downloads\Prese PS_LIB=lib	nceServices-LPS-SDK-8.0.0.	0.149\lps-sdk>set	- L		
C:\Users\DevConnect\Downloads\Prese PS_LC=.;bin	nceServices-LPS-SDK-8.0.0.	0.149\lps-sdk>set	L i		
C:\Users\DevConnect\Downloads\Prese PS_ARGUMENTS=-DpropertyFile=LPS_ps2	nceServices-LPS-SDK-8.0.0. .properties	0.149\lps-sdk>set			
C:\Users\DevConnect\Downloads\Prese i in (lib\*) do call lpslc_append.b	nceServices-LPS-SDK-8.0.0. at %i	0.149\lps-sdk>for	n % li		
C:\Users\DevConnect\Downloads\Prese lpslc_append.bat lib\apache-log4j-e	nceServices-LPS-SDK-8.0.0. xtras.jar	0.149\lps-sdk>cal	11 h		
🕌 LPS Client v2.0				- 0	×
Service mgmt					
Service	Status		Last Error	S	Start
AbstractAuthorization	STARTED			5	Stop
S2S	STARTED				
Datagrid Publish Manager	STARTED			Su	spend
Datagrid IM Manager	STARTED			De	
	STARTE	D			
·User mgmt					
User ID:				Open User W	indow

In the **User mgmt** section enter the User ID of a SIP user whose presence needs to be monitored. In the screen below "56204@bvwdev.com" was entered. Next, click on the **Open User Window** button.

🕌 LPS Client v2.0			_	
Service mgmt				
Service	Status	Last Error		Start
AbstractAuthorization	STARTED			Stop
S2S	STARTED			
Datagrid Publish Manager	STARTED			Suspend
Datagrid IM Manager	STARTED			Degumo
	STARTED			
	01/10/20			
-User mgmt				
User ID: 56204@bvwdev.com			Open	User Window

The screen below shows the user **Status** as "SUBSCRIBED" and the **Presence document** shows that the user presence is "available" and the phone is "open". More details of this subscription are obtained by right clicking on the user shown and selecting Details (not shown). Also, for comparison, a screen showing the Avaya Equinox for user "56204" is shown below with a status of Available.

D	Presentity id	Level	Status	
			Status	Presence document
	0 USER 104 - '56204@bvwdev.c	ALL	SUBSCRIBED	available   Enterprise IM:open
		Avava Equinox	83. ×	
	20	Top of Mind	/ 0.0	
		Top of Milita		
		~ 0		
	<u>w</u>	$\sim$ $\sim$		

In the screen below change the status for "56204" to "Busy" on the Avaya Equinox, the **Presence document** on the client is also changes to "busy".

ID								
		Presentity id	Level		Sta	itus		Presence document
Subscriptions	Contact List Pu	blishing Authorization IM						
실 USER 104	- '56204@bvwd	lev.com'						
			☆	8	Ð			
		8	Тор	of Mino	1 ×		00	
			Avay	a Equino	x	ţĝţ	- ×	

# 8. Configure Trio Enterprise for Avaya Aura® Presence Services

The presence connectivity between Trio Enterprise and the Presence Server is dependent on Java. Java runtime is required to be installed on the Trio Enterprise server.

This section shows how to configure Trio Enterprise to successfully connect to the Presence Server. It is assumed that the installation of the Trio Enterprise software is complete, and the Trio services are up and running. The steps to configure a Trio Enterprise for presence are as follows.

#### 8.1 Add Presence Subsystem

To launch the Enterprise Management Center window as shown in the screen below, launch the 'Enterprise Management Center' icon as shown here.



Right click on **Subsystem** and add Presence by selecting **New Subsystem – Presence** as shown below.

<u>•</u>	Enterprise Man	agement Center (Adr	ministrator) - [30]	_ <b>D</b> X
File Edit View Actions Help	p			
Enterprise Management Co	enter			(@TRIO
Overview				
	Subsystems			
	Name	Туре	Comment	
Subsyste	Contact Center	Operation And Mainte	Operation And Maintenance	
OAM New Subsystem	Deserves	Line Interface	Line Interface	
IN IN Subsystem	· Presence	Contact Center Root	Root Contact Center	
CCR - New Subsystem -	- Visit	Client Phone Manager	Client Phone Manager	
Clien 🔒 New Subsystem -	<ul> <li>Contact Center Gateway</li> </ul>	Core Security	Core Security	
Coresecunty	CommonDataCayor	Common Data Layer	Common Data Layer	
Common Data Layer	- CC1	Contact Center	Contact Center 1	
	- Presence1	Presence	Presence1	
Presence1	LT CD1	Company Directory	Company Directory 1	

The screen belows shows the window after **Presence1** is added.

Ty .	Enterprise Mana	agement Center (Adı	ministrator) - [30]	_ <b>D</b> X
File Edit View Actions Help	p			
Enterprise Management Co	enter			(•TRIO
Overview				
	Subsystems			
Parameters	Name	Туре	Comment	
🖮 🕌 Subsystems	- OAM	Operation And Mainte	Operation And Maintenance	
OAM	<u></u>	Line Interface	Line Interface	
	CCRoot	Contact Center Root	Root Contact Center	
CCRoot	LientPhoneManager	Client Phone Manager	Client Phone Manager	
	CoreSecurity	Core Security	Core Security	
CoreSecurity	Common Data Layer	Common Data Layer	Common Data Layer	
CommonDataLayer	CC1	Contact Center	Contact Center 1	
	Presence 1	Presence	Presence1	
Presence1	CD1	Company Directory	Company Directory 1	

Navigate to **Presence (Presence1)**  $\rightarrow$  **Parameters**  $\rightarrow$  **Connections**  $\rightarrow$  **AvayaBreeze**  $\rightarrow$  **Enabled** and check the box for **Enable Avaya Breeze Presence Connector** as shown in the screen below. Click on the **Apply** button.

Enterprise Management Center (Administrator)	- [8] —		×
File Edit View Actions Help			
Enterprise Management Center		()	TRIO
Overview			
AvayaBreeze Second State Sta	Presence.Parameters.Connectors.AvayaBreeze.Enabled	F	levert

Navigate to **Presence (Presence1)**  $\rightarrow$  **Parameters**  $\rightarrow$  **Connections**  $\rightarrow$  **AvayaBreeze**  $\rightarrow$  **PresenceDomain**. During compliance testing "bvwdev.com" was the presence domain to monitor as shown in the screen below. Click on the **Apply** button.



Navigate to **Presence (Presence1)**  $\rightarrow$  **Parameters**  $\rightarrow$  **Connections**  $\rightarrow$  **AvayaBreeze**  $\rightarrow$  **LUS1\_Host**. During compliance testing "10.10.4.2" was the IP address of Avaya Breeze<sup>TM</sup> Management IP as shown in the screen below. Click on the **Apply** button.

<mark>≣∛</mark> En File	iterprise Mana Edit Viev	agement Cen v Actions	ter (Administr Help	ator) -	8]	-		×
Ent	erprise M	anageme	ent Center				(фт	RIO
Ove	rview							
		AvayaBree: Version Statement of Statement o	ze d Host Port Host Port titionEngineProxy ceDomain ssword cureAccess emame ationHoldOff orePassword s A		Presence.Parameters.Connectors.AvayaBreeze.LUS1_ 10.10.4.2 The address of the Avaya Breeze Presence Lookup Server 1	Hos	t	ert

The completed configuration screen for **Presence** (**Presence1**)  $\rightarrow$  **Parameters**  $\rightarrow$  **Connections**  $\rightarrow$  **AvayaBreeze** is shown below.

🔣 Enterprise Management Center (Administrat	or) - [8]			_		×
File Edit View Actions Help						
Enterprise Management Center					(ст	RIO
Overview						
AvayaBreeze AvayaBreeze Enabled KeyStorePassword	^ Presence.Param	eters.Connecto	ors.AvayaBreeze			
	1 Enabled	true	Enable Avava Breeze Presence			
LUS1_Port	x= KeyStorePassword		Avaya Presence Server certificat			
US2_Host	LUS1_Host	10.10.4.2	The address of the Avaya Breez			
LUS2_Port	LUS1_Port	7000	The IP port of the Avaya Breeze			
Notification Engine Proxy	EUS2_Host		The address of the Avaya Breez			
	ELUS2_Port	7000	The IP port of the Avaya Breeze			
<u>¥≡</u> PS_Password	VotificationEngineProxy	http://127.0.0.1:3104	The address to the Notification E			
PS_SecureAccess	FresenceDomain	bvwdev.com	The presence domain to monitor			
<u>¥≡</u> PS_Usemame	E PS_Password	[XXXXXX]	The password to the Avaya Bree			
<u>¥=</u> Registration HoldOff	E PS_SecureAccess		Use secure access to the Avaya			
TrustStorePassword	E PS_Usemame	dcmuser	The username to the Avaya Bre			
	E Registration HoldOff	60	The holdoff period between regis			
	Trust Store Password	[XXXXXX]	Avaya Presence Server certificat			
E- CiscoCUP	v					

Navigate to **Presence (Presence1)**  $\rightarrow$  **Parameters**  $\rightarrow$  **SubscriberProxy**  $\rightarrow$  **PresenceDomain**. During compliance testing "bvwdev.com" was the presence domain used as shown in the screen below. Click on the **Apply** button.

🐩 Ent	terprise M	anagement Ce	nter (Administ	rator) -	[8] >	<
File	Edit V	iew Action	; Help			
Ent	erprise	Managem	ent Cente	r	((• TRIC	>
Ove	rview					
=[: 	Subsystem	SubscriberPro	oy Domain D	<	Presence.Parameters.SubscriberProxy.PresenceDomain         bwwdev.com         Presence Domain name (domain to monitor OCS/Cisco presence(CUP)/Cisco CallManager).         Presence Servers usually use a domain like trio.com. Call Manager is usually an IP address. Car specify multiple by separating with comma. Max Subscriptions can be controlled after each domain name with colon. Ex. trio.com:200,objecta.se:500 would mean domain trio.com with 200 max subscriptions and objecta.se with 500 max. If no colon then max subscriptions is 150	n

Navigate to File  $\rightarrow$  Activate current configuration Ctrl+T to activate the Enterprise Management Center configration as shown in the screen below.



#### 8.2 Configure Trio Presence Gateway

To launch the Trio Configuration window to configure the Presence Gateway as shown in the screen below, launch the 'Trio Present Setup' icon as shown here.



The Presence Gateway button can be found under the Miscellaneous tab. Click on this button.

		Configuration		_ 🗆 X
System				
Communications	Operators	Imports	Calendar	Message Systems
Bookings	PBX	Virtual PBX	Televoice	Processes
Flex	Exports	Mis	cellaneous	Remote PBX
<u>B</u> ackup				
<u>C</u> lient Config	Presence Gateway			
	Phonetic Search			
Sync Config	⊻oiceguide Settings			
<u>K</u> eepAlive				
Alarm				
License				

In the Presence Gateway window shown below, configure the following.

- Server URL: Enter "net.pipe://localhost/Presence1"
- **Present Domain:** Enter "1"
- Check the box for **Enable connection for monitor of presence or line state**

Retain default values for all other fields and click on the **Ok** button.

Presence Gateway
Server URL: net.pipe://localhost/Presence1
Present Domain: 1
Enable connection for monitor of presence or line state
Enable connection to Microsoft Lync/Skype for Business
Enable setting of presence from referrals
🥅 Mobile Line Status
Mobile Domain[s] to subscribe to:
Mobile Prefix:
(1-20)

From the **Enterprise Management Center** window as shown in **Section 8.1**, navigate to **Services**  $\rightarrow$  **te62cs1k76** and restart the **Trio Presence1** and **Trio CD1** services as shown in the screen below.

Py .	Enterprise Management Center (Admir	nistrator) -	[30] _	D X
<u>File Edit View Actions Help</u> Enterprise Management Center				(¢TRIO
Ervers ⊡ - ∰ Services ↓ - 1 te62cs1k76	te62cs1k76			
Parameters	Name	Status	Comment	
	Trio Operations And Maintenance Service	Running	Trio Operations And Maintenance Service	
Client Phone Manager	A SQL Server (EISQL)	Running	SQL Server (EISQL)	
Company Directory (CD1)	WySQL Service	Running	MySQL Service	
Company Directory (CD1)	World Wide Web Publishing Service	Running	World Wide Web Publishing Service	
ContactCenter (CCT)	Trio Client Phone Manager	Running	Client Phone Manager Service	
	Trio TeleVoice Service	Running	Trio TeleVoice Service	
	rio CC1	Running	Trio Contact Center CC1	
	Trio CC1 Custom	Running	Trio Contact Center CC1 Custom Service	
⊡	🕸 Trio CC1 Mail	Not Active	Trio Contact Center CC1 Mail	
Presence (Presence 1)	Trio Presence1	Running	Trio Presence Service	
	Trio Unify SQLBase Service	Running	Company Directory Database Engine Service	
	標 Trio CD1	Running	Trio Company Directory Service CD1	
	A Trio CD1 Custom	Not Active	Trio Company Directory CD1 Custom Service	
		1	Restart Start	Stop

#### 8.3 Administer Users

To launch the Trio Administrator window to configure users as shown in the screen below, launch the "Trio Administrator" icon as shown here.



From the **Trio Administrator** window, navigate to **Admin** → **Add Subscriber**.

<b>B</b>		Trio Administ	rator			_ <b>D</b> X
File Edit View Search	Functions Window	Admin Help				
8 % Ø & i:	<b>G</b>	<u>A</u> dd Subscriber <u>C</u> opy Subscriber	ved Searches:	~		
Extension	Department	Edit Subscriber	e T	Го	Title	Alternate an
		<u>R</u> emove Subscriber				
<		Future subscriber changes				>
		E <u>d</u> it Company				- \$
Reason	From	Administrate CC1		Alternate A	nswering	Information
			1			
<		III				>
Find:	<b>~</b>	Exact				
			Tr	rio Admin	-00-	NUM

In the **Add Subscriber** window as shown below, from the **Security** tab, select the **Extension** radio button and populate the **Sign-in address** field with the correct information of the user whose presence needs to be monitored. The example below shows the sign in address of user "56203", which is "sip:56203@bvwdev.com". Click on the **OK** button. During compliance testing, users "56203' and "56204" were added.

G/	Add Subscriber	_ <b>_</b> X
- Subscriber - Phone - Security - Department - Skills - Message Channels - Schedule - Extra Fields - Secretary - Future Updates	Security Type of Subscriber User Extension	
	Communicator Sign-in address sip:56203@bvwdev.com	
Add Subscriber	Copy Subscriber	OK Cancel Apply Help

## 9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya Aura® Presence Server with Trio Enterprise.

#### 9.1 Verify Status of Avaya Aura® Presence Server Snap-in

Navigate to **Elements**  $\rightarrow$  **Session Manager**  $\rightarrow$  **System Status**  $\rightarrow$  **SIP Entity Monitoring** and select the Presence Server SIP Entity. Verify the Link Status is Up.

Aura® Syste	em Manager 8.0	Users v	🖌 🎤 Elements 🗸	Services 🗸	🗸   Widgets 🗸	Shorto	uts v	S	earch	■ 🔺 =	admin
Home	Session Manager										
Session M	Manager ^	SIF	Entity, Entit	ty Link Co	nnection Sta	atus					
Dasł	hboard	This pa Sessio	age displays detailed co n Manager instances to	onnection status fo a single SIP entity	r all entity links from y.	all					
Sess	ion Manager Ad					State	ıs Detail:	s for the s	elected Se	sion Manager:	1
Glob	bal Settings	All E	ntity Links to S	[P Entity: Pre	senceServer	d <del>a</del>					
Con	nmunication Pro	5	ummary View								
Netv	work Configur 👻	1 Ite	m 🍣							Fi	lter: Enable
Devi	ice and Locati 🗡		Session Manager Name	IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<b>A</b> nn	lication Confi V	0	DevvmSM	IPv4	10.10.4.3	5061	TLS	FALSE	UP	200 OK	UP
Арр	incation conti •	Selec	t:None								
Syst	em Status 🔷 🗠										
	SIP Entity Monit										

#### 9.2 Verify Status of Users via Local Presence Server Client

Refer to Section 7, which explains the LPS test client verifying the presence status of a user.

#### 9.3 Verify Status of Users via Trio Enterprise Attendant

To verify that Trio Enterprise shows the presence status of users, log in to the Trio Enterprise Attendant by launching the "Agent Client" icon as shown here.



Log in with the appropriate credentials. The **Trio Enterprise Attendant** window appears as shown below. The screen below shows the presence of user "56204" as "Available". Change the presence status of this user to "Busy" and the same is reflected on the Trio Enterprise screen as shown in the following screen.

In the stand work work is the stand of the s	Trio Enterprise At File View Incert	ttendant - Agent (N	ormai) @ 30402									_	
Ic       Service       Phone no       Time       Job no         Image: Compary Directory       552       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       552       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       552       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       552       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Image: Compary Directory       Image: Compary Directory       Image: Compary Directory       Image: Compary Directory         Imag	Ready ~ Normal ~		6 🔇	~ (º	0 69		÷.		i O	- ⋸	• 🕅	• 😵	•
Company Directory Company Dir	Ic Service	Phone no	Tim	e Job no									
Company Directory       952         Company Directory       9500         User       Idle         Problem       9500         Trio Enterprise Attendant - Agent (Normal) @ 55402       -         Pready       Image: Company Directory         Ready       Image: Company Directory         Normal       Image: Company Directory         Ic       Service         Phone no       Time         Job mo       Time         Service       Phone no         Time       Job mo													
Company Directory  Company Directory Company Di													
Company Directory  Company Dire													
Company Directory Company Dir													
Availability       Icon       Returns       Extension       Last name       First name       Idle         Availability       Icon       Returns       Extension       Last name       Idle         Availability       Icon       Returns       Extension       Last name       Idle         Ready for call       2 found       Normal       Nothing booked       CT       12 OK         Trio Enterprise Attendant - Agent (Normal) @ 56402       -       -       ×       ×         Ire View Insett       Tools       Help       -       × <td< td=""><td>Company Directo</td><td>ory 🗸 🔾 562</td><td></td><td>📩 <curr< td=""><td>rent service&gt;</td><td>~</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></curr<></td></td<>	Company Directo	ory 🗸 🔾 562		📩 <curr< td=""><td>rent service&gt;</td><td>~</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></curr<>	rent service>	~							
Availability Icon Returns Extension Last name First name State Available 56203 User Idle Ready for call 2found Normal Nothing booked II 1: 0K Trio Enterprise Attendant - Agent (Normal) © 56402 -					Dial								
Available 5203 User Idle   Available 56204 User Idle     Ready for cal 2 found Normal Nothing booked CTI     Trio Enterprise Attendant - Agent (Normal) © 56402 ×     It View Insett Tools Help     Ready Image: Company Directory Image: Current service>     Company Directory Image: Current service>     It Normal     Image: Company Directory	Availability Ic	on Returns	Extension	Last name	First name	e State							
Ready for call 2 found Normal Nothing booked II I: OK   Trio Enterprise Attendant - Agent (Normal) @ 56402 ×     Ready Image: Company Directory Image: Company Directory Image: Company Directory Image: Company Directory     Company Directory Image: Company Directory Image: Company Directory Image: Company Directory     Company Directory Image: Company Directory   Image: Company Directory Image: Company Directory <td><ul> <li>Available</li> <li>Available</li> </ul></td> <td></td> <td>56203</td> <td>User User</td> <td></td> <td>ldle Idle</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	<ul> <li>Available</li> <li>Available</li> </ul>		56203	User User		ldle Idle							
Ready for call 2 found Normal Normal Normal Normal It <t< th=""><th></th><th></th><th>30204</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></t<>			30204										
<ul> <li>Trio Enterprise Attendant - Agent (Normal) @ 56402</li> <li>ile View Insert Tools Help</li> <li>Ready V O O O O O O O O O O O O O O O O O O</li></ul>			50204										
Ile View Insett Tools Help Ready Normal View Constructions Ic Service Phone no Time Job no Company Directory Q 562 Company Directory Q 562 Company Directory Q 562 Company Directory Q 562 Company Directory Constructions Company Directory Constructions Constructions Constructions Constr	Ready for call		50204					2 found	Normal	Nothin	ng booked	CTI	1: OK
Normal     Company Directory	Ready for call	endant - Agent (No	rmal) @ 56402					2 found	Normal	Nothin	ng booked -	<u>сті</u>	1:0K □ ×
Ic Service Phone no Time Job no	Ready for call Trio Enterprise Attu- le View Insert 1 Ready ~	endant - Agent (No Fools Help	ormal) @ 56402					2 found	Normal	Nothin	ng booked	сті — С	1: OK
Company Directory       562         Current service>         Alb         Image: Current service>         Alb         Image: Current service>         Availability         Icon         Returns         Extension         Last name         First name         State         Availabile         S6203         User         Busy         S6204         User         Busy	Ready for call Trio Enterprise Atte Ie View Insert Ready Normal V	endant - Agent (No Fools Help 🗘 🛞 🗸	ormal) @ 56402	~ (;	e) 49	PP	÷.	2 found	Normal	Nothin	ng booked •	сті — С	■ 1: 0K ■ × ▼
Company Directory               S62             Current service>	Ready for call Trio Enterprise Attu- le View Insert Ready Normal Ic Service	endant - Agent (No Tools Help C Tools Telp Phone no	rrmal) @ 56402	Job no	e) 47	PP	Č,	2 found	Normal	Nothin	ng booked	_сті — С	1: OK
Company Directory               S62	Ready for call Trio Enterprise Atto Ie View Insert Ready Normal Ic Service	endant - Agent (No Tools Help	rrmal) @ 56402	on dol	0) 49	P P	( <sup>1</sup> / <sub>1</sub> )	2 found	Normal	Nothin	ng booked	спі — С	1: OK □ × ▼
Company Directory Q 562 Alb Current service> V Availability Icon Returns Extension Last name First name State Available 56203 User Idle Busy 56204 User Busy	Ready for call Trio Enterprise Attu- Ready  Normal  Ic Service	endant - Agent (No Tools Help	rrmal) @ 56402	Job no	a) 49	PP	¢.	2 found	Normal	Nothin	ng booked •	- C	■ 1: 0K
Company Directory               562             Current service>	Ready for call Trio Enterprise Attu- Ie View Insert Ready  Normal Ic Service	endant - Agent (No Tools Help C Tools (No Phone no	rmal) @ 56402	G G	0) 49	P P	Ċ	2 found	Normal	Nothin	ng booked •	CTI C ₹	■ 1: 0K □ × ▼
Company Directory	Ready for call Trio Enterprise Atta Ie View Insert Ready Normal Ic Service	endant - Agent (Nc Fools Help	Irmal) @ 56402	on dol	o) 49	PP		2 found	Normal	Nothi	rg booked	сті - С	■ 1: OK = × •
Company Directory	Ready for call Trio Enterprise Attu- Ready  Normal  Ic Service	endant - Agent (No Tools Help Phone no	rmal) @ 56402	on dol	o) 49	PP	÷,	2 found	Normal	Nothi	ng booked	CTI →C →C	■ 1: OK → × →
Availability       Icon       Returns       Extension       Last name       First name       State         Availability       Icon       Returns       Extension       Last name       First name       Idle         Available       56203       User       Idle         Busy       56204       User       Busy	Ready for call Trio Enterprise Attu- Ie View Insert Ready  Normal Ic Service	endant - Agent (No Tools Help Phone no	rmal) © 56402 €   ♥     Time	dob no	o) 49	PP	<u>_</u>	2 found	Normal	Vothi	ng booked . •	CTI C C	■ 1: OK
Availability     Icon     Returns     Extension     Last name     First name     State       Available     56203     User     Idle       Busy     56204     User     Busy	Ready for call Trio Enterprise Attu- Ready v Ready v Normal v Ic Service	endant - Agent (Nc Tools Help	JUELY           Irmal) @ 56402           C           Image: Time	Job no	a) (s)		ر ا	2 found	Normal	Vothin	ng booked	CTI	■ 1: OK
Availability     Icon     Returns     Extension     Last name     First name     State       Available     56203     User     Idle       Busy     56204     User     Busy	Ready for call Trio Enterprise Attu- Ready  Normal  Ic Service Company Directory	endant - Agent (No Tools Help Phone no	rmal) © 56402 € 0 €	Job no	Service>		- Č	2 found	Normal	Vothin	ng booked	CTI - C	■ 1: 0K
Busy 56204 User Busy	Ready for call Trio Enterprise Attuine Ready v Ready v Normal v Ic Service Company Directory Call>	endant - Agent (No Tools Help Phone no Phone no		<ul> <li>Job no</li> <li>Accurre</li> <l< td=""><td>a) () ent service&gt; Dial</td><td></td><td>~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~</td><td>2 found</td><td>Normal 2</td><td>Nothin</td><td>ng booked</td><td>CTI</td><td>■ 1: OK</td></l<></ul>	a) () ent service> Dial		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	2 found	Normal 2	Nothin	ng booked	CTI	■ 1: OK
	Ready for call Trio Enterprise Attu- Ready v Rormal v Normal v Ic Service Company Directory Availability Icon Availabile	endant - Agent (No Tools Help Phone no Phone no Figure 1 Returns	JUELY           rmal) @ 56402           E           Image: Control of the second se	Job no	ant service> Dial First name	C C C C C C C C C C C C C C C C C C C	<u>ی</u>	2 found	Normal	Vothin	ng booked •	CTI	■ 1: OK
	Ready for call Trio Enterprise Attu- Ready v Ready v Normal v Ic Service Company Directory Callb Availability Icor Available Busy	endant - Agent (No Tools Help Phone no Phone no Returns	JUELY           Irmal) @ 56402           Image: Constraint of the second s	Job no	a) a) a) ant service> Dial First name		<u>ی</u>	2 found	Normal	Vothin	ng booked	CTI - C	■ 1: OK

RS; Reviewed: SPOC 1/29/2019 Solution & Interoperability Test Lab Application Notes ©2019 Avaya Inc. All Rights Reserved. 32 of 34 Trio71\_PS80

## **10. Conclusion**

These Application Notes have described the administration steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze<sup>TM</sup> Platform using a Java API. All test cases passed with any observations noted in **Section 2.2**.

### 11. References

This section references the product documentation relevant to these Application Notes.

Product documentation for Avaya products may be found at http://support.avaya.com.

- 1. *Deploying Avaya Aura*® *Session Manager in Virtual Appliance*, Release 8.0, Issue 2 September 2018.
- 2. Administering Avaya Aura® Session Manager, Release 8.0, Issue 2 August 2018.
- 3. Deploying Avaya Aura® System Manager in Virtualized Environment, Release 8.0, Issue 2 September 2018.
- 4. Administering Avaya Aura® System Manager for Release 8.0, Release 8.0, Issue 4 September 2018.
- 5. Avaya Aura® Communication Manager Feature Description and Implementation, Release 8.0, Issue 1 July 2018.
- 6. *Deploying Avaya Breeze*<sup>™</sup>, Release 3.5, Issue 1 July 2018.
- 7. Administering Avaya Breeze<sup>™</sup>, Release 3.5, Issue 1 July 2018.
- 8. Avaya Aura® Presence Services Snap-in Reference, Release 8.0, Issue 1 July 2018.
- 9. Avaya Aura® PSConnector 7.1.2 SDK Reference Guide, July 20, 2017, Document Revision: 0.9

Product Documentation for Enghouse Interactive AB can be obtained in the installed software or at: <u>http://enghouseinteractive.com</u>

#### ©2019 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by  $\mathbb{R}$  and  $^{TM}$  are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at <u>devconnect@avaya.com</u>.