Avaya Aura® Experience Portal Documentation Roadmap

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Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

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Contact Avaya Support

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Chapter 1: Introduction

Purpose

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

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

For more information, see Test document.

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

Chapter 2: Changes in documentation

New documents from Avaya Aura® Experience Portal 7.1

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

Deleted document

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

Restructured content from Avaya Aura® Experience Portal 7.1

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

Chapter 3: About the Avaya Aura® Experience Portal library

The Avaya Aura® Experience Portal 7.2.3 documentation library is a collection of information intended to help answer your questions about Avaya Aura® Experience Portal and to help you perform tasks related to this product.

With this library, you can:

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

PDF versions of the documentation are available on the Avaya Support website: https://support.avaya.com/ when Avaya Aura® Experience Portal 7.2.3 is made generally available to customers.

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

Table continues…

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

Table continues…

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

Related links

ACP documentation references on page 10

ACP documentation references

Avaya Aura® Experience Portal 7.2.2 supports Avaya Converged Platform 110 & 130. The following lists the ACP documentation available on the Avaya Support website.

Documentation name	Description	PDF version
Avaya Converged Platform Overview and Specification	Provides information about the overview and specification of the key Avaya Converged Platform features and specifications.	PDF version is available on the Avaya Support website: Avaya Converged Platform Overview and Specification

Table continues…

Documentation name	Description	PDF version
Installing the Avaya Converged Platform 130 Series	Provides installation procedures and information for the Avaya Converged Platform 130 Appliance server.	PDF version is available on the Avaya Support website: Installing the Avaya Converged Platform 130 Series
Maintaining and Troubleshooting Avaya Converged Platform 130 Appliance	Provides general maintenance and troubleshooting information for the Avaya Converged Platform servers.	PDF version is available on the Avaya Support website: Maintaining and Troubleshooting Avaya Converged Platform 130 Appliance
Avaya Converged Platform 130 Series iDRAC9 Best Practices	Provides information on the Integrated Dell Remote Access Controller (iDRAC) which is designed to make system administrators more productive and improve the overall availability of Dell systems.	PDF version is available on the Avaya Support website: Avaya Converged Platform 130 Series - iDRAC9 Best Practices
Dell R640 RAID Configuration	Provides information to configure the Dell R640 RAID controller (H730P Mini) for Avaya Converged Platform 1XX RAID Array configurations.	PDF version is available on the Avaya Support website: Dell R640 RAID Configuration
Dell R640 XL ESXi Configuration	Provides information to complete the system setup required after physical installation prior to deploying Avaya Application OVAs.	PDF version is available on the Avaya Support website: Dell R640 XL ESXi Configuration

Related links

About the Avaya Aura Experience Portal library on page 8

Chapter 4: Resources

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at https://documentation.avaya.com.

Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
  - Type a keyword in the **Search** field.
  - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
  - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

  Navigate to the **My Content** > **My Docs** menu, and do any of the following:
  - Create, rename, and delete a collection.
  - Add content from various documents to a collection.
  - Save a PDF of selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).

  Navigate to the **My Content** > **Watch list** menu, and do the following:
  - Set how frequently you want to be notified, starting from every day to every 60 days.
  - Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Viewing Avaya Mentor videos

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

About this task

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

Procedure

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

  Note:

  Videos are not available for all products.

Support

Go to the Avaya Support website at https://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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