



Avaya Aura[®] Contact Center Documentation Roadmap

Release 6.2
NN44400-113
03.02
30 July 2012

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its Hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support Web site: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or Hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support Web site: <http://support.avaya.com>.

Contact Avaya Support

See the Avaya Support Web site: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support Web site: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.

Contents

Chapter 1: New in this release	5
Documentation suite updates	5
Features	6
Chapter 2: Documentation structure	7
Restructured technical documents	7
Chapter 3: Introduction	11
Related resources	11
Support	11
Avaya Mentor videos	11
Chapter 4: Roadmap	13
Contact Center documentation packaging	13
Product fundamentals	14
Installation and commissioning	15
Upgrades and patches	16
Administration and security	16
Operations	17
Fault and performance management	17
Chapter 5: Information quality	19
Chapter 6: Text conventions	21
Chapter 7: Modular, task-based information	23
Work flows and task flows	23
Structure of work flows, task flows, and procedures	23
Purpose statements	23
Work flows and task flows	24
Procedure steps	24
Job aids	24
Examples	24
Index	25

Chapter 1: New in this release

The following sections detail what is new in *Avaya Aura® Contact Center Documentation Roadmap* (NN44400-113) for Release 6.2.

Documentation suite updates

The Avaya Aura® Contact Center Release 6.2 technical documentation suite no longer contains the following book:

- *Avaya Aura® Contact Center SIP Commissioning* (NN44400-511)

The information previously contained in the *Avaya Aura® Contact Center SIP Commissioning* (NN44400-511) guide is still available in the Avaya Aura® Contact Center Release 6.2 technical documentation suite, as outlined in the following table:

Table 1: Restructuring of content from *Avaya Aura® Contact Center SIP Commissioning* (NN44400-511)

<i>Avaya Aura® Contact Center SIP Commissioning</i> (NN44400-511) chapter	Location of content in Avaya Aura® Contact Center Release 6.2 technical documentation suite
Chapter 2: Introduction	<i>Avaya Aura® Contact Center Planning and Engineering</i> (NN44400-210)
Chapter 3: Avaya Communication Server 1000 configuration	<i>Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration</i> (NN44400-512)
Chapter 4: Office Communications Server configuration	<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)
Chapter 5: Avaya Media Server commissioning for non-HA deployments	<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)
Chapter 6: Avaya Media Server commissioning for HA deployments	<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)
Chapter 7: Avaya Media Server common commissioning	<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)
Chapter 8: Contact Center Manager Server Configuration	<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)
Chapter 9: CCMS certificate management	<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)

<i>Avaya Aura® Contact Center SIP Commissioning (NN44400-511) chapter</i>	<i>Location of content in Avaya Aura® Contact Center Release 6.2 technical documentation suite</i>
Chapter 10: Certificate Authority	<i>Avaya Aura® Contact Center Commissioning (NN44400-312)</i>
Chapter 11: Communication Control Toolkit configuration	<i>Avaya Aura® Contact Center Commissioning (NN44400-312)</i>
Chapter 12: Agent Greeting commissioning	<i>Avaya Aura® Contact Center Commissioning (NN44400-312)</i>
Chapter 13: Avaya Aura® Presence Services Instant Messaging application commissioning	<i>Avaya Aura® Contact Center Commissioning (NN44400-312)</i>
Chapter 14: Avaya Aura® Hotdesking	<i>Avaya Aura® Contact Center Configuration – Avaya Aura® Unified Communications Platform Integration (NN44400-521)</i>
Chapter 15: Avaya Communication Server 1000 Hotdesking configuration	<i>Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration (NN44400-512)</i>
Chapter 16: SIP-enabled contact center testing	<i>Avaya Aura® Contact Center Commissioning (NN44400-312)</i>

Features

This document contains no feature changes.

Chapter 2: Documentation structure

The Avaya Aura® Contact Center documents are organized according to job functions. Avaya Aura® Contact Center Release 6.2 uses the same documentation structure and numbering conventions as Avaya NES Contact Center 7.0.

Restructured technical documents

Avaya Aura® Contact Center Release 6.2 uses a documentation structure and naming convention different from Avaya NES Contact Center 6.0. Avaya Aura® Contact Center Release 6.2 provides separate documents for each function, with procedures for the Contact Center servers. For example, instead of a document that describes installation, upgrade, and maintenance procedure for the Contact Center Manager Server 6.0, the new *Avaya Aura® Contact Center Installation* (NN44400-311) guide includes procedures for the server software in Contact Center. Similarly, the *Avaya Aura® Contact Center Upgrade and Patches* (NN44400-410) guide describes the details to upgrade all server software. The *Avaya Aura® Contact Center Routine Maintenance* (NN44400-514) guide describes the routine maintenance tasks for all of the Contact Center servers.

The document comparison table compares the documents in the Avaya NES Contact Center 6.0 documentation suite with the documents available in Contact Center Release 6.2.

Table 2: Comparison of Contact Center documentation

Avaya NES Contact Center 6.0	Avaya Aura® Contact Center
Agent Desktop User Guide (297-2183-945)	<i>Avaya Aura® Agent Desktop User Guide</i> (NN44400-114)
Event Codes spreadsheet	<i>Avaya Aura® Contact Center Contact Center Event Codes</i> (NN44400-713)
Installer's Roadmap (297-2183-226)	<i>Avaya Aura® Contact Center Installation Checklist</i> (NN44400-310)
What's New in Release 6.0 (297-2183-903)	<i>Avaya Aura® Contact Center New in this Release</i> (NN44400-112) <i>Avaya Aura® Contact Center Overview</i> (NN44400-111)
Administrator's Guide (297-2183-927)	<i>Avaya Aura® Contact Center Manager Administration – Client Administration</i> (NN44400-611)

Avaya NES Contact Center 6.0	Avaya Aura® Contact Center
CapTool User's Guide (297-2183-935)	<i>Avaya Aura® Contact Center Planning and Engineering</i> (NN44400-210) <i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110)
Contact Center Server and Operating System Requirements (297-2183-263)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Planning and Engineering</i> (NN44400-210)
Communication Server 1000/Meridian 1 and Voice Processing Guide (297-2183-931)	<i>Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration</i> (NN44400-512)
Database Integration User Guide (297-2183-940)	<i>Avaya Aura® Contact Center Server Administration</i> (NN44400-610)
Historical Reporting and Data Dictionary (297-2183-914)	<i>Avaya Aura® Contact Center Performance Management Data Dictionary</i> (NN44400-117)
Network Control Center Administrator's Guide (297-2183-932)	<i>Avaya Aura® Contact Center Server Administration</i> (NN44400-610) <i>Avaya Aura® Contact Center Manager Administration – Client Administration</i> (NN44400-611)
Planning and Engineering Guide (297-2183-934)	<i>Avaya Aura® Contact Center Planning and Engineering</i> (NN44400-210)
Scripting Guide for Communication Server 1000/Meridian 1 PBX (297-2183-930)	<i>Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development</i> (NN44400-510)
Scripting Guide for Communication Server 2x00/DMS (297-2183-936)	Not supported at this time.
SIP Contact Center Switch Guide (297-2183-962)	<i>Avaya Aura® Contact Center Planning and Engineering</i> (NN44400-210) <i>Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration</i> (NN44400-512) <i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312) <i>Avaya Aura® Contact Center Configuration – Avaya Aura® Unified Communications Platform Integration</i> (NN44400-521)
Supervisor's Guide (297-2183-928)	<i>Avaya Aura® Contact Center Manager Administration – Client Administration</i> (NN44400-611) <i>Avaya Aura® Contact Center Performance Management</i> (NN44400-710)
Switch Guide for Communication Server 2x00/DMS (297-2183-937)	Not supported at this time.

Avaya NES Contact Center 6.0	Avaya Aura[®] Contact Center
Contact Center Manager Administration Installation and Maintenance Guide (297-2183-926)	<i>Avaya Aura[®] Contact Center Fundamentals (NN44400-110)</i> <i>Avaya Aura[®] Contact Center Installation (NN44400-311)</i> <i>Avaya Aura[®] Contact Center Upgrade and Patches (NN44400-410)</i> <i>Avaya Aura[®] Contact Center Commissioning (NN44400-312)</i> <i>Avaya Aura[®] Contact Center Server Administration (NN44400-610)</i> <i>Avaya Aura[®] Contact Center Routine Maintenance (NN44400-514)</i>
CCMA Technical Requirements and Operating System Configuration Guide (297-2183-213)	<i>Avaya Aura[®] Contact Center Fundamentals (NN44400-110)</i> <i>Avaya Aura[®] Contact Center Installation (NN44400-311)</i>
Contact Center Multimedia Installation and Maintenance Guide (297-2183-929)	<i>Avaya Aura[®] Contact Center Fundamentals (NN44400-110)</i> <i>Avaya Aura[®] Contact Center Installation (NN44400-311)</i> <i>Avaya Aura[®] Contact Center Upgrade and Patches (NN44400-410)</i> <i>Avaya Aura[®] Contact Center Commissioning (NN44400-312)</i> <i>Avaya Aura[®] Contact Center Server Administration (NN44400-610)</i> <i>Avaya Aura[®] Contact Center Routine Maintenance (NN44400-514)</i>
CCMM Technical Requirements and Operating System Configuration Guide (297-2183-214)	<i>Avaya Aura[®] Contact Center Fundamentals (NN44400-110)</i> <i>Avaya Aura[®] Contact Center Installation (NN44400-311)</i>
Contact Center Manager Server Installation and Maintenance Guide (297-2183-925)	<i>Avaya Aura[®] Contact Center Fundamentals (NN44400-110)</i> <i>Avaya Aura[®] Contact Center Installation (NN44400-311)</i> <i>Avaya Aura[®] Contact Center Upgrade and Patches (NN44400-410)</i> <i>Avaya Aura[®] Contact Center Commissioning (NN44400-312)</i> <i>Avaya Aura[®] Contact Center Server Administration (NN44400-610)</i> <i>Avaya Aura[®] Contact Center Routine Maintenance (NN44400-514)</i>

Avaya NES Contact Center 6.0	Avaya Aura® Contact Center
Contact Center Manager Server Installation and Maintenance Guide for the Co-resident server (297-2183-218)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Installation</i> (NN44400-311)
Contact Center Manager Server Installation and Maintenance Guide for the Standby server (297-2183-219)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Installation</i> (NN44400-311) <i>Avaya Aura® Contact Center Upgrade and Patches</i> (NN44400-410) <i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312) <i>Avaya Aura® Contact Center Server Administration</i> (NN44400-610) <i>Avaya Aura® Contact Center Routine Maintenance</i> (NN44400-514)
CCMS Technical Requirements and Operating System Configuration Guide (297-2183-212)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Installation</i> (NN44400-311)
CCMS Technical Requirements and Operating System Configuration Guide for the co-resident server (297-2183-944)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Installation</i> (NN44400-311)
Communication Control Toolkit Installation and Maintenance Guide (297-2183-946)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Installation</i> (NN44400-311) <i>Avaya Aura® Contact Center Upgrade and Patches</i> (NN44400-410) <i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312) <i>Avaya Aura® Contact Center Server Administration</i> (NN44400-610) <i>Avaya Aura® Contact Center Routine Maintenance</i> (NN44400-514)
CCT Technical Requirements and Operating System Configuration guide (297-2183-215)	<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110) <i>Avaya Aura® Contact Center Installation</i> (NN44400-311)
LinkPlexer Installation and Configuration guide (297-2183-964)	Not supported at this time.
Contact Center Security Guide	<i>Avaya Aura® Contact Center Server Administration</i> (NN44400-610)

Chapter 3: Introduction

This document provides an overview of all technical documentation for Avaya Aura® Contact Center Release 6.2. Additionally, this document identifies where to download the most recent documentation and provides information about accessing customer service.

Related resources

Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. On the Avaya Support website at <http://support.avaya.com>, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit <http://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.
- Click the name of a playlist to scroll through the posted videos.

Chapter 4: Roadmap

This section lists and describes the documentation for Avaya Aura® Contact Center Release 6.2.

Contact Center documentation packaging

Avaya technical documents are organized according to a set of job functions. For information about how Contact Center documents are organized, see the following figure.

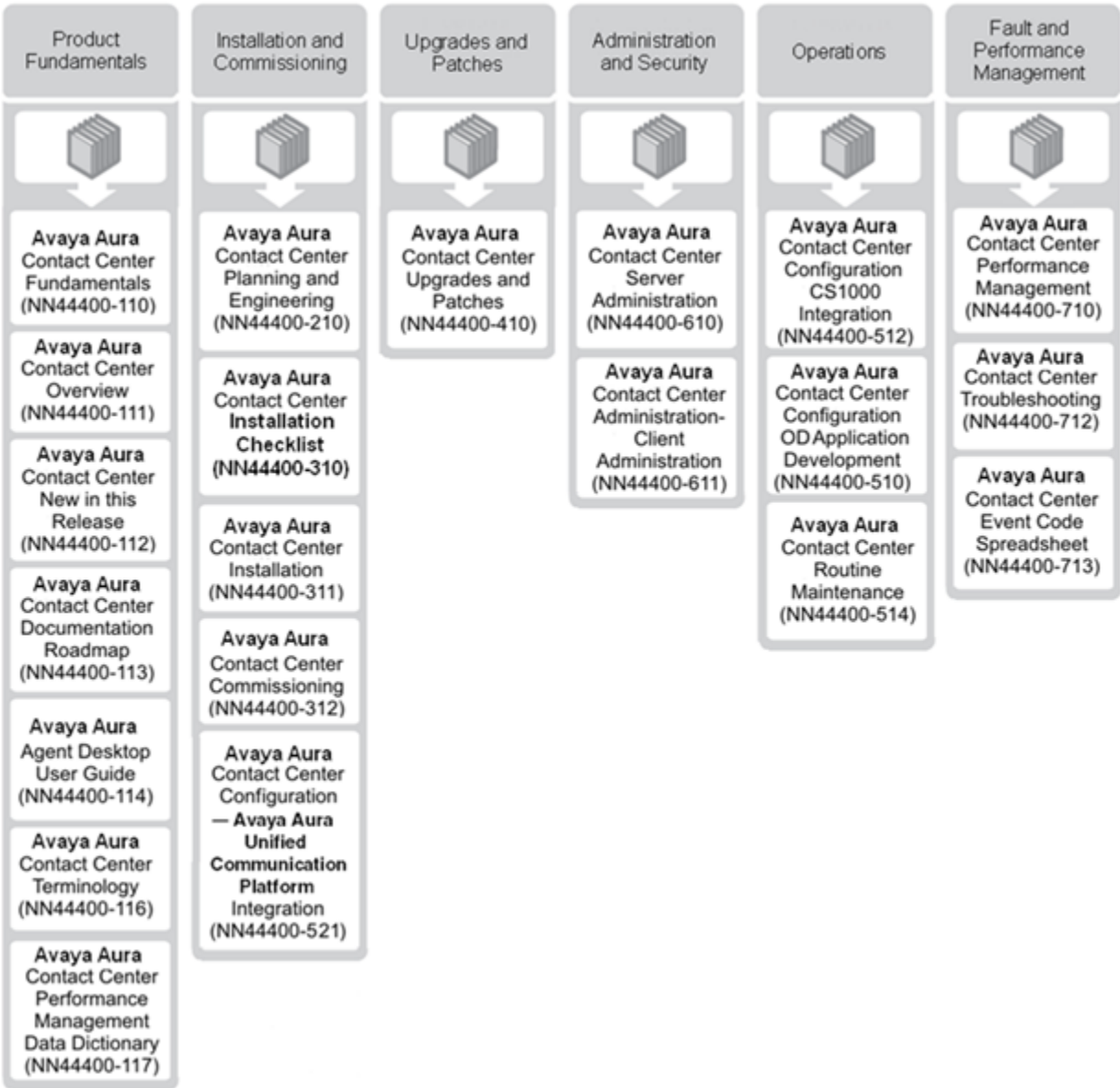


Figure 1: Documentation Roadmap

Product fundamentals

Product fundamentals documentation includes overview and reference information about the product and the product documentation.

Table 3: Product fundamentals documents for Contact Center (continued)

Document title	Description
<i>Avaya Aura® Contact Center Fundamentals</i> (NN44400-110)	This document contains technological details you need to set up your Contact Center suite. The document contains the background information you need to plan and engineer your system (server preparation information, routing options, licensing configurations, and hardware configuration). The document also contains background information you require to install all software components that are part of and work with Contact Center. General information about considerations for upgrading your existing suite of Contact Center is also included.
<i>Avaya Aura® Contact Center Overview</i> (NN44400-111)	This document provides a high-level description of how the Contact Center suite of applications can work together to effectively manage your business requirements using a wide range of contact types.
<i>Avaya Aura® Contact Center New in this Release</i> (NN44400-112)	This document describes the new features available in Contact Center.
<i>Avaya Aura® Contact Center Documentation Roadmap</i> (NN44400-113)	This document contains an overview of the documentation suite for Contact Center and explains how to use task-based documentation.
<i>Avaya Aura® Agent Desktop User Guide</i> (NN44400-114)	This document provides information and procedures for agents who use the Avaya Aura® Agent Desktop application to accept, manage, and close contacts of all media types in Contact Center.
<i>Avaya Aura® Contact Center Terminology</i> (NN44400-116)	This document contains definitions for the technical terms specific to Contact Center.
<i>Avaya Aura® Contact Center Performance Management Data Dictionary</i> (NN44400-117)	This document contains reference tables that describe the statistics and data in the historical and real-time reports generated in Contact Center.

Installation and commissioning

Installation and commissioning documentation helps you to install the Contact Center software and to perform the initial configuration.

Table 4: Installation and commissioning documents for Contact Center

Document title	Description
<i>Avaya Aura® Contact Center Planning and Engineering</i> (NN44400-210)	This document contains strategies and requirements to plan your network configuration and prepare your servers for Contact Center software installations.
<i>Avaya Aura® Contact Center Installation Checklist</i> (NN44400-310)	This spreadsheet contains check lists and system-specific details for Contact Center software, hardware, and network installations.
<i>Avaya Aura® Contact Center Installation</i> (NN44400-311)	This document contains procedures to install the server and client components of Contact Center.
<i>Avaya Aura® Contact Center Commissioning</i> (NN44400-312)	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation in both AML-based and SIP-enabled Contact Centers.
<i>Avaya Aura® Contact Center Configuration – Avaya Aura® Unified Communications Platform Integration</i> (NN44400-521)	This document contains information and procedures to integrate the Avaya Aura® Unified Communications platform with Contact Center.

Upgrades and patches

Upgrades and patches documentation helps you to install and manage patches for the current software release, and to migrate software from one release to another.

Table 5: Upgrades and patches documents for Contact Center

Document title	Description
<i>Avaya Aura® Contact Center Upgrade and Patches</i> (NN44400-410)	This document contains information and procedures to upgrade from previous releases to Contact Center, migrating the databases, and information and procedures to download and install service packs.

Administration and security

Administration and security documentation helps you to securely manage and maintain the system configuration, data, and users.

Table 6: Administration and security documentation for Contact Center

Document title	Description
<i>Avaya Aura® Contact Center Server Administration</i> (NN44400-610)	This document contains information and procedures for day-to-day maintenance of all servers in the Contact Center suite, including server maintenance tasks, administrative tasks, managing data, configuring data routing, performing archives, and backing up data. It also describes the optional configuration procedures for server configuration.
<i>Avaya Aura® Contact Center Manager Administration – Client Administration</i> (NN44400-611)	This document contains information and procedures to configure the users and user access, skillsets, server management, and configuration data in the Contact Center Manager Administration database.

Operations

Operations documentation helps you to configure services, manage accounting, and perform required maintenance tasks.

Table 7: Operations documentation for Contact Center

Document title	Description
<i>Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration</i> (NN44400-512)	This document contains information and procedures to configure Contact Center with the Communication Server 1000 switch.
<i>Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development</i> (NN44400-510)	This document contains information and procedures to configure script and flow applications in the Contact Center Orchestration Designer Application.
<i>Avaya Aura® Contact Center Routine Maintenance</i> (NN44400-514)	This document contains routine maintenance procedures such as installing service packs, and maintaining the databases for the Contact Center system.

Fault and performance management

Fault and performance management documentation helps you manage faults and optimize the performance of the Avaya Media Server platform.

Table 8: Fault and performance documentation for Contact Center(continued)

Document title	Description
<i>Avaya Aura® Contact Center Performance Management</i> (NN44400-710)	This document contains procedures to generate performance reports, and to monitor and analyze performance data and performance measurements.
<i>Avaya Aura® Contact Center Troubleshooting</i> (NN44400-712)	This document contains system-wide troubleshooting information and procedures for Contact Center hardware, software, and network.
<i>Avaya Aura® Contact Center Contact Center Event Codes</i> (NN44400-713)	This document contains a list of errors in the Contact Center suite and recommendations to resolve them.

Chapter 5: Information quality

This module describes the development stages for Avaya documentation and defines quality levels for Draft and Standard documents.

Documents are delivered with either a Draft or Standard designation for the entire book, but the content for a specific feature can be at a different stage of development.

The status definitions are as follows:

- Draft: Information is written and reviewed for technical content, but the feature is still under development and change is expected.
- Standard: The feature content was included in external trials and is suitable for delivery to customers.

Chapter 6: Text conventions

This chapter describes the text conventions used throughout the Avaya Aura® Contact Center documentation suite.

Font	Convention
Courier	Indicates Java code, system outputs or commands to enter at the command prompt
Bold font	Indicates a window, a selection, or an action
<i>Italic font</i>	Indicates a document title
Blue underlined font	Indicates a cross reference or Web site link
(>)	Indicates menu paths

Chapter 7: Modular, task-based information

This chapter describes the structure of information in the Avaya Aura® Contact Center Release 6.2 documentation suite.

Task-based documentation organizes information in a structured, modular, task-centric format. Task-based documentation focuses on what you must do and the sequence in which you must perform a set of tasks or procedures.

The goal is to make Avaya documentation easy-to-find, easy-to-use, timely, and accurate. To understand the structure and terminology associated with task-based documentation, see the following sections.

Work flows and task flows

Task-based documentation emphasizes procedural information. Flow charts provide the primary navigation to tasks and procedures whenever order and flow are required for the actions you must perform to complete a job.

Flowcharts (called work flows and task flows) illustrate which tasks or procedures and decisions make up an activity. The flowcharts guide you through any type of activity, whether it is initial installation, configuration, upgrades, routine maintenance, or troubleshooting.

Each flowchart provides the prerequisites and links to the tasks or procedures that you need to perform. Always follow the work flows and task flows so that you perform the required procedures in the correct order.

Structure of work flows, task flows, and procedures

For consistency, work flows, task flows, and procedures contain similar elements. Each element has a specific function.

Purpose statements

Purpose statements explain why or when you can perform a task or procedure, and the impact.

Work flows and task flows

A work flow is a high-level group of tasks. Each task is presented as a single action (or box) in a work flowchart. A task flow is a logical group of procedures. Each procedure is represented as a single action (or box) in a task flowchart. A work flow or task flow section in a document contains a flowchart that shows the order of tasks or procedures and major decision points.

Procedure steps

A procedure contains a set of numbered steps where each step is a single action.

Variable definitions

Variable definitions tables in procedures provide possible values, ranges, or definitions of each parameter used in the procedure steps.

Job aids

Job aids provide information to help you to perform a procedure. A job aid can contain information that you must know to successfully perform the procedure.

Examples

Procedures can also contain examples that include sample values.

Index

A

Avaya Mentor videos[11](#)

C

customer service[11](#)

D

Draft[19](#)

H

hardware configuration[14](#)

L

licensing configurations[14](#)

N

network installations[15](#)

P

patches[16](#)

performance data[17](#)

performance measurements[17](#)

R

related resources[11](#)

 Avaya Mentor videos[11](#)

routing options[14](#)

S

service packs[17](#)

Standard[19](#)

support[11](#)

 contact[11](#)

T

Task-based documentation[23](#)

U

Upgrades[16](#)

V

videos[11](#)

 Avaya Mentor[11](#)

