Avaya Aura® Experience Portal Documentation Roadmap

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Contents

Chapter 1: Introduction 5
Purpose 5
Intended audience 5
Related resources 5
Viewing Avaya Mentor videos 5
Support 6
Chapter 2: Changes in documentation 7
New documents 7
Deleted document 7
Restructured content 7
Chapter 3: Document list 9

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.

Intended audience

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.

Related resources

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 support.avaya.com and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

- In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Changes in documentation

New documents

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

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

Planning for Avaya Aura® Experience Portal	Document name in which content is now available
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: Document list

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

The following table lists the Experience Portal documents. You can access the documentation from the EPM User Interface or download the latest documents from the Avaya Support website at http://www.avaya.com/support.

Title	Purpose
Avaya Aura® Experience Portal library	Provides a collection of all the documents that form the Experience Portal documentation suite.
Administering Avaya Aura® Experience Portal	Describes the procedures to administer the Avaya Aura® Experience Portal system.
Avaya Aura® Experience Portal events and associated alarms	Provides description for each Avaya Aura® Experience Portal event and alarm and what action, if any, you must take to resolve the event or alarm.
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.
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.
Avaya Aura® Experience Portal Security White Paper	Provides information about the security strategy for Avaya Aura® Experience Portal and provides suggestions that companies can use to improve the security of the Avaya Aura® Experience Portal systems and applications.
Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment	Provides procedures for deploying the Experience Portal virtual application in the Avaya Customer Experience Virtualized Environment. This document includes installation, configuration, initial administration, troubleshooting, and checklists and procedures for basic maintenance.
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.

Title	Purpose
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.
Troubleshooting Avaya Aura® Experience Portal	Provides information for troubleshooting the technical problems in the Avaya Aura® Experience Portal system.
Upgrading to Avaya Aura® Experience Portal 7.0.1	Provides procedures to upgrade to Avaya Aura® Experience Portal 7.0.1.

Index

C

content moved 7

D

discontinued document 7

I

intended audience 5

L

legal notices .....

N

notices, legal .....

P

purpose 5

S

support 6

V

videos 5