AVAYA

Avaya Workplace Attendant Overview and Specification

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Contents

Chapter 1: Introduction

Purpose

This document describes the Avaya Workplace Attendant characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements.

This document is intended for people who want to gain a high-level understanding of the Avaya Workplace Attendant features, functions, capacities, and limitations.

Chapter 2: Avaya Workplace Attendant overview

Avaya Workplace Attendant is designed to meet the communications requirements of front-desk personnel and call receptionists. Avaya Workplace Attendant is intended to assist people whose responsibility includes receiving calls, often in large volumes, and routinely transferring the calls to the appropriate group or individual.

Avaya Workplace Attendant consists of two components:

- The Avaya Workplace Attendant client is a Windows-based user interface that supports real-time multimedia communications. Front-desk personnel and call receptionists, called Attendants in the client, can use the integrated communications capabilities of the interface directly with a computer and headset or combine a deskphone for calls.

- The Avaya Workplace Attendant snap-in is deployed on the Avaya Breeze® platform, which is installed on Avaya Aura® and virtualized using VMware. The snap-in provides a call queue, phone book, and presence capabilities.

  Avaya Workplace Attendant uses the call processing capabilities of the Avaya Breeze® platform to intercept calls. The Avaya Workplace Attendant snap-in can redirect calls to alternate destinations, block calls, and play announcements to callers. The snap-in also supports the establishment of calls to gain access to external websites and invoke external web services using web browsers and applications.

Avaya Workplace Attendant supports the creation of specific themes called Topics for individual external helpline phone numbers of enterprises. For example, administrators can map a phone number to a topic called Technical Support. Callers can call the Technical Support helpline number and connect directly to specific Attendants who manage technical support-related issues in the enterprise. Attendants can subscribe to multiple topics and manage calls for different topics.

Avaya Workplace Attendant uses a phone book stored in the database of the Avaya Breeze® platform server cluster. Each Avaya Breeze® platform server cluster contains one database. Administrators can import and map user data from up to ten external databases in the phone book.

Avaya Workplace Attendant supports the following codecs for multimedia communications:

- G.711 a-law
- G.711 u-law
- G.722
- G.726_32

- G.729A

Avaya Workplace Attendant uses security certificates and secure protocols, such as SIPs and SRTP, of Avaya Breeze® platform to provide secure communications. Avaya Breeze® platform supports high availability through server clusters with failover capabilities and scalability through load balancing in the server clusters.

> ⚠ **Important:**
>
> Avaya Workplace Attendant supports only TLS. All components of the Avaya Workplace Attendant deployment, such as Avaya Breeze® platform, Communication Manager, Session Manager, Media Server, and Presence Services must use TLS.

Avaya Workplace Attendant components

The Avaya Workplace Attendant client connects to the Avaya Workplace Attendant snap-in deployed on the Avaya Breeze® platform through web services using the HTTPS REST protocol. This connection requires a proxy server that does not cause any significant delay.

Avaya Breeze® platform provides security to the web services using client authentication. The Client SDK provides the SIP protocol stack and media engine. The SIP communication between the Avaya Workplace Attendant client and Session Manager is secured using SSL certificates for the signaling data and using SRTP for the media stream.

Avaya Breeze® platform

Avaya Breeze® platform provides a virtualized and secure application platform where Java programmers can develop and dynamically deploy advanced collaboration capabilities that extend the power of Avaya Aura®. Customers, business partners, and Avaya developers can use the platform as the deployment vehicle for their snap-ins. Avaya Breeze® platform acts as the platform for many Avaya products.

Avaya Aura® System Manager

System Manager is a central management system that provides a set of shared management services and a common console. All shared and element-specific management for Avaya Aura® applications that System Manager supports is done from the common console.

Avaya Aura® Session Manager

Session Manager is a SIP routing tool that integrates all SIP devices across the entire enterprise network. To simplify the existing communication infrastructure, Session Manager combines existing PBXs and other communications systems, regardless of the vendor, into a cohesive, centrally managed, SIP-based communications network.

Avaya Aura® Communication Manager

Communication Manager is an extensible, scalable, and secure telephony application that connects to private and public telephone networks, Ethernet LANs, and the Internet. Communication Manager organizes and routes voice, data, image, and video transmissions.

Avaya Aura® Presence Services

Presence Services provides presence states of a user, such as busy, away, or do not disturb. The presence is an indication of the availability of a user and the readiness to communicate across services, such as telephony and instant messaging.

Application Enablement Services

Avaya Aura® Application Enablement Services is a software platform that leverages the capabilities of Communication Manager. AE Services provides an enhanced set of APIs, protocols, and web services that expose the functionality of Avaya communications solutions to corporate application developers, third-party independent software vendors, and system integrators.

Presence Services needs the Application Enablement Services connector to provide the presence status of extensions of users, such as available or busy.

Avaya Aura® Media Server

Avaya Aura® Media Server performs all multimedia processing using software instead of dedicated hardware-based DSP resources.

Avaya Aura® Device Services

Avaya Aura® Device Services provides a new set of services for Avaya's next generation of clients. These services include:
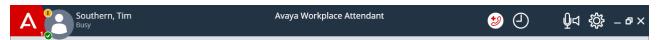
- Enterprise login
- Dynamic Configuration Service
- Contact Service
- Web Deployment Service

When a new device update is available within the customers environment, the user is automatically prompted to retrieve this update.

Avaya Workplace Attendant client

The Avaya Workplace Attendant client is optimized for desktops. To use the computer screen space efficiently, the client user interface design provides different windows to display various bits of information. You can choose between the original and high contrast layout for the user interface.

Operator Bar
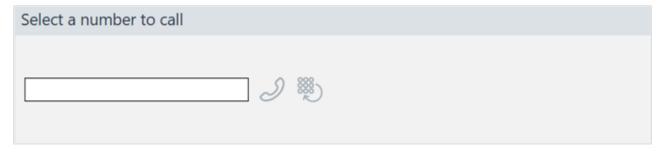
Operator Bar displays the information of the attendant logged in to the client. The client also supports dynamic windows that pop up when certain features are used, such as video, instant messaging, and voice mail.

Avaya Workplace Attendant supports the following status for attendants on Operator Bar:

- Available: Avaya Workplace Attendant presents calls to attendants on the round-robin or longest-idle call basis. It presents topic-based calls immediately. Avaya Workplace Attendant also displays wrap-up time of calls before subsequent calls.
- Busy: Avaya Workplace Attendant places calls in the call queue. Attendants can pick up calls from the call queue.

Attendants can access the Avaya Workplace Attendant settings from Operator Bar.

Caller Information Window

Caller Information Window displays the following details of callers:

- Name and number of callers.
- Topic of incoming topic-based call.
- Transfer target attendant of recalled calls.

During calls, attendants can use the following Avaya Workplace Attendant features in Caller Information Window:

- Hold or retrieve calls
- Park calls on topics or users
- End calls
- Mute calls
- Start call recording
- View the call timer
- Activate a keypad to dial another call

Transfer Target Window

Find a destination

Transfer Target Window displays information of the target attendant of incoming calls.

Caller Details Window

Call Details History (0) Notes (0)

Caller Details Window displays contextual information about previous calls and calls in progress. Avaya Workplace Attendant displays:

- The information of calls in the Call Details tab. Avaya Workplace Attendant displays this information until the next call.

- The call history of the particular caller in the History tab.

- Notes created by all attendants, including notes for parked calls, for the particular caller.

Call Preview Window

All (0) Topic (0) Parked (0) Personal (0) Recall (0) Crisis Alert (0)
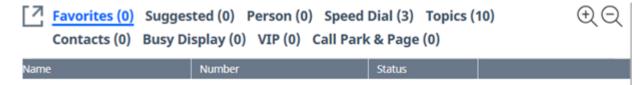
Call Preview Window displays the following types of calls:

- All calls.

- Topic-based calls. These calls are color-coded based on priority. Calls with the highest priority are displayed on top of the call queue followed by calls waiting for the longest time.

- Calls parked by all attendants.

- Calls to the personal number of attendants.

- Recalled calls, which include calls disconnected or not answered by the transfer target attendant.

- Crisis Alert calls.

Attendants can cherry-pick and answer calls from any Call Preview Window tab.

Directory Window

Directory Window displays different views of attendants and topics.

- The Favorites tab displays a list of attendants to whom the attendant frequently transfers calls. This list is specific to each attendant and is sorted by the frequency of the calls transferred to attendants.

- The Suggested tab displays a list of recommended attendants to transfer calls based on the previous calls. This list is available only during active calls. If you view the Person tab while establishing calls, you cannot view the Suggested tab.

- The Speed Dial tab displays contacts for speed dialing.

- The Topics tab displays attendants with similar skills, such as sales, service, and technical support.

- The Contacts tab displays the list of contacts.

- The Busy Display tab displays the Busy Display pages of attendants.

- The VIP tab, which is operator-specific, displays frequently-called contacts. The number of contacts displayed is based on the maximum limit set for all VIP entries in the Avaya Workplace Attendant settings. An administrator can also configure or change the maximum limit for all VIP entries.

- The Call Park & Page tab displays the free extensions to park a call.

- The unified search feature of Avaya Workplace Attendant displays comprehensive information of the search results.

Attendants can reorder and resize the tabs in Directory Window, and move columns in each tab.

SIP-based telephony

Avaya Workplace Attendant supports basic SIP-based telephony features, such as making and answering calls, and a host of features for use in the calls.

The Avaya Workplace Attendant snap-in automatically answers all incoming calls. The snap-in puts the call on hold until an attendant chooses to handle the call. The snap-in also uses an automatic call distribution algorithm to transfer calls to the Avaya Workplace Attendant client.

The Avaya Workplace Attendant client supports the following telephony features:

- Make outgoing calls.
- Answer calls, which attendants can cherry-pick from the queued calls.
- Acknowledge crisis alert for emergency calls.
- Transfer calls to users, after consulting users or directly doing a blind transfer.
- End calls without transferring the calls to the user.
- Hold calls.
- Retrieve calls put on hold.
- Park calls.
- Transfer calls.
- Set up call forwarding for other users.
- Add users to existing calls to start conferences.
- Use DTMF digits to navigate IVR systems.
- Set up automatic dial buttons to automatically enter codes and numbers.

Avaya Workplace VDI

Avaya Workplace Attendant supports Avaya Workplace VDI in the Citrix VDI environment. The Avaya Workplace Attendant client is installed on the Citrix VDI server, after which the server creates multiple virtual instances of the client.

Avaya Workplace VDI is a VDI soft client that is installed on the attendant computers. Avaya Workplace VDI supports the following features:

- Make a call
- Answer a call
- Mute and unmute a call
- Place a call on hold
- Pause video during a video call

Avaya Workplace Attendant supports Avaya Workplace VDI only in the My Deskphone mode.

For more information about Avaya Workplace VDI, see *Avaya Workplace VDI Overview and Planning*.

Avaya Workplace Attendant geo-redundancy

Geo-redundant Avaya Workplace Attendant deployments consist of multiple instances of Avaya Aura® components, such as System Manager and Session Manager, along with Avaya Breeze® platform server clusters with high availability for Avaya Workplace Attendant and Presence Services. Geo-redundant Avaya Workplace Attendant deployments contain the following replicated data of the corresponding primary Avaya Workplace Attendant deployment:

- Topics
- Attendants, including the Busy Display configuration and individual user interface customizations for windows and window columns
- Attendant profiles
- Speed dial entries
- Location database

All Avaya Workplace Attendant clients connect to the primary Avaya Breeze® platform server clusters during normal operation. When Avaya Workplace Attendant detects a failure in the Avaya Breeze® platform server clusters or network connections, Avaya Workplace Attendant displays an alert to attendants on the client. Attendants can manually switch to the secondary Avaya Breeze® platform server clusters deployed at another location. When the failure is resolved at the primary location, Avaya Workplace Attendant displays an alert on the client for attendants to switch back to the primary Avaya Breeze® platform server clusters.

Avaya Workplace Attendant supports geo-redundant topics for redundancy in the deployment. For every topic at a location, Avaya Workplace Attendant supports a geo-redundant topic at another location. For example, if you have a Sales topic at location A, you can configure another Sales 2 topic with a different extension at location B and set Sales 2 as the geo-redundant topic of Sales. When attendants switch to the secondary Avaya Breeze® platform server clusters deployed at location B during a failure, attendants receive calls for the Sales 2 topic, which is a replication of the Sales topic, even though callers use the Sales number to call.

Operating modes

Avaya Workplace Attendant supports two operating modes: computer and deskphone.

Computer mode

The Avaya Workplace Attendant client supports the following telephony features in shared control mode using the client or deskphones:

- Accept incoming calls
- Hold and retrieve calls
- Mute calls
- Make outgoing calls and terminate incoming calls
- Control volume of the audio in calls

Deskphone mode

Avaya IP deskphones support the deskphone mode. The deskphone mode has limited features and is used when the Avaya Workplace Attendant client fails. Attendants can use the deskphone mode only if the attendant is:

- Subscribed to at least one topic to receive topic-based calls on the deskphone.
- Signed on when the client or the computer fails.

Avaya Workplace Attendant supports the following Avaya IP deskphones and headsets:

- Avaya 9600 Series IP Deskphones
- Avaya J159 IP Phone
- Avaya J169 IP Phone
- Avaya J179 IP Phone
- Avaya J189 IP Phone
- Avaya L149 Headset
- Avaya L159 Headset

Overflow topics

Overflow topics are configured specifically to contain calls that exceed the configured thresholds, such as the call waiting time and the queue length, for topics.

Avaya Workplace Attendant transfers all calls that exceed the thresholds to the Overflow topic.

- If there is no Overflow topic defined or the call queue of the Overflow topic is overflowing, Avaya Workplace Attendant terminates calls with an announcement or sends the calls to the Night Service station of the called topic.
- If the Overflow topic is in Night Service, Avaya Workplace Attendant terminates calls with an announcement or transfers the calls to the Night Service station of the called topic.

You can define a maximum of one Overflow topic in Avaya Workplace Attendant.

Attendant topics

Attendant topics are defined specific to customers, subjects, departments, and companies. Topics are identified by a unique topic number and have the following attributes:

- Topic number
- Topic name
- Topic display
- Call distribution algorithm
- Maximum wait time
- Announcements files

Attendants can subscribe to multiple topics. Avaya Workplace Attendant forwards calls to relevant attendants based on the topic of calls and the availability of attendants.

Crisis alert notifications

Avaya Workplace Attendant alerts attendants when users dial an emergency services number. When users dial an emergency services number, such as 911, Avaya Workplace Attendant:

- Sounds the crisis alert alarm.
- Flashes the Crisis Alert tab in the Directory window.
- Displays the information in the Caller Information window in the following format: `E= <Name> <Ext No.> EM`
- Logs the emergency caller information in Avaya Workplace Attendant.

Night Service

Avaya Workplace Attendant activates the Night Service feature when Avaya Workplace Attendant clients are not subscribed to topics or attendants do not answer calls within a specific time. Using the Night Service feature, Avaya Workplace Attendant can transfer calls to:

- Other topics
- Users
- Voice mail systems
- External numbers

Avaya Workplace Attendant uses numbers defined for each topic to redirect calls. Administrators can define separate redirection number lists based on office hours, weekdays, and weekends. Avaya Workplace Attendant can redirect calls multiple times till an attendant answers the call.

Feature comparison

The following table lists the various features that are available in the Computer mode and the Deskphone mode of Avaya Workplace Attendant:

Functionality	Computer mode	Deskphone mode
OS and devices supported	Microsoft Windows 8.1 or Microsoft Windows 10	Avaya 9600 Series IP Deskphones SIP Release 7.1.1 with Software Patch 27599
Headset	Attached to computer	Attached to deskphone
Operator	Users sign in with the operator number	Users sign in to the deskphone with the deskphone number, then sign in to the Avaya Workplace Attendant client using the deskphone number
Features supported	Avaya Workplace Attendant client features: • Answer call • Hold/Resume • Conference • Transfer attended • Transfer unattended (blind transfer) • Night Service • Call Park • Topic Subscribe/Unsubscribe	Avaya Workplace Attendant client features: • Answer call • Hold/Resume • Conference • Transfer attended • Transfer unattended (blind transfer) Deskphone button features: • Mute • Loudspeaker • Headset • OK • Volume • Conference • Message • Call Log

Table continues…

Functionality	Computer mode	Deskphone mode
Limitations	If the Avaya Workplace Attendant client fails, the user is signed out of the call server after one minute.	If the Avaya Workplace Attendant client fails, the user stays signed in on the deskphone. The user receives private calls and topic-based calls that are configured for Night Service and subscribed only by the user on the deskphone. The deskphone does not display the topic name.

Chapter 3: Interoperability

Product compatibility

Component	Avaya Aura® Release 8.1.x	Avaya Aura® Release 8.0.x
Avaya Workplace Attendant	5.4	
Avaya Aura® System Manager	8.1.x	8.1.x
Avaya Aura® Session Manager	8.1.x	8.0.x
Avaya Aura® Communication Manager	8.1.x	8.0.x
Avaya Breeze® platform	3.8, 3.7 Update the Avaya Breeze® platform with the latest available Service Pack.	3.6, 3.7 Update the Avaya Breeze® platform with the latest available software.
Avaya Aura® Media Server	8.0.x	8.0.x
Avaya Aura® Device Services	8.1.4.x (optional)	8.1.4.x (optional)
Avaya Aura® Presence Services	8.1.x	8.1.x
Avaya G430 Branch Gateway	8.1.x	8.0.x
Avaya G450 Branch Gateway	8.1.x	8.0.x
Avaya Aura® Application Enablement Services (Optional)	8.1.x	8.0.x
Avaya Session Border Controller for Enterprise (Optional)	8.1.x	8.0.x
Windows Desktop operating system	Windows 10	Windows 10
Avaya IP deskphones for the deskphone mode	Avaya 9600 Series IP Deskphones Avaya J159 IP Phone Avaya J169 IP Phone Avaya J179 IP Phone Avaya J189 IP Phone Update deskphones with the latest software to use the latest features.	Avaya 9600 Series IP Deskphones Avaya J159 IP Phone Avaya J169 IP Phone Avaya J179 IP Phone Avaya J189 IP Phone Update deskphones with the latest software to use the latest features.

For information about Avaya Session Border Controller for Enterprise, see *Administering Avaya Session Border Controller for Enterprise* at the Avaya Support website: https:// support.avaya.com/.

Avaya Services supports customers synchronize external databases with the Avaya Workplace Attendant phone book, but Avaya is not responsible for the external databases. Customers must configure, administer, and support their own local and external databases.

Hardware requirements

A computer with:

- Minimum screen resolution of 1360x768 pixels at 100% display scaling in Microsoft Windows

  The following table indicates the required minimum resolution at specific display scaling:

Windows scaling	Minimum resolution
100%	1360x768 pixels
125%	1700x960 pixels
150%	2040x1152 pixels

- Ethernet network adapter

- USB interface

- Bluetooth adapter

- Integrated sound card

- Braille support (optional)

- Touchscreen monitor for active pen use (optional)

- Jabra or Plantronics headset for the This Computer mode of Avaya Workplace Attendant

- Avaya IP desk phone and headset for the My Desk phone mode of Avaya Workplace Attendant

Chapter 4: Avaya Workplace Attendant licenses

Avaya Workplace Attendant requires the following licenses:

Core Platform deployment	General Purpose Large deployment
• Avaya Workplace Attendant client • Avaya Workplace Attendant snap-in • Avaya Breeze® platform: Included in the Core Platform deployment • Avaya Aura® Media Server: Included in the Core Platform deployment	• Avaya Workplace Attendant client • Avaya Workplace Attendant snap-in • Avaya Breeze® platform • Avaya Aura® Media Server

Each Avaya Workplace Attendant snap-in instance needs a separate license. You can activate and download the file from Avaya PLDS and install it on System Manager WebLM.

Avaya provides a 30-day grace period after licenses expire. When licenses expire, Avaya Workplace Attendant continues to operate normally during the grace period. This provides enough time to update the license before Avaya Workplace Attendant stops working and is automatically removed from all Avaya Breeze® platform instances.

Avaya licenses have the following lifecycle:

- Normal: No license error is detected. The Normal status is indicated by a green checkmark in the License Mode column.

- Error: There is a license error, but Avaya Workplace Attendant continues to operate normally. The Error status is indicated by a yellow caution icon in the License Mode column. The Service Management page also displays the date when the 30-day grace period expires. Avaya Breeze® platform raises a major alarm when Avaya Workplace Attendant enters the license error mode.

- Restricted: There is a license error, and the 30-day grace period has expired. The Restricted status is indicated by a red cross mark in the License Mode column. Avaya Workplace Attendant is automatically removed after the 30-day grace period expires. Avaya Breeze® platform raises a critical alarm when Avaya Workplace Attendant enters the license restricted mode. To resolve the license restricted error, you might have to get a new license or update the license for a new major release.

You can view the license status in the **License Mode** column on the Service Management page of the Avaya Breeze® platform element on System Manager.

For deployments with General Purpose License, Avaya Workplace Attendant is not included with the Avaya Breeze® platform and must be purchased separately from Avaya.

License requirements

Product	License requirement
Avaya Breeze® platform	Licenses per Avaya Breeze® platform virtual machine instance The Presence Services license is included in the Avaya Aura Core and Power Suite licenses.
Avaya Workplace Attendant	• Snap-in licenses per Avaya Workplace Attendant snap-in installed in the Avaya Breeze® platform general-purpose cluster • User licenses per Avaya Workplace Attendant client users • Optional licenses for customer database integration per Avaya Workplace Attendant snap-in instance Each Avaya Workplace Attendant snap-in license supports a maximum of 25 Avaya Workplace Attendant user licenses.

Chapter 5: Performance specifications

Capacity and scalability specifications

Avaya Workplace Attendant solution specifications

Entities	Maximum supported for Avaya Breeze® platform server clusters	Maximum supported for the Avaya Workplace Attendant deployment	Notes
Avaya Breeze® platform server cluster	—	1 + 1	Avaya Workplace Attendant supports the 1+1 configuration for the following deployments options: • Two data centers • Disaster recovery
Media Server cluster	—	1 + 1	Avaya Workplace Attendant supports location-based Media Server deployments.
Avaya Workplace Attendant snap-in	5	5	Avaya Workplace Attendant supports a maximum of five snap-ins in the 4+1 deployment option.
Locations	50	50	—
Topics	50	100	—
Phonebook entries	• 50000 with full search options • 100000 with minimized search options	• 50000 with full search options • 100000 with minimized search options	—

Table continues…

Entities	Maximum supported for Avaya Breeze® platform server clusters	Maximum supported for the Avaya Workplace Attendant deployment	Notes
External databases	10	10	Avaya Workplace Attendant supports more than four external databases only with minimized search options.
Avaya Workplace Attendant clients	50	100	—
Attendant profiles	5	5	—
Simultaneous calls	50	50	—
Calls waiting in queue	100	100	—
Calls parked	25	25	—
Call history	1000000	1000000	—
Speed dial entries	1000000	1000000	—
Notes	1000000	1000000	—
Dashboard clients	5	5	—

Avaya Workplace Attendant snap-in specifications

Entities	Maximum supported	Notes
Avaya Workplace Attendant clients	25	—
Attendant profiles	5	—
Simultaneous calls	25	—
Calls waiting in queue	100	—
Calls parked	25	—
Dashboard clients	5	—
Logs	10	Avaya Workplace Attendant supports a maximum of 100 MB storage capacity for each snap-in log.

Avaya Workplace Attendant user specifications

Entities	Maximum supported	Notes
Topics	25	—
Devices	2	Avaya Workplace Attendant supports external devices in the My Deskphone mode.

Table continues…

Entities	Maximum supported	Notes
Communication profiles	2	Avaya Workplace Attendant supports the Avaya SIP and Avaya E.164 communication profiles.
Attendant profiles	1	—
Calls parked	5	—
Call history	50	—
Speed dial entries	50	—
Notes	25	—
User columns assignable	40	—
User definable fields	20	—
User columns visible	10	—
Logs	3	Avaya Workplace Attendant supports unlimited storage capacity for each user log.

Avaya Workplace Attendant topic specifications

Entities	Maximum supported
Calls waiting in queue	50
Calls parked	10
Call history	100

Address parser

Avaya Workplace Attendant supports searching callers' numbers in the phone book. Avaya Workplace Attendant stores numbers of users in two formats:

- Visible format that the Avaya Workplace Attendant client displays.

- Invisible format that is a normalized, shadow number.

Avaya Workplace Attendant automatically creates shadow numbers when you add new users and configure their numbers.

Session Manager and Communication Manager depend on the configured dial plans to process arbitrary number formats. Avaya Workplace Attendant supersedes the Avaya Aura® dialing rules in the Avaya Breeze® platform Client SDK to support:

- Numbers of Avaya Aura® users and enterprise directory users

- External numbers of business associates and customers

Numbers can be in the following arbitrary formats:

Incoming call number	Shadow number	Dialable number	Dial external	Comment
10	+3545123410	10	—	—
5123410	+3545123410	10	—	—
+3545123450	+3545123450	5123450	—	This number is external because the 50 segment is not in the slice.
+49-69-7505-5000	+496975055000	00496975055000	—	This number is a national number for long-distance calls.

Implementation of dialing rules

Avaya Workplace Attendant uses the following processes to implement the configured dialing rules:
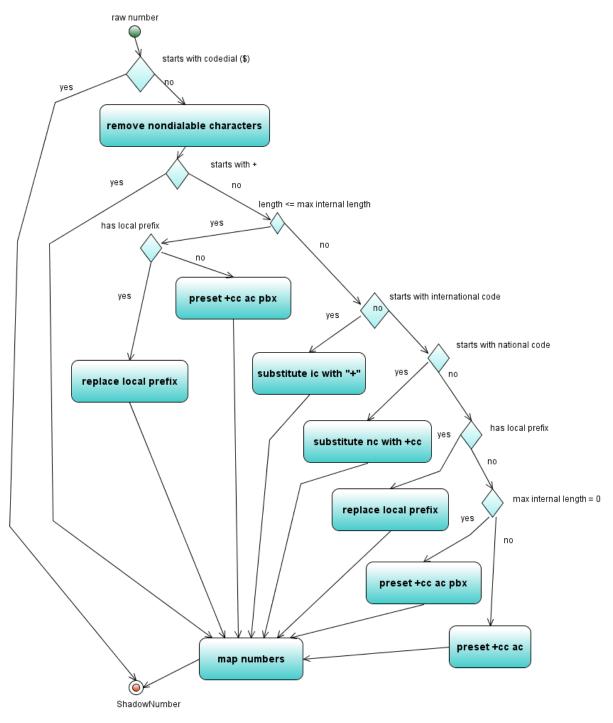
- Normalization: Parsing and converting arbitrary numbers into worldwide unique shadow numbers in the E.164 format. Avaya Workplace Attendant invokes normalization when you search for arbitrary numbers in the phone book.

- Reduction: Parsing and converting shadow numbers into dialable numbers. Avaya Workplace Attendant invokes reduction when you dial a shadow number in the phone book.

Avaya Workplace Attendant needs the following information to implement the dialing rules:

- International code
- Country code
- National long-distance code
- Area code
- Trunk code
- Number of the local Session Manager trunk
- Number of the local Communication Manager trunk
- Extension numbers

Normalization

Normalization is parsing and converting an arbitrary number into a worldwide unique Shadow Number in the E.164 format. Normalization is invoked whenever an arbitrary number is searched in the phone book.

raw number

Abbreviation	Complete name
CC	Country Code
IC	International Code
NC	National Code

Table continues…

Performance specifications

Abbreviation	Complete name
AC	Area Code (also called City Code)
NPA	Numbering Plan Area (= NANP Area Code)
NSN	National Significant Number
LDN	Long Distance Call
NANP	North American Numbering Plan
DDI	Direct Dial-In number

Chapter 6: Avaya Workplace Attendant security

To maintain a secure environment for Avaya Workplace Attendant, use the following guidelines:

- Use role assignments and assign minimum access rights to Avaya Workplace Attendant users.
- Ensure that users have unique login accounts.
- Periodically review and update the list of administered users and the roles and permissions assigned to the users.
- Regularly review administration and audit logs to ensure that the client and server are operating correctly.
- Regularly review security logs and alarms in the Avaya Breeze® platform to monitor possible security events.

Desktop platform security recommendations

Use the following deployment guidelines provided by Microsoft for Windows platforms to secure the desktop environment where Avaya Workplace Attendant is used:

- Regularly update the operating system components.
- Use antivirus and other security tools.

Code signing

The Avaya Workplace Attendant installer, client, and snap-in files are code-signed by a commercial third-party certificate issued by Symantec Certificate Authority. The Microsoft Windows operating system identifies the code-signed Avaya Workplace Attendant installer and client as trusted and secure applications. The Microsoft Windows operating system does not display warnings during the Avaya Workplace Attendant installation and launch.

SIP communication security

The Avaya Workplace Attendant client connects to Avaya Aura® Session Manager through SIP. The SIP communication between the Avaya Workplace Attendant client and snap-in is secured using SSL certificates.

For more information about managing security and installing SSL certificates, see *Administering Avaya Aura® System Manager* and *Administering Avaya Aura® Session Manager*.

Web services security

The Avaya Workplace Attendant client connects to the Avaya Workplace Attendant snap-in that is deployed on the Avaya Breeze® platform. The Avaya Breeze® platform provides security to the web services using client authentication.

For more information about downloading and installing certificates for the Avaya Workplace Attendant client authentication, see *Administering Avaya Breeze*® *platform*.

Port configuration

For information on ports and protocols used by Avaya Workplace Attendant, see the Avaya Workplace Attendant Port Matrix documents.

Third-party certificates

Third-party certificates in the Avaya Aura® network enhance the security of the enterprise network.

For instructions about installing third-party certificates, see the application notes for supporting third-party certificates in Avaya Aura® System Manager.

Port assignments

For information about port assignments and port use, see *Port Matrix for Avaya Workplace Attendant* on the Avaya Support website: http://support.avaya.com.

Chapter 7: Resources

Documentation

Title	Use this document to:	Audience
Overview		
Avaya Workplace Attendant Overview and Specification	Understand the characteristics and capabilities of Avaya Workplace Attendant.	For people who want to gain a high-level understanding of the features, functions, capacities, and limitations of Avaya Workplace Attendant.
Implementing		
Deploying and Administering Avaya Workplace Attendant	Understand the installation procedures and initial administration information for Avaya Workplace Attendant.	For people who install, configure, and verify Avaya Workplace Attendant.
Using		
Using Avaya Workplace Attendant	Understand how to use Avaya Workplace Attendant	For people who want to use Avaya Workplace Attendant.
Avaya Workplace Attendant Quick Reference Guide	Understand the frequently performed tasks with Avaya Workplace Attendant.	For people who want to use Avaya Workplace Attendant.

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click **Enter**.

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the **Search** field, and press **Enter** or click **>** to search for the course.

Course code	Course title
21390W	Using the Avaya Workplace Attendant
39380W	Avaya Workplace Attendant Release 5.4 Details for Pre-Sales
71710W	Administering Avaya Workplace Attendant R5
71720W	Integrating Avaya Workplace Attendant R5
71720T	Avaya Workplace Attendant R5 Implementation Specialized Test

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.

- 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.

Using the Avaya InSite Knowledge Base

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

- Up-to-date troubleshooting procedures and technical tips

- Information about service packs

- Access to customer and technical documentation

- Information about training and certification programs

- Links to other pertinent information

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

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

1. Go to http://www.avaya.com/support.

2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.

3. Click **Support by Product** > **Product-specific Support**.

4. In **Enter Product Name**, enter the product, and press `Enter`.

5. Select the product from the list, and select a release.

6. Click the **Technical Solutions** tab to see articles.

7. Select relevant articles.

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