



Avaya Experience Portal Documentation Roadmap

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Chapter 1: Introduction

Purpose

This document lists all the documents related to Avaya 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 Experience Portal documentation suite.

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

Chapter 2: Avaya Experience Portal documentation

This table lists the documentation available for Avaya Experience Portal.

Document	Description	Links
<i>Avaya Experience Portal Documentation Library</i>	Combines information from the documents below as a set of searchable web pages. It is intended to help answer your questions about Avaya Experience Portal and to perform tasks related to this product. <ul style="list-style-type: none">• The HTML pages are hosted by the Avaya Documentation Center website.• Using the ZIP link, you can download a copy of the documentation library if you want to access the pages on your PC.	<ul style="list-style-type: none">• HTML• ZIP
<i>Avaya Experience Portal Overview and Specification</i>	Describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none">• PDF
<i>Avaya Experience Portal Solutions Guide</i>	Provides a high level description of Avaya Experience Portal as well as topology diagrams, connectivity details, interoperability concept, product interactions, and failover best practices.	<ul style="list-style-type: none">• PDF
<i>Avaya Experience Portal Documentation Roadmap</i>	Lists the Avaya Experience Portal documents and describes their content.	<ul style="list-style-type: none">• PDF
<i>Administering Avaya Experience Portal</i>	Provides information about administering and configuring the Avaya Experience Portal servers.	<ul style="list-style-type: none">• PDF• HTML
<i>Avaya Experience Portal Web interface page reference</i>	Provides detailed field-level help for each page in the Experience Portal Manager (EPM) and the media server menu web interfaces.	<ul style="list-style-type: none">• HTML
<i>Troubleshooting Avaya Experience Portal</i>	Provides general information about troubleshooting and resolving system problems, and detailed information about and procedures for finding and resolving specific problems.	<ul style="list-style-type: none">• PDF• HTML

Table continues...

Document	Description	Links
<i>Avaya Experience Portal events and associated alarms</i>	Provides descriptions of each Avaya Experience Portal event and alarm and what action, if any, should be taken to resolve the event or alarm.	• HTML
<i>Implementing Avaya Experience Portal on multiple servers</i>	Provides procedures to install and configure Avaya Experience Portal software on two or more dedicated servers.	• PDF • HTML
<i>Implementing Avaya Experience Portal on a single server</i>	Provides procedures to install and configure the Avaya Experience Portal software on a single server.	• PDF • HTML
<i>Upgrading to Avaya Experience Portal 8.1</i>	Provides procedures to upgrade to Avaya Experience Portal R8.1.	• PDF • HTML
<i>Deploying Avaya Experience Portal in an Avaya Customer Experience Virtualized Environment</i>	Provides procedures for deploying the Avaya 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.	• PDF
<i>Deploying Avaya Experience Portal on Amazon Web Services</i>	Provides procedures for deploying Avaya Experience Portal as a Amazon Web Services service. This document is for people who want to install and configure Avaya Experience Portal at a customer site.	• PDF
<i>Deploying Avaya Experience Portal on Google Cloud Platform</i>	Provides procedures for deploying Avaya Experience Portal as a Google Cloud Platform service. This document is for people who want to install and configure Avaya Experience Portal at a customer site.	• PDF
<i>Deploying Avaya Experience Portal on Microsoft Azure</i>	Provides procedures for deploying Avaya Experience Portal as a Microsoft Azure service. This document is for people who want to install and configure Avaya Experience Portal at a customer site.	• PDF
<i>Avaya Experience Portal Programmer's Reference</i>	Provides information about designing speech applications for Avaya Experience Portal.	• PDF
<i>Avaya Experience Portal Security White Paper</i>	Provides information about the security strategy for Avaya Experience Portal and methods companies can use to improve the security of their Avaya Experience Portal systems and applications.	• PDF
<i>Avaya Experience Portal Mobile Web Best Practices White Paper</i>	Provides recommended strategies for deploying Avaya Orchestration Designer Mobile Web applications with Avaya Experience Portal , detailing configuration for security, scalability and high availability.	• PDF
<i>Avaya Experience Portal Call Classifications White Paper</i>	Provides information about the call classification feature in Avaya Experience Portal, detailing the configuration and tuning of the call progress engine.	• PDF

Table continues...

Document	Description	Links
<i>Avaya Experience Portal Dialogflow White Paper</i>	Provides information about connecting Avaya Experience Portal self-service applications to Google Dialogflow. Details configuration, licensing, and other information to help customers with Dialogflow integration.	• PDF
<i>Avaya Experience Portal Nuance Mix DLGaaS Integration White Paper</i>	Provides information about connecting Avaya Experience Portal self-service applications to Nuance Mix DLGaaS omnichannel conversation engine. Details configuration, licensing, and other information to help customers with Nuance Mix DLGaaS integration.	• PDF

Related links

[ACP documentation references](#) on page 8

ACP documentation references

Avaya Experience Portal 8.1 supports Avaya Solutions Platform 110 & 130. This table lists the ACP documentation available on the Avaya Support website.

Document	Description	Link
<i>Avaya Converged Platform Overview and Specification</i>	Provides information about the overview and specification of the key Avaya Converged Platform features and specifications.	• PDF
<i>Installing the Avaya Converged Platform 130 Series</i>	Provides installation procedures and information for the Avaya Converged Platform 130 Appliance server.	• PDF
<i>Maintaining and Troubleshooting Avaya Converged Platform 130 Appliance</i>	Provides general maintenance and troubleshooting information for the Avaya Converged Platform servers.	• PDF
<i>Avaya Converged Platform 130 Series iDRAC9 Best Practices</i>	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
<i>Dell R640 RAID Configuration</i>	Provides information to configure the Dell R640 RAID controller (H730P Mini) for Avaya Converged Platform 1XX RAID Array configurations.	• PDF
<i>Dell R640 XL ESXi Configuration</i>	Provides information to complete the system setup required after physical installation prior to deploying Avaya Application OVAs.	• PDF

Related links

[Avaya Experience Portal documentation](#) on page 6

Chapter 3: Changes in documentation

New documents

New documents from Avaya Experience Portal R8.1

Document	Purpose
<i>Deploying Avaya Experience Portal on Amazon Web Services</i>	Provides procedures for deploying Avaya Experience Portal as <i>Software as a Solution</i> by using the Amazon Web Services Management console. This document is for people who want to install and configure Avaya Experience Portal at a customer site.
<i>Deploying Avaya Experience Portal on Google Cloud Platform</i>	Provides procedures for deploying Avaya Experience Portal as <i>Software as a Solution</i> by using the Google Cloud Platform. This document is for people who want to install and configure Avaya Experience Portal at a customer site.
<i>Deploying Avaya Experience Portal on Microsoft Azure</i>	Provides procedures for deploying Avaya Experience Portal as <i>Software as a Solution</i> by using the Microsoft Azure portal. This document is intended for people who want to install and configure Avaya Experience Portal at a customer site.

New documents from Avaya Experience Portal R7.1

Document	Purpose
<i>Avaya Experience Portal Overview and Specification</i>	Describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.
<i>Deploying Avaya Experience Portal in an Avaya Customer Experience Virtualized Environment</i>	Provides procedures for deploying the Avaya 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 documents

Deleted documents from 7.1

Document	Reasons
<i>Planning for Avaya Experience Portal</i>	Restructured content so that most of the content is made available in the new document, Avaya Experience Portal Overview and Specification. For more information, see Restructured content on page 10.

Restructured content

Restructured content from Avaya Experience Portal 7.1

Planning for Avaya Experience Portal	Document in which the content is now available
Overview and system description of Experience Portal	<ul style="list-style-type: none"> • <i>Avaya Experience Portal Overview and Specification</i>
System security	
External requirements worksheet	
Partition requirements	<ul style="list-style-type: none"> • <i>Administering Avaya Experience Portal</i>
Designing Speech applications	
SIP application support	
Call Classification	<ul style="list-style-type: none"> • <i>Avaya Experience Portal Overview and Specification</i> • <i>Administering Avaya Experience Portal</i>
External systems configuration worksheet	<ul style="list-style-type: none"> • <i>Implementing Avaya Experience Portal on a single server</i> • <i>Implementing Avaya Experience Portal on multiple servers</i>

Chapter 4: Resources

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

Important:

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

Using the Avaya Documentation Center, you can:

- Search for keywords.
To filter by product, click **Filters** and select a product.
- Search for documents.
From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.
- Sort documents on the search results page.
- Click **Languages** () to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** ().

Navigate to the **Manage Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
 - Add topics from various documents to a collection.
 - Save a PDF of the selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive collection that others have shared with you.
- Add yourself as a watcher using the **Watch** icon ().

Navigate to the **Manage Content > Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.

- 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 website.

- 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 website. The available functionality depends on your role.

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 **Select Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select 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 keyword or keywords 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 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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