



Product Support Notice

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PSN # PSN006216u

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Severity/risk level

Medium

Urgency

Immediately

Name of problem

This Notice confirms the control and monitor support position when the Communications Control Toolkit for Avaya Aura Contact Center 7.1.x and Avaya Contact Center Select 7.1.x is used by multiple 3rd party applications.

Products affected

Avaya Aura Contact Center 7.1.x, Avaya Contact Center Select 7.1.x

Problem description

The Communications Control Toolkit (CCT) SDK documentation for Avaya Aura Contact Center 7.1.x and Avaya Contact Center Select 7.1.x does not explicitly state the control and monitor support position when the Communications Control Toolkit is used by multiple 3rd party applications. This PSN states the supported position.

Workaround or alternative remediation

The CCT SDK ClientProfile Enumeration section defines profiles that can be selected by the client application to define the desired behavior of the Communication Control Toolkit session when interacting with the client application and the back end switching platform.

Members

	Member name	Value	Description
	FullControl	0	This default profile should be used by client applications that require full control of the communications end-points. This profile would typically be used by applications which are designed to interact with a single Contact Center agent and his or her associated voice and/or multimedia devices.
	MonitorOnly	1	This profile provides the client application with the ability to monitor Contact Center agents and their associated communications end-points but prevents the application from performing any control over these objects.
	CallRecorder	2	This profile is similar to the Monitor profile but is specifically designed to be used by call recording applications that would normally monitor large numbers of agents in the Contact Center but which would not perform any agent and/or end-point control except for call recording related operations.

A maximum of one FullControl profile Communications Control Toolkit SDK developed Application is supported.

When Avaya Aura Contact Center Agent Desktop is in use it is the sole FullControl CCT application of the Agent, subsequently it is not supported to deploy any additional CCT SDK developed Applications with FullControl profile for the same Agent.

The only profiles supported for any additional CCT SDK developed Applications are MonitorOnly and CallRecorder.

If a CCT application uses FullControl on an Agent, no other FullControl CCT applications (including Avaya Contact Center Agent Desktop) may be used to control the same Agent.

No other application can control this Agent or Supervisor in parallel with the CCT SDK developed application instance.

This restriction includes multiple instances of a CCT SDK developed application.

If a CCT API developed application is controlling an Agent or Supervisor (known as User in the Contact Control Service), it must be the sole application controlling this Agent or Supervisor. No other application using AACC API's can control this Agent or Supervisor in parallel with the CCT API developed application instance. This restriction includes multiple instances of a CCT API developed application. The applications referred to above include, Avaya Agent Desktop, any Contact Center SDK Reference Client or any application developed against the Contact Center SDK's listed below:

- CCT Open Interfaces SOAP SDK
- CCT Open Interfaces REST SDK
- CCT .NET SDK
- CCMM Web Communications SDK (all)
- CCMM Agent Web Services SDK
- Enterprise Web Chat SDK
- Contact Control Service (CCS) SDK's

Remarks

none

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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