Migrating to Avaya Contact Center – Extended Capacity

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Chapter 1: Introduction

Purpose

This document describes procedures that you must perform to migrate data from your previous Avaya Aura® Call Center Elite contact center to Avaya Contact Center – Extended Capacity and the required tasks to verify the data migration. You can use this document as a general guideline for migration from other Avaya and non-Avaya contact centers.

This document is intended for implementation engineers and support personnel.

Required skills and knowledge

Ensure that you have the following administrative skills and knowledge:

- Command line interface commands for Red Hat® Enterprise Linux®, CentOS, or Oracle Linux.
- Avaya Aura® Call Center Elite. For more information about the Call Center Elite solution, see *Avaya Aura® Call Center Elite Overview and Specification*.
- Avaya Call Management System. For more information about configuring Avaya Call Management System, see *Administering Avaya Call Management System*.
- Avaya Aura® Application Enablement Services. For more information about configuring Application Enablement Services, see *Administering Avaya Aura® Application Enablement Services*.
- Avaya Experience Portal. For more information about configuring Avaya Experience Portal, see *Administering Avaya Experience Portal*.
- Avaya Workspaces. For more information about administering Avaya Workspaces, see *Deploying Avaya Workspaces for Call Center Elite*.
- Avaya Workplace Client. For more information about administering Avaya Workplace Client, see *Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows*.
- The Avaya Agent for Desktop application. For general information about Avaya Agent for Desktop, see *Using Avaya Agent for Desktop*.
- SIP endpoints, such as Avaya 9600 Series IP Deskphones and Avaya J100 Series IP Phones. For more information about Avaya 9600 Series IP Deskphones, see *9600 Series IP Deskphones Overview and Specifications*. For more information about Avaya J100 Series IP Phones, see *Avaya J100 Series SIP IP Phones Overview and Specifications*.

Chapter 2: Overview

Avaya Contact Center – Extended Capacity migration overview

After deploying Avaya Contact Center – Extended Capacity, you can migrate contact center data and endpoints from your previous contact center. The time required to migrate your contact center depends on the contact center capacity and components. With contact centers that require complex networking, the migration process might take up to two years. For a simplified migration, Avaya recommends that you distribute the process into several phases, including planning, component migration, data migration, and migration verification.

Before data migration, you must consider your contact center topology and capacity. Certain contact center solutions, such as Avaya Aura® Call Center Elite, require several independent nodes to support high agent capacity. Avaya Contact Center – Extended Capacity is a single-server solution supporting up to 30,000 concurrent agents. You can migrate from your previous contact center to Avaya Contact Center – Extended Capacity without purchasing additional peripherals, such as endpoints and contact center applications.

You must also pre-plan and maintain component migration, such as migrating to internal AE Services. Avaya Contact Center – Extended Capacity supports two types of AE Services implementation: external and internal. External AE Services is part of the Avaya Aura® infrastructure and must be connected to Avaya Contact Center – Extended Capacity manually. Internal AE Services is integrated with the Routing Core Server and connects to Avaya Contact Center – Extended Capacity during the contact center deployment. For more information about internal AE Services administration, see *Administering Application Enablement Services for Avaya Contact Center – Extended Capacity*.

For automated data migration, the solution provides the Extraction Utility, which collects the data from your previous contact center and generates a `.json` file. You can use the generated file for data import on the Configuration Server web portal. To preserve your contact center performance, you must distribute data migration in phases and migrate one bulk of contact center objects at a time. When you are importing data from multiple contact center nodes, the Configuration Server validates the data and lists the duplicate objects in the migration report.

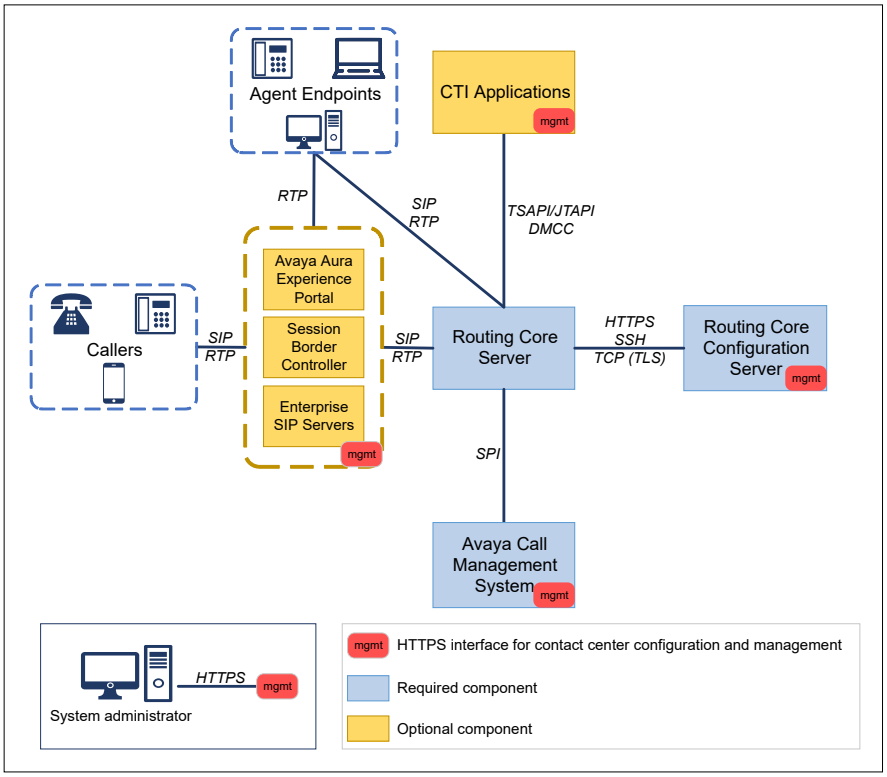
Avaya Contact Center – Extended Capacity topology

In the Avaya Contact Center – Extended Capacity solution, the Routing Core Server contains all core components that provide call routing, agent and endpoint management functionality, and

contact center connectivity. The solution provides CTI capabilities through Application Enablement Services installed on the Routing Core Server.

For contact center call reporting, the solution supports Call Management System. You can also install Session Border Controller for network security and interoperability between networks.

The following diagram provides an overview of the contact center architecture and components:



Migration from Avaya Aura® Call Center Elite

Avaya Aura® Call Center Elite is a solution for small contact centers. To support high agent capacity, contact centers using the solution require several independent nodes. Each node needs to be deployed and configured separately. You can migrate data from multiple Call Center Elite nodes into Avaya Contact Center – Extended Capacity.

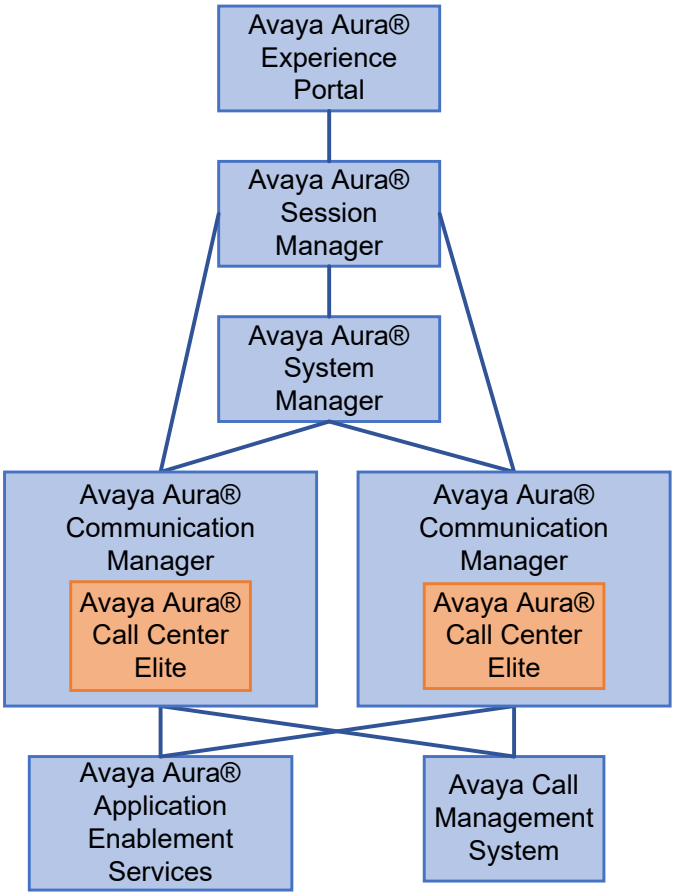
Avaya Contact Center – Extended Capacity is a single-server solution that is easy to deploy, manage, and configure. Avaya Contact Center – Extended Capacity provides most of the Avaya Aura® Call Center Elite functionality, including advanced agent features.

Related links

Feature matrix on page 76

Comparison to the Avaya Aura® Call Center Elite topology

The following diagram provides an overview of the Avaya Aura® Call Center Elite topology for a contact center for 10,000 agents. The diagram shows the contact center with the Avaya Aura® Communication Manager High Availability pair. To support a higher agent capacity, the contact center requires more Avaya Aura® System Manager, Avaya Aura® Session Manager, and Avaya Aura® Communication Manager nodes.



Avaya Aura® Call Center Elite component	Avaya Contact Center – Extended Capacity component	Description
Avaya Aura® System Manager	Configuration Server	The Configuration Server provides the administration capabilities of Avaya Aura® System Manager.
Avaya Aura® Communication Manager	Routing Core Server	In Avaya Contact Center – Extended Capacity, the Routing Core Server contains all core ACD software that provides the Avaya Aura® Communication Manager and Avaya Aura®

Table continues…

Avaya Aura® Call Center Elite component	Avaya Contact Center – Extended Capacity component	Description
Avaya Aura® Session Manager	Routing Core Server	Session Manager functionality. The number of Routing Core Servers depends on the deployment environment. In the Avaya Aura® Call Center Elite solution, the number of Avaya Aura® Communication Manager servers depends on the number of Avaya Aura® Call Center Elite nodes.
Application Enablement Services		Avaya Contact Center – Extended Capacity contains AE Services that operates within the Routing Core Server. Avaya Contact Center – Extended Capacity also supports Application Enablement Services from your previous contact center for migration purposes. After you complete the migration from Avaya Aura® Call Center Elite, you can disconnect the external AE Services from your contact center.
Avaya Call Management System (CMS)		In Avaya Aura® Call Center Elite, each contact center node connects to a CMS High Availability pair. One CMS pair can connect to up to eight Call Center Elite nodes. In Avaya Contact Center – Extended Capacity, the number of Call Management System servers depends on the number of concurrent agents and supervisors in your contact center. One CMS pair supports up to 2,000 concurrent supervisors and 20,000 concurrent agents.
Avaya Experience Portal		You can connect Avaya Experience Portal to Avaya Contact Center – Extended Capacity for management of voice self-service and Integrated Voice Response applications.

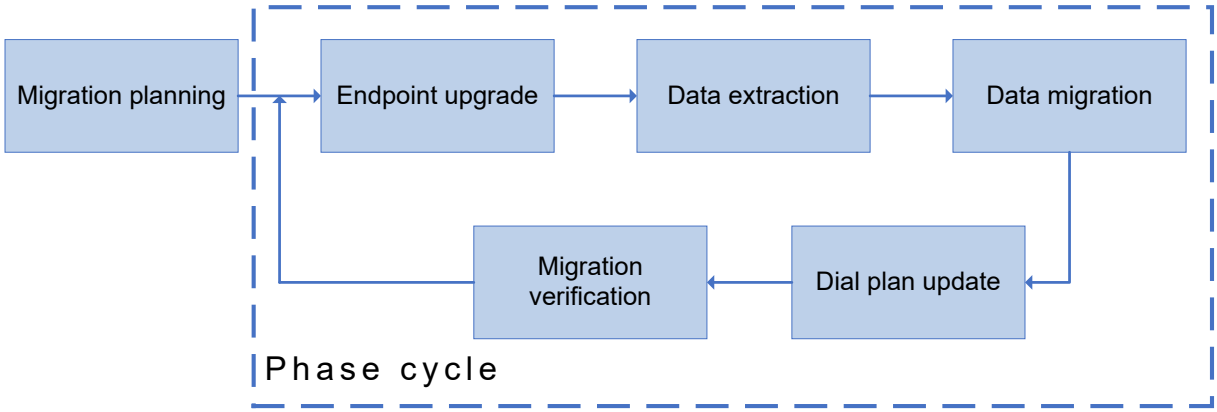
Phased migration

Avaya recommends that you migrate data from your previous contact center in phases. In each phase, you can migrate a certain number of endpoints or agents. Avaya Contact Center – Extended Capacity also uploads all objects associated with endpoints and agents to migrate in a phase. Migration of the contact center objects in phases takes less time and affects only the contact center objects that you migrate. If migration of a phase fails, you can roll back the migration phase.

If you migrate contact center objects in phases, you can configure Avaya Contact Center – Extended Capacity so that the migrated agents can make calls to and receive calls from agents in your previous contact center. You must also ensure that your dial plan can process incoming and outgoing calls for the migrated entities correctly. For more information about configuring dial plan and network, see the dial plan and network configuration sections in *Administering Avaya Contact Center – Extended Capacity*.

Migration workflow

The following diagram provides a high-level overview of the migration workflow:



Migration stage	Description
Migration planning	During the planning stage of migration, you must consider the following: • Avaya Contact Center – Extended Capacity licensing • The number of migration phases • Audio source migration • Endpoint firmware
Data extraction	You can use the Extraction Utility to download the data from your previous contact center in the `.json` file. You must also obtain the audio files for the announcements and Music on Hold to migrate.
Data migration	During data migration, you can import contact center data using the `.json` file that you generated with the Extraction Utility. You must also upload audio files associated with the migrated announcement configuration. When you import data from multiple contact center nodes, the Configuration Server validates the data and lists the duplicate objects in the migration report. You can use the report to locate and delete the duplicate objects manually.
Endpoint upgrade	You must upgrade your endpoint firmware to SIP. If you cannot upgrade the firmware, you must replace the endpoints with SIP phones.
Dial plan update	During data migration, you can add a prefix to contact center object extensions or numbers to distinguish between data from different nodes of your previous contact center. You need to update the migrated dial plan configuration to include the added prefix. You must also update the dial plan so that the migrated agents and supervisors can make internal calls to contact center users that you have not migrated yet.

Table continues…

Migration stage	Description
Migration verification	After migrating contact center data, you must verify your contact center functionality and CMS reporting.

Chapter 3: Planning and pre-migration tasks

Migration planning

Before migrating to Avaya Contact Center – Extended Capacity, you must consider the following:

Planning item	Description
Avaya Contact Center – Extended Capacity licensing	You must determine the maximum number of concurrent contact center users that can log in to Avaya Contact Center – Extended Capacity simultaneously and acquire a license for the specified quantity of users.
The number of migration phases	The number of phases depends on the number of contact center objects to migrate from your previous contact center. You must also determine how many contact center objects to migrate during each migration phase.
Audio source migration	You must determine what audio files for announcements and Music on Hold you need to migrate in each phase. The Extraction Utility does not download the audio files used in your previous contact center. You must upload audio files to the Configuration Server manually after using the Extraction Utility for migrating data in bulk.
Endpoint firmware	Avaya Contact Center – Extended Capacity does not support H.323 endpoints. You must determine which endpoints to upgrade to SIP firmware.

Hardware requirements

Routing Core Server hardware requirements

For the Routing Core Server, Avaya recommends using Dell EMC PowerEdge R940 or an equivalent server with the following specifications:

Hardware	Minimum requirements
CPU	112 hyper-threaded, 2.1 GHz cores
Memory	1 TB
Storage	8 TB
Network	10 Gbps or 100 Gbps for larger configurations

Configuration Server hardware requirements

For the Configuration Server, Avaya recommends using a virtual machine with the following specifications:

Hardware	Minimum requirements
CPU	12 vCPUs, 2.1 GHz cores
Memory	20 GB
Storage	500 GB
Network	1 Gbps

Alternatively, the system administrator can use Dell EMC PowerEdge R640 or an equivalent server with the same or greater capacities of the Configuration Server on a virtual machine.

To ensure High Availability, Avaya recommends using dual power supplies and bonded network interface cards. The administrator must also configure RAID storage.

RAID configuration	Minimum requirements
RAID 1	240 GB X 2 disks. You must install the operating system on these disks.
RAID 5+1 (1 disk as hot spare)	1.6 TB X 8 disks

You must configure VMWare and the virtual machines on the RAID 1 and RAID 5 data stores respectively.

Network requirements

Before migrating to Avaya Contact Center – Extended Capacity, ensure the following:

- The network latency without call failures under load between the contact center servers in the same data center is not more than 50 milliseconds.
- The network latency between data centers must not exceed 250 milliseconds.
- Avaya Contact Center – Extended Capacity provides the ability to assign a virtual IP address to the server network interface.
- Layer 2 switches must be connected in a redundant manner in each data center.

For more information about contact center deployment environments and cabling, see the Avaya Contact Center – Extended Capacity overview and planning and pre-configuration sections in *Deploying Avaya Contact Center – Extended Capacity*.

Endpoint requirements

Avaya Contact Center – Extended Capacity supports the following SIP endpoints:

- Avaya J100 Series IP Phones
- Avaya 9600 Series IP Deskphones
- Avaya Agent for Desktop
- Avaya Workplace Client

Avaya Contact Center – Extended Capacity does not support H.323 endpoints. After migrating data to Avaya Contact Center – Extended Capacity, upgrade H.323 endpoint firmware to SIP. If you cannot upgrade the endpoint firmware to SIP, you need to replace these endpoints with SIP phones.

For more information about supported endpoint models, see the interoperability section in *Avaya Contact Center – Extended Capacity Solution Description*.

Related links

Endpoint migration on page 31

Dial plan considerations

When migrating dial plan configuration to Avaya Contact Center – Extended Capacity, you must consider the following:

- Your dial plan must support public switched telephone network (PSTN) calls to and from the migrated endpoints.
- Your dial plan must support emergency number dialing without a prefix.
- Avaya Contact Center – Extended Capacity retains dial patterns configured for your previous contact center.
- Some contact center objects, such as endpoints and agents, configured on different nodes of your previous contact center can have the same extension number or agent login ID values. To avoid migration conflicts, add a prefix to object IDs during data migration. You must ensure that your dial plan can process incoming and outgoing calls for the migrated objects correctly.
- Your dial plan must support calls from the migrated endpoints to the endpoints that you did not migrate from your previous contact center.

Licensing analysis

Avaya Contact Center – Extended Capacity provides a subscription license for a fixed number of logged-in users. Only the specified number of licensed users can gain access and use the Avaya Contact Center – Extended Capacity solution at any time without regard to the named user.

Before migrating from your previous contact center, you must determine the maximum number of users that can log in to Avaya Contact Center – Extended Capacity simultaneously and acquire

a license for the specified number of users. If more users try to log in, Avaya Contact Center – Extended Capacity denies them access until a license becomes available.

You must also consider the maximum capacity for simultaneously logged-in users. Avaya Contact Center – Extended Capacity supports up to 30,000 concurrent agents and 5,000 concurrent supervisors.

Audio resource considerations

When migrating audio configuration, such as announcements and Music on Hold, to Avaya Contact Center – Extended Capacity, you must consider the following:

- The Extraction Utility does not download audio files for announcements and Music on Hold from your previous contact center. Before migrating, you must determine the list of audio files associated with announcements to migrate. After the data migration is complete, you must manually upload audio files for Avaya Contact Center – Extended Capacity to provide audio playback to the caller.
- Some announcements configured on different contact center nodes can have the same extension number. To avoid migration conflicts, add a prefix to announcement extensions during data migration.
- Avaya Contact Center – Extended Capacity supports up to 30,000 announcements. You must encode audio files with G.711 or G.729.

Related links

Uploading audio files to the Configuration Server on page 25

Chapter 4: Data migration

Data migration overview

Avaya Contact Center – Extended Capacity provides the Extraction Utility that you can use to import data from your previous Avaya contact center. You can download the Extraction Utility from the Configuration Server web portal. The Extraction Utility collects the contact center data and generates a `.json` file that you can use for data import.

During the migration, you can filter agents, skills, and endpoints that you import by agent login ID, skill number, and endpoint extension number. The Configuration Server imports agents, skills, and endpoints within the specified range and the related configuration of vectors, VDNs, and other contact center objects.

When you import data from multiple contact center nodes, the Configuration Server validates the data and lists the duplicate objects in the migration report. You can use the report to locate and delete duplicate objects manually.

The extraction and import process might take up to several hours, depending on the data bulk that you import.

After migrating the extracted contact center data, you must upload audio files to the corresponding announcements. You can use announcements for configuring queue music and Music on Hold.

Logging in to the Configuration Server web portal

About this task

Log in to the Configuration Server to import data of your previous contact center and manage the Avaya Contact Center – Extended Capacity configuration.

Before you begin

- Ensure you have the latest version of Google™ Chrome, Microsoft Edge, Mozilla Firefox, Opera, or Safari.
- Obtain the Configuration Server IP address, port, login, and password from the implementation personnel or Avaya support.

Procedure

1. In your browser, enter the Configuration Server IP address and port number in the following format:

`https://<Configuration Server IP address>:8201`

In the geo-redundant HA deployment, enter the virtual IP address and port number of the Configuration Server.

2. In **Username or email**, type the username or email configured for your account.
3. Click **CONTINUE**.
4. In **Password**, type the provided password.
5. **(Optional)** Click to view the entered password.
6. Click **LOGIN**.

   The Configuration Server directs you to the App Launcher screen and displays login information, such as login time and number of previous login attempts.
7. Click one of the following:
   - **System Administration**: To manage tenants and Routing Core servers.
   - **Contact Center Administration**: To configure contact center objects and global settings.

Downloading the Extraction Utility

About this task

Download the Extraction Utility from the Configuration Server web portal. The Extraction Utility gets the data from your previous contact center and converts them to the `.json` format. You can later import the extracted data to Avaya Contact Center – Extended Capacity.

Before you begin

Ensure you have the latest version of Google™ Chrome, Microsoft Edge, Mozilla Firefox, Opera, or Safari.

Procedure

1. On the Configuration Server web portal, go to **Administration** > **Import**.
2. At the top of the Import screen, click **Avaya**.
3. In the Avaya section, click **Download Extraction Utility**.

   Your browser downloads the Extraction Utility archive.
4. Go to the folder where you downloaded the archive and extract it.

   The extracted archive contains Extraction Utility executable files for Windows, Linux, and macOS.
5. In the extracted folder, locate the executable file for your operating system and note the file name.

You need the `.exe` file name to run the Extraction Utility.

Extracting data from a previous contact center

About this task

Extract the data from your previous Avaya contact center to migrate to Avaya Contact Center – Extended Capacity. The Extraction Utility gets the data of contact center objects and converts them to the `.json` format. You can later use the generated file for data import.

Before you begin

- Download the Extraction Utility archive from the Configuration Server web portal and extract it.
- Obtain the Extraction Utility `.exe` file name for your operating system. You can locate the `.exe` file after you download and extract the Extraction Utility archive.
- Obtain your CM host IP address, Communication Manager port number, user name, and password from your implementation engineers or Avaya Support.

Procedure

1. In the command prompt, do one of the following:
   - For Windows, run *<executable file name>*`.exe import-avaya`.

     For example, `extraction-utility-win-x64.exe import-avaya`.
   - For Linux, run `./`*<executable file name>* `import-avaya`.

     For example, `./extraction-utility-linux import-avaya`.
2. In **Please enter SMS Host**, enter the SMS host IP address.

   For example, `10.104.0.40`.
3. In **Please enter CM Host**, enter the CM host IP address.

   For example, `10.0.0.10`.
4. In **Please enter CM Username**, enter the Communication Manager user name in the following format:

   <user name>`@`*<CM host IP address>*`:`*<CM port>*

   For example, `abcuser@10.0.0.10:5022`.
5. In **Please enter CM Password**, enter the Communication Manager password.
6. In **Please enter file path to save the Extracted Data**, enter a path to the folder where you want to save the generated `.json` file.

   For example, `E://MigratedData/`.

   The Extraction Utility starts collecting the contact center data and converting them to the `.json` format.

You can see the progress of data extraction in the command output. The extraction might take up to several hours depending on the data bulk that you are importing.

When the extraction process is complete, you can see an output similar to the following:

```
Parsing finished
File has been placed at "E://MigratedData/extractedDataAvaya.json"
```

Importing all contact center data to Avaya Contact Center – Extended Capacity

About this task

Import all the data of your previous contact center to Avaya Contact Center – Extended Capacity using the `.json` file that you generated with the Extraction Utility. Some contact center objects configured on different nodes of your previous contact center can have the same names or IDs. To avoid migration conflicts, you can add number and name prefixes to contact center objects.

After the data migration is complete, the Configuration Server saves the details for your contact center and you can later use this configuration for migrating new objects.

Before you begin

- Close all running applications and unused browser windows.
- Obtain the `.json` file with the Communication Manager data. The Extraction Utility generates the `.json` file when extracting data of your previous contact center.

Procedure

1. On the Configuration Server web portal, go to **Administration** > **Import**.
2. At the top of the Import screen, click **Avaya**.
3. **(Optional)** If you have already added your contact center, in **Select Existing ACD**, select the contact center name.

   The Configuration Server automatically populates the contact center configuration details.
4. In **ACD Name**, type your contact center name.

   You can type a maximum of 35 Unicode characters.
5. **(Optional)** In **ACD Details**, type a short description of your contact center.

   You can type a maximum of 50 Unicode characters.
6. In **Name Prefix**, type two characters to prepend to the imported object names.

   You can type a maximum of two characters. For the first character, you can type a letter or an underscore (_). For the second character, you can type a letter, a digit, or an underscore.

7. In **Select Entities to Apply Name Prefix**, select one of the following:
   - **All**: To add a prefix to the names of all contact center objects.
   - One or several contact center objects.

   The Configuration Server prepends the names of the selected contact center objects with the configured prefix.
8. In **Number Prefix**, type digits with which to prepend the imported object extensions or numbers.

   You can type a maximum of two digits.
9. In **Select Entities to Apply Number Prefix**, select one of the following:
   - **All**: To add a prefix to the extensions or numbers of all contact center objects.
   - One or several contact center objects.

   The Configuration Server prepends the extensions or numbers of the selected contact center objects with the configured prefix.
10. **(Optional)** In **Original Name**, type the ACD name that you used in a previous contact center.
11. **(Optional)** To overwrite the data imported at the previous migration, select **Overwrite Existing Data**.

    You can overwrite only the configuration data that you migrated from the same contact center instance.
12. Keep the **Migrate Everything** check box selected.
13. Click **Upload Generated File**.
14. In the new window, browse to the required folder and select the `.json` file with the extracted data.
15. At the bottom of the screen, click **Submit**.

    The Configuration Server generates and displays the pre-migration report in the ACD Pre Report dialog box. You can see the IDs and names of the contact center objects to migrate.
16. At the bottom-right corner of the ACD Pre Report dialog box, click **Import**.

    The Configuration Server starts importing data of your previous contact center to Avaya Contact Center – Extended Capacity. The data import might take up to several hours depending on the data bulk that you are importing.
17. When the data import is complete, in the Importing ACD dialog box, click **OK**.

    You can see the Import Details screen with the migration report.
18. On the Import Details screen, go to **Conflicted**, **Created**, and **Updated** subtabs for each type of contact center objects and verify if the data are migrated successfully.

The Created subtab shows the new objects added during the migration. The Updated subtab shows the existing objects with the updated configuration after the migration. The Conflicted subtab shows the contact center objects with the IDs matching to the objects that were created manually on the Configuration Server. During the migration, the Configuration Server does not replace the objects that you created manually on the web portal.

19. **(Optional)** Resolve the migration conflicts by deleting or renaming duplicate objects.

    For example, if you have two duplicate agents after the migration, you must go to the **Agents** tab, locate the conflicted agents, and delete or rename one of the agents.

Importing specific data to Avaya Contact Center – Extended Capacity

About this task

Import a specific range of your contact center objects to Avaya Contact Center – Extended Capacity using the filters on the Import screen. When you import a specific range of objects, the Configuration Server imports all the related contact center configuration, such as skills, VDNs, and vectors.

Before you begin

- Close all running applications and unused browser windows.
- Obtain the `.json` file with the Communication Manager data. The Extraction Utility generates the `.json` file when extracting data of your previous contact center.

Procedure

1. On the Configuration Server web portal, go to **Administration** > **Import**.
2. At the top of the Import screen, click **Avaya**.
3. Do one of the following:
   - To use the configuration details of the contact center that you already migrated, in **Select Existing ACD**, select the contact center name.

     The Configuration Server automatically populates the contact center configuration details.
   - Add a new contact center configuration, including a contact center name and description, and prefixes for the migrated object names and extensions.
4. Clear the **Migrate Everything** check box.
5. Click **Upload Generated File**.
6. In the new window, browse to the required folder and select the `.json` file with the extracted data.

7. In the filter section, select one of the following:
   - **Agents Filter**: To import a specific range of agents.
   - **Skills Filter**: To import a specific range of skills.
8. Click **Add New**.
9. In the entry field, type the object ID range to import.

   You can type a specific object ID, such as an agent login ID, a skill number, or a range of IDs. For example, `7001-7200`.

   You can also specify a part of the object ID using the asterisk character. For example, if you enter `*7`, the Configuration Server imports all the agents or skills with an agent login ID or a skill number ending with 7.
10. In the Endpoints Filter section, click **Add New**.
11. In the entry field, type the endpoint extension range to import.

    You can type a specific endpoint extension number, or a range of extensions numbers. For example, `5001-5400`.

    You can also specify a part of the extension number using the asterisk character. For example, if you enter `*55`, the Configuration Server imports all the endpoints with an endpoint extension number ending with 55.
12. At the bottom of the screen, click **Submit**.

    The Configuration Server generates and displays the pre-migration report in the ACD Pre Report dialog box. You can see the IDs and names of the contact center objects to migrate.
13. At the bottom-right corner of the ACD Pre Report dialog box, click **Import**.

    The Configuration Server starts importing data of your previous contact center to Avaya Contact Center – Extended Capacity. The data import might take up to several hours depending on the data bulk that you are importing.
14. When the data import is complete, in the Importing ACD dialog box, click **OK**.

    You can see the Import Details screen with the migration report.
15. On the Import Details screen, go to **Conflicted**, **Created**, and **Updated** subtabs for each type of contact center objects and verify if the data are migrated successfully.

    The Created subtab shows the new objects added during the migration. The Updated subtab shows the existing objects with the updated configuration after the migration. The Conflicted subtab shows the contact center objects with the IDs matching to the objects that were created manually on the Configuration Server. During the migration, the Configuration Server does not replace the objects that you created manually on the web portal.
16. **(Optional)** Resolve the migration conflicts by deleting or renaming duplicate objects.

For example, if you have two duplicate agents after the migration, you must go to the **Agents** tab, locate the conflicted agents, and delete or rename one of the agents.

Related links

Importing all contact center data to Avaya Contact Center – Extended Capacity on page 21

Uploading audio files to the Configuration Server

About this task

Import audio files for Music on Hold and announcements manually to the Configuration Server after importing your contact center data with the Extraction Utility.

To add more announcements to the contact center, specify announcement configuration on the Configuration Server web portal and upload the corresponding audio files.

For more information about creating new announcements, see the contact center configuration section in *Administering Avaya Contact Center – Extended Capacity*.

Before you begin

Ensure the audio files to upload are in the `.wav` format, encoded with G.711 and correspond to the announcements that you have imported to Avaya Contact Center – Extended Capacity.

Procedure

1. On the Configuration Server web portal, go to **Administration** > **Contact Center** > **Announcements**.
2. On the Announcements screen, select the announcement for which to upload the audio file.

   You can use the search bar at the top of the screen to find the required announcement.
3. In **Upload Audio File**, click **Choose File** and select the audio file from your local directory.
4. At the top-right corner of the screen, click **Commit**.

   The Configuration Server saves the announcement configuration and redirects you to the Announcements screen.

Chapter 5: AE Services migration

During migration, you can connect the AE Services server from your previous contact center to the Routing Core Server. You can use the existing configuration on the external AE Services server for connection to CTI applications.

External AE Services runs on a separate Linux server and integrates with Avaya Contact Center – Extended Capacity. The external AE Services server supports the CVLAN, TSAPI, DMCC, and DLG services. You can also migrate the external AE Services security database objects to the internal AE Services server.

External AE Services configuration checklist

To connect an external AE Services server to your contact center, perform the following tasks:

No.	Task	Reference	Notes	✔
1	Log in to the external AE Services management console.	For more information about logging in to the external AE Services management console, see the AE Services administration section in *Administering Avaya Aura® Application Enablement Services*.		
2	On the external AE Services server, configure the switch connection.	For more information about switch connection administration, see Updating the external AE Services server configuration on page 27.	You must replace the Avaya Aura® Communication Manager IP address with the Routing Core Server IP address.	
3	On the external AE Services server, configure the TLS, TCP, and port settings.	For more information about TCP and TLS port configuration, see Updating the external AE Services server configuration on page 27.	You must update the TCP, TLS, and port settings for the Routing Core Server connection.	

Table continues…

No.	Task	Reference	Notes	✔
4	On the Configuration Server web portal, add the AE Services server.	For more information about adding an AE Services server, see Adding an AE Services server on the Configuration Server web portal on page 29.		
5	On the external AE Services server, import the trusted CA and server certificates.	For more information about importing certificates, see the certificate management section in *Administering Avaya Aura® Application Enablement Services*.	• Copy the trusted certificates from AESi. • Import the server certificates to the external AE Services server. • Restart the server.	
6	On the Configuration Server web portal, configure the CTI link.	For more information about adding CTI links on the Configuration Server web portal, see the CTI link section in *Administering Avaya Contact Center – Extended Capacity*.	• Ensure that the link number matches the CTI link number configured on the external AE Services server. • Ensure that the link number does not match any numbers of the CTI links configured on the internal AE Services server.	
7	Migrate the security database from the external AE Services server to the internal AE Services server.	For more information about the security database migration, see Migrating the AE Services database on page 29.		
8	Verify AE Services server status and license mode.	For more information about the AE Services status verification, see Verifying AE Services status and license mode on page 30.		

Updating the external AE Services server configuration

About this task

To migrate data from external AE Services to the internal server, connect the AE Services server from your previous contact center to the Routing Core Server. For more information about configuring external AE Services, see *Administering Avaya Aura® Application Enablement Services*.

Before you begin

Disable the active switch connection on the external AE Services management console. For more information about disabling switch connections, see the maintenance section in *Administering Avaya Aura® Application Enablement Services*.

Procedure

1. On the external AE Services management console, go to **Communication Manager Interface** > **Switch Connections**.
2. On the Switch Connections page, select the current Communication Manager connection and click **Delete Connection**.
3. On the Delete Switch Connection page, click **Delete**.
4. On the Switch Connections page, type the Routing Core Server name and click **Add Connection**.
5. On the Connection Details page, in **Switch Password**, type the connection password.

   The password must contain from 12 to 16 alphanumeric characters.
6. In **Confirm Switch Password**, retype the connection password.
7. **(Optional)** Configure the remaining connection parameters.
8. Click **Apply**.
9. On the Switch Connections page, select the new switch connection and click **Edit PE/CLAN IPs**.
10. On the Edit Processor Ethernet IP page, type the IP address of the Routing Core Server and click **Add/Edit Name or IP**.
11. Go to **Networking** > **Ports**.
12. On the Ports page, enable the required ports and specify the port numbers.
13. Click **Apply Changes**.
14. Go to **Networking** > **TCP/TLS Settings**.
15. On the TCP/TLS Settings page, select the required TLS protocol version and TCP retransmission count value.
16. Click **Apply Changes**.

Adding an AE Services server on the Configuration Server web portal

About this task

Connect each AE Services server to the Configuration Server to use the CVLAN, TSAPI, DMCC, and DLG services. With AE Services servers, you can interact with CTI applications to control endpoints and monitor calls.

Procedure

1. On the Configuration Server web portal, click **Administration** > **AES Servers**.
2. At the top-right corner of the AES Servers screen, click +.

   The Configuration Server displays the AE Services server configuration fields.
3. On the Add AES Server screen, in **Name**, type the AE Services server hostname.

   You can type a maximum of 15 characters. You can type alphanumeric characters and a hyphen (-).
4. In **Password**, type the AE Services server password.

   You can type a maximum of 16 alphanumeric characters. For the external AE Services server, specify the switch connection password that you configure on the AE Services management console.
5. To enable the AE Services server, select **Enabled**.
6. At the top-right corner of the screen, click **Commit**.

   The Configuration Server saves the AE Services server configuration and redirects you to the AES Servers screen.

Migrating the AE Services database

About this task

Migrate the security database objects from the AE Services server that you used in your previous data center to the internal AE Services server. You can upload the external AE Services security database file to the internal AE Services server using the management console. You can migrate all security database objects, including CTI users, devices, device groups, Tlinks, Tlink groups, and worktops.

Procedure

1. On the external AE Services management console, go to **Maintenance** > **Security Database** > **Export**.
2. On the Export SDB page, click **Here**.

AE Services downloads the `backupsdb.txt` file to your computer.

3. Log in to the internal AE Services management console.

   For more information about logging in to the internal AE Services management console, see the AE Services overview section in *Administering Application Enablement Services for Avaya Contact Center – Extended Capacity*.

4. On the internal AE Services management console, go to **Maintenance** > **Security Database** > **Import**.
5. On the Import SDB page, click **Choose File** and select the `backupsdb.txt` file.
6. Click **Import**.

   AE Services imports all objects from the file to the security database. For more details about the import result, see the `/var/log/avaya/aes/importsdb.log` file.

Verifying AE Services status and license mode

About this task

After configuring AE Services, check the connection status and the license mode of each service using the external AE Services management console.

Before you begin

Log in to the external AE Services management console.

Procedure

1. Click **AE Services**.
2. In the Status column, verify that the status of the required service is ONLINE.
3. In the License Mode column, verify that the license status of the required service is NORMAL MODE.

Chapter 6: Endpoint migration

After migrating data from your previous contact center, you must register the endpoints to Avaya Contact Center – Extended Capacity for the contact center to route calls to and from the migrated endpoints. For Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones migration, you must update the endpoint and contact center details in the endpoint configuration files and on the DHCP server. If you use Avaya Agent for Desktop, you must update the application settings to process contact center calls.

Avaya Contact Center – Extended Capacity does not support H.323 endpoints. If you migrate data for H.323 endpoints, you must also upgrade the endpoint firmware to SIP. If you use Avaya Agent for Desktop, you must configure the application to use SIP signaling.

Endpoint migration checklist

You must register the migrated endpoints to Avaya Contact Center – Extended Capacity:

No.	Task	Reference	✔
Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones migration			
1	Modify the `46xxsettings.txt` file.	See Modifying the 46xxsettings.txt file on page 32	
2	Upload endpoint configuration and SIP firmware files to the HTTP file server.	See Uploading settings files to the HTTP file server on page 33	
3	Configure the DHCP server.	See Configuring the DHCP server on page 33	
4	Reboot endpoints on Avaya Aura® Communication Manager.	See Rebooting endpoints on Avaya Aura Communication Manager on page 34	
Avaya Agent for Desktop migration			
1	Configure Avaya Agent for Desktop settings.	See Configuring Avaya Agent for Desktop settings on page 34	
2	Restart Avaya Agent for Desktop.		

Modifying the 46xxsettings.txt file

About this task

To register Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones to Avaya Contact Center – Extended Capacity, specify your contact center details in the `46xxsettings.txt` file.

For more information about the `46xxsettings.txt` file parameters, see *Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP* and *Administering Avaya 9601/9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones SIP*.

Before you begin

Obtain the `46xxsettings.txt` file.

Procedure

1. Open the `46xxsettings.txt` file in a text editor.
2. For the SIP_CONTROLLER_LIST parameter, specify the IP address, port number, and port type of the SIP proxy server.

   In the Simplex deployment, the primary SIP proxy server address is the IP address of the Routing Core Server. In the local HA and geo-redundant HA deployments, the primary SIP proxy server address is the virtual IP address of the Routing Core Server. The default port number for TCP and UDP is 5060. The default port number for TLS is 5061.

   For example, `SET SIP_CONTROLLER_LIST 10.1.2.6:5061;transport=tls`
3. For the SIPDOMAIN parameter, specify the SIP domain.

   You cannot register endpoints on the SIP proxy server without specifying the SIP domain.

   For example, `SET SIPDOMAIN sipdomain.example.com`
4. Set the ENABLE_PPM_SOURCED_SIPPROXYSRVR parameter to `0`.
5. Set the CONFIG_SERVER_SECURE_MODE parameter to `0`.
6. For the BRURI parameter, specify the URL address of the message storage server.

   The contact center uses the specified server to store the recorded agent greeting messages.

   For example, `SET BRURI http://10.1.2.20/greetings`
7. For the TRUSTCERTS parameter, specify the certificate file names for authentication.
8. **(Optional)** If you use TCP, set the ENABLE_OOD_MSG_TLS_ONLY parameter to `0`.
9. To use SIP for signaling, set the SIG parameter to `2`.

   Avaya Contact Center – Extended Capacity does not support H.323 endpoints.
10. Specify the required settings.
11. Save the `46xxsettings.txt` file.

Uploading settings files to the HTTP file server

About this task

Before rebooting Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones for registration to Avaya Contact Center – Extended Capacity, upload the endpoint configuration and firmware files to the HTTP file server.

For more information about the HTTP file server, see *Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP* and *Administering Avaya 9601/9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones SIP*.

Before you begin

- Obtain SIP firmware files for Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones.
- For Avaya J100 Series IP Phones, obtain the `J100SUpgrade.txt` file.
- For Avaya 9600 Series IP Deskphones, obtain the `96x1Supgrade.txt` file.
- Specify contact center details in the `46xxsettings.txt` file.

Procedure

1. Access the HTTP file server.
2. Upload the SIP firmware files to your file server.
3. Upload one of the following endpoint upgrade files to your file server:
   - `J100SUpgrade.txt`: For Avaya J100 Series IP Phones.
   - `96x1Supgrade.txt`: For Avaya 9600 Series IP Deskphones.
4. Upload the `46xxsettings.txt` file to your file server.

Configuring the DHCP server

About this task

Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones obtain network and configuration information using the DHCP protocol. Administer endpoints to obtain endpoint settings and firmware files from the HTTP file server.

Before you begin

Ensure that you have configured a DHCP server. For more information about DHCP server, see *Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP* and *Administering Avaya 9601/9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones SIP*.

Procedure

1. Access the DHCP server.

2. On the DHCP server, update the IP address of the HTTP file server using the HTTPSRVR parameter.

   You must specify the IP address of the file server where you store `46xxsettings.txt`, `96x1Supgrade.txt`, `J100SUpgrade.txt`, and SIP firmware files.

   For example:

```
option avaya-option-242 code 242 = string;
option avaya-option-242 "HTTPSRVR=10.1.2.22";
```

Rebooting endpoints on Avaya Aura® Communication Manager

About this task

To register the migrated endpoints to Avaya Contact Center – Extended Capacity and upgrade the endpoint firmware, reboot endpoints from the Avaya Aura® Communication Manager. Use the `reset ip-stations` command to reboot multiple endpoints simultaneously. You can also reboot endpoints with specific IP addresses or in a specific network region.

For more information about the `reset ip-stations` command, see *Maintenance Commands for Avaya Aura® Communication Manager, Branch Gateways and Servers*.

Before you begin

Ensure that you logged in to the endpoints to reboot.

Procedure

1. Log in to the Communication Manager System Administration Terminal interface.

   For more information about the System Administration Terminal interface, see *Administering Avaya Aura® Communication Manager*.

2. When prompted, type `reset ip-stations`.

   You can use `reset ip-stations` command parameters to reboot endpoints with specific IP addresses or in a specific network region.

3. Press `Enter`.

Configuring Avaya Agent for Desktop settings

About this task

If you use Avaya Agent for Desktop as an agent desktop application, configure the application settings to register the migrated endpoints to Avaya Contact Center – Extended Capacity. You must also ensure that Avaya Agent for Desktop uses SIP signaling.

For more information about configuring Avaya Agent for Desktop, see *Deploying and configuring Avaya Agent for Desktop*.

Before you begin

Ensure that you are using the latest version of the Avaya Agent for Desktop application.

Procedure

1. Start Avaya Agent for Desktop.
2. At the top-left corner of Avaya Agent for Desktop, click  .
3. From the menu, select **Settings**.

   Avaya Agent for Desktop displays the Avaya Agent Settings window.
4. In **AAFD Login type**, click **Use Local Configuration**.
5. In **License Server URL**, specify the URL address of the WebLM server.

   For example, `https://10.1.2.21:52233/WebLM/LicenseServer`
6. In the Local Server Settings section, in **Signaling**, select **SIP**.
7. In the Primary SIP Proxy Server section, specify the IP address, port number, and port type of the primary SIP proxy server.

   In the Simplex deployment, the primary SIP proxy server address is the IP address of the Routing Core Server. In the local HA and geo-redundant HA deployments, the primary SIP proxy server address is the virtual IP address of the Routing Core Server. The default port number for TCP and UDP is 5060. The default port number for TLS is 5061.

   For example, `10.1.2.6:5061 TLS`
8. In **SIP domain**, specify the SIP domain.

   You cannot register endpoints on the SIP proxy server without specifying the SIP domain.

   For example, `sipdomain.example.com`
9. On the navigation menu, click **Audio**.
10. On the Audio tab, in **Noise Suppression**, click **Very High**.
11. Select **Auto Gain Control**.
12. Select **Echo Cancellation**.
13. On the navigation menu, click **Security**.
14. On the Security tab, in **PPM Secure Mode**, select **HTTP**.
15. In **Certification Mode**, select **Use Local**.
16. In **Certificates**, add the required local certificates.

    If the SIP proxy uses the TLS protocol, you must also add the OpenSIPS Trusted CA certificate. You can find the certificate in the `/usr/local/etc/opensips/tls/rootCA/` directory.

17. Click **Save**.
18. Restart Avaya Agent for Desktop.

Endpoint migration reversion checklist

If you need to register the migrated endpoints back to your previous contact center or cannot register them to Avaya Contact Center – Extended Capacity due to network connectivity issues, perform the following tasks to revert endpoint migration:

No.	Task	Reference	Notes	✔
Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones migration				
1	Specify the details of your previous contact center in the `46xxsettings.txt` file.	See the following documents: • *Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP* • *Installing and Administering Avaya J100 Series SIP IP Phones in Avaya Aura®* • *Administering Avaya 9601/9608/9608G/9611G/ 9621G/9641G/9641GS IP Deskphones SIP*		
2	Upload endpoint SIP firmware and settings files to the HTTP file server.	See the following documents: • *Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP* • *Installing and Administering Avaya J100 Series SIP IP Phones in Avaya Aura®* • *Administering Avaya 9601/9608/9608G/9611G/ 9621G/9641G/9641GS IP Deskphones SIP*		

Table continues…

No.	Task	Reference	Notes	✔
3	Configure the DHCP server.	See the following documents: • *Installing and Administering Avaya J100 Series SIP IP Phones in Open SIP* • *Installing and Administering Avaya J100 Series SIP IP Phones in Avaya Aura®* • *Administering Avaya 9601/9608/9608G/9611G/ 9621G/9641G/9641GS IP Deskphones SIP*		
4	Reboot the endpoints manually.			
Avaya Agent for Desktop migration				
1	Configure Avaya Agent for Desktop settings.	See *Deploying and configuring Avaya Agent for Desktop*	Specify the details of your previous contact center in the application settings.	
2	Restart Avaya Agent for Desktop.			

Chapter 7: Workplace migration

Avaya Workplace Client migration overview

To register Avaya Workplace Client settings to Avaya Contact Center – Extended Capacity, you must update the `46xxsettings.txt` file. Additionally, you must configure the Avaya Workplace Client application settings.

Modifying the 46xxsettings.txt file for Avaya Workplace Client

About this task

To register Avaya Workplace Client to Avaya Contact Center – Extended Capacity, specify the agent phone details in the `46xxsettings.txt` file.

Before you begin

Obtain the `46xxsettings.txt` file.

Procedure

1. Open the `46xxsettings.txt` file in a text editor.
2. Complete the following updates in the file.

Parameter	Value
SIP parameters	**SET SIP_CONTROLLER_LIST "10.50.58.251:5060;transport=TCP,10.50.58.251:5060;transport=TCP"** **SET SIPPROXYSRVR 10.50.58.251** **SET SIPPORT 5060** **SET SIPSECURE 0** **SET SIPENABLED 1** **SET SIPDOMAIN ngtp.ssa.gov** **SET SIMULTANEOUS_REGISTRATIONS 2**

Table continues…

Parameter	Value

PPM parameters	`SET ENABLE_PPM 1`
	`SET ENABLE_PPM_CALL_JOURNALING 0`
	`SET ENABLE_PPM_CONTACTS 0`

Avaya Contact Center – Extended Capacity properties	`SET NO_SUBSCRIBE_ON_SIP_CONNECTION_RECOVERY 15`
	`SET ENABLE_PPM_PERSISTENT_DATA 1`
	`SET AGTGREETINGSTAT 1`
	`SET ENABLE_PLT_OOB_HEADSET_CALL_CONTROL 0`
	`SET AUDIO_DEVICE_CALL_CONTROL_ENABLED 0`

UI notifications	`SET SHOW_TEAM_BUTTON_VISUAL_ALERT 0`
	`SET SHOW_EQUINOX_MEETING_PANEL_IN_TOM 0`
	`SET DESKTOP_HTTP_APPLICATION_INTEGRATION 0`
	`SET ENABLE_CALL_NOTIFICATIONS 0`
	`SET ENABLE_AUDIBLE_CALL_NOTIFICATIONS 0`

SSO settings	`SET SSOENABLED 0` `SET AUTOCONFIG_USESSO 0`

Table continues…

Parameter	Value
Disabling services Avaya Workplace Client that are not require	**SET UNIFIEDPORTALENABLED 0** **SET HTTPUAENABLED 0** **SET ESMENABLED 0** **SET ACSENABLED 0** **SET ENHDIALSTAT 0** **SET ENABLE_VIDEO 0** **SET ENABLE_AVAYA_CLOUD_ACCOUNTS 0** **SET ENABLE_EQUINOX_MEETING_ACCOUNT_DISCOVERY 0** **SET ENABLE_EWS_ACCOUNT_DISCOVERY 0** **SET ENABLE_GOTO_MEETING_PORTAL 0** **SET ENABLE_SPACES_MESSAGING 0**
Microsoft Outlook properties	**SET ENABLE_OUTLOOK_ADDON 0** **SET OUTLOOK_CALL_CONTACT 0** **SET ENABLE_LOCAL_CONTACT 0** **SET ENABLE_TOP_OF_MIND 0** SET CALENDAR_INTEGRATION_ENABLED 0 **SET EWSENABLED 0**
Media parameters	**SET ENCRYPT_SRTCP 0** **SET ENABLE_MEDIA_HTTP_TUNNEL 0** **SET OTHER_PHONE_MODE_ENABLED 0** **SET ENABLE_DESKPHONE_SHARE_CONTROL 0** **SET ENABLE_TUTORIAL 0**

Table continues…

Parameter	Value
Agent parameters	**SET AGENT_ENABLED 1** **SET AGENT_WORK_CODE "0:Offer Sent,1:Follow up with Call back,2:Offer Document preparation,3:Discuss Discount"** **SET AUX_REASON_CODES "00:General Break,01:Coffee Break,02:Tea Break,03:Snack Break,04:Lunch,05:Meeting/ Activity,06:TeamLunch@xxx,07:Team_Dinner@BBQ,08:Sick,09:OOO,10:WFH** **SET LOGOUT_REASON_CODES "0:day end,01:On Leave,02:Holiday"** **SET Q_STATS_DEFAULTREFRESHTIMER 20** **SET UUIDISPLAYTIME 10** SET OBSCURE_PREFERENCES "SHOW_EQUINOX_MEETING_PANEL_IN_TOM, DESKTOP_HTTP_APPLICATION_INTEGRATION, UNIFIEDPORTALENABLED, ESMENABLED, ACSENABLED, ENABLE_OUTLOOK_ADDON, ENABLE_LOCAL_CONTACT, ENABLE_TOP_OF_MIND, CALENDAR_INTEGRATION_ENABLED, DIRENABLED, ENHDIALSTAT, EWSENABLED, ENABLE_VIDEO, ENABLE_AVAYA_CLOUD_ACCOUNTS, ENABLE_GOTO_MEETING_PORTAL, ENABLE_SPACES_MESSAGING, OTHER_PHONE_MODE_ENABLED, ENABLE_DESKPHONE_SHARE_CONTROL, ENABLE_TUTORIAL, AGENT_ENABLED, SET OBSCURE_PREFERENCES "SIP_CONTROLLER_LIST,SIPPROXYSRVR,SIPPORT,SIPSECURE,SIPENABLED,SIPDOMAIN,SIPUSERNAME,SIPHA1,SIPPASSWORD,ESMSRVR,CONFERENCE_VIRTUAL_ROOM,DIR_CONTACT_RESOLUTION_ENABLED,CONFERENCE_ACCESS_NUMBER,SSOENABLED,ISO_SYSTEM_LANGUAGE,UNIFIEDPORTALENABLED,WINDOWS_IMPROVIDER,CONTACT_MATCHING_SEARCH_LOCATION,ENABLE_OPUS,SUPPORTURL,DIRENABLED,DIRSRVR,DIRSRVRPRT,DIRTOPDN,DIRSECURE,CONFERENCE_MODERATOR_CODE,CONFERENCE_PARTICIPANT_COD

Table continues…

Parameter	Value
	E,CONFERENCE_PARTICIPANT_URL,RTP_PORT_RANGE,CONFERENCE_FACTORY_URI,ACSSSO,SETTINGS_CHECK_INTERVAL,RTP_PORT_LOW,ACSSECURE,DSCPVID,DSCPAUD_FLASHOVERRIDE,SIPREGPROXYPOLICY,PHNLDLENGTH,DSCPAUD_PRIORITY,ENABLE_MEDIA_HTTP_TUNNEL,SIPSSO,SP_AC,PHNOL,IOS10CALLKIT_ENABLED,PHNLD,PHNIC,PHNPBXMAINPREFIX,PHNREMOVEAREACODE,AUTOAPPLY_ARS_TO_SHORTNUMBERS,APPLY_DIALINGRULES_TO_PLUS_NUMBERS,PHNCC,DSCPAUD_FLASH,EWSSSO,EWSDOMAIN,ENABLE_DESKPHONE_SHARE_CONTROL,ESMSSO,VIDEO_MAX_BANDWIDTH_CELLULAR_DATA,OPUS_PAYLOAD_TYPE,SUPPORTWINDOWSAUTHENTICATION,ALLOW_CREATE_LOCAL_CONTACTS,ESMREFRESH,MEDIAENCRYPTION,EWSENABLED,DSCPAUD,SUPPORTEMAIL,ACSSRVR,DIALPLANEXTENSIONLENGTHLIST,ENCRYPT_SRTCP,ESMSECURE,VIDEO_MAX_BANDWIDTH_ANY_NETWORK,AUTO_AWAY_TIME,LOG_VERBOSITY,UNIFIED_PORTAL_SSO,DSCPAUD_IMMEDIATE,ANALYTICSENABLED,DSCPVID_FLASHOVERRIDE,BFCP_TRANSPORT,DSCPVID_IMMEDIATE,ENABLE_LOCAL_CONTACT,DSCPSIG,DSCPVID_FLASH,ESMPORT,ACSPORT,CONFERENCE_PORTAL_URI,ESMENABLED,AUTOCONFIG_USESSO,ENABLE_AVAYA_CLOUD_ACCOUNTS,ESMHIDEONDISCONNECT,ENHDIALSTAT,EWSSERVERADDRESS,ACSENABLED,CONFERENCE_FQDN_SIP_DIAL_LIST,APPLICATION_CLOSE_WINDOW,ADDRESS_VALIDATION,WINDOWS_IMPROVIDER_RESOLVE_CONTACT_EXTERNAL,ENABLE_BROWSER_EXTENSION,PSTN_VM_NUM,OUTLOOK_CALL_CONTACT,ENABLE_OUTLOOK_ADDON,WINDOWS_IMPROVIDER,ENABLE_BROWSER_EXTENSION,ADDRESS_VALIDATION,TRUST_STORE,VIDEO_MAX_BANDWIDTH_ANY_NETWORK,DND_SAC_LINK,PSTN_VM_NUM,ENABLE_OUTLOOK_ADDON,OUTLOOK_CALL_CONTACT,ENABLE_LOCAL_CONTACT,HIDDEN_MODE_ENABLED" **SET LOCKED_PREFERENCES "SIP_CONTROLLER_LIST, SIPDOMAIN, SIPUSERNAME, AGTGREETINGSTAT"**

Table continues…

Parameter	Value

TLS settings	`SET TRUSTCERTS "SMGR104_cert.crt,CACert_10420.pem"`
	`SET CONFIG_SERVER_SECURE_MODE 1`
	`SET PKCS12URL "phoneJ100.p12"`
	`SET PKCS12_PASSWD_RETRY 4`
	`SET PKCS12PASSWORD "123456"`

3. Save the `46xxsettings.txt` file.

Configuring Avaya Workplace Client settings

About this task

If you use the Avaya Workplace Client desktop application, you must manually configure the application settings to register Avaya Workplace Client settings on Avaya Contact Center – Extended Capacity.

Before you begin

Ensure that you are using the latest version of the Avaya Workplace Client application.

Procedure

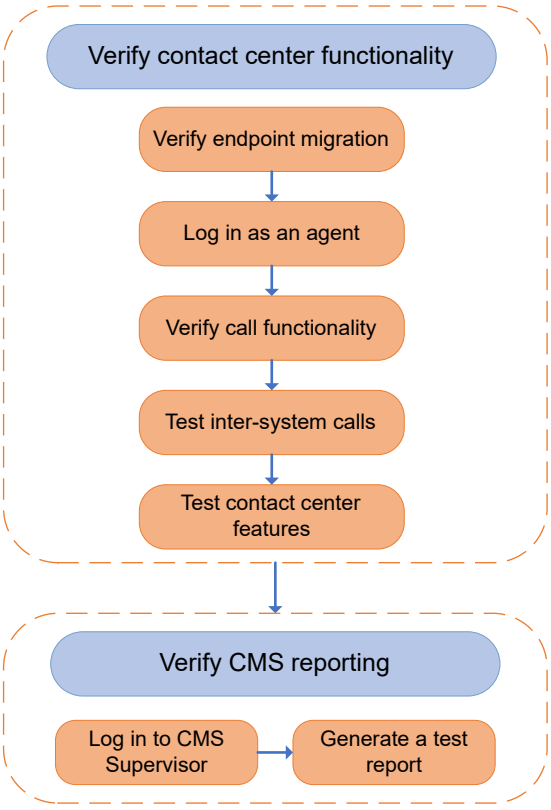
1. Start Avaya Workplace Client.
2. At the top-right corner, click the **Settings** icon.

   The Avaya Workplace Client application displays the Settings window.
3. In the left pane, click **Services**.
4. In the Services pane, click **Auto configure** > **Use a Web Address**.
5. In the Enter Web Address window, specify the URL address and click **Next**.
6. In **Station** and **Password**, enter a station name and password.
7. In the Avatar section, select the **Customer Services** option to enable it.
8. In Agent ID and Password, enter the agent ID and password.
9. Click **Save**.
10. Restart Avaya Workplace Client.

Chapter 8: Post-migration verification

Post-migration verification workflow

The following diagram shows a high-level sequence of procedures required to verify the contact center basic functionality after the data migration:



Endpoint migration verification

After migrating data from your previous contact center and registering endpoints to Avaya Contact Center – Extended Capacity, you must verify endpoint migration. The endpoint migration verification includes the following:

- Endpoint login verification
- Endpoint registration verification
- Button assignment verification
- Verification of calls between endpoints

You must consider the number of endpoints to verify. The number of endpoints to verify depends on the number of endpoints that you migrate per phase. When you migrate a smaller number of endpoints per phase, you can verify all the migrated endpoints. When you migrate a large number of endpoints, such as more than 200, Avaya recommends you to use 10% of the migrated endpoints for verification.

Endpoint migration verification checklist

You must verify the endpoint migration from your previous contact center:

No.	Task	Reference	✔
1	Log in to the migrated endpoints with the endpoint credentials.	• See Logging in to Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones on page 45 • See Logging in to Avaya Agent for Desktop on page 46	
2	Verify endpoint registration to Avaya Contact Center – Extended Capacity.	See Verifying endpoint registration on page 46	
3	Verify button assignment.	See Verifying button assignment on page 47	
4	Test calls between the migrated endpoints.	See Testing calls between endpoints on page 48	

Logging in to Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones

About this task

Before verifying the endpoint registration to Avaya Contact Center – Extended Capacity, ensure that you can log in to Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones using the endpoint extension and password associated with the migrated endpoint configuration.

Before you begin

Obtain the endpoint extension and password associated with the migrated endpoint configuration.

Procedure

1. Start your endpoint.
2. After the boot-up, on the phone screen, press **Login**.
3. On the Login screen, enter the endpoint extension.
4. Press **Enter**.
5. In **Password**, enter the password.
6. Press **Enter**.

Logging in to Avaya Agent for Desktop

About this task

Verify that you can log in to Avaya Agent for Desktop using the endpoint extension and password associated with the migrated endpoint configuration.

Before you begin

Obtain the endpoint extension and password associated with the migrated endpoint configuration.

Procedure

1. Start Avaya Agent for Desktop.

   Avaya Agent for Desktop displays the Avaya Agent Login window.
2. In the Station section, in **Station ID**, enter the endpoint extension.
3. In **Password**, enter the endpoint password.
4. **(Optional)** To log in automatically, in the Station section, select **Automatic Sign In**.

   When you start Avaya Agent for Desktop the next time, the application automatically logs you in with the specified endpoint credentials.
5. In the Station section, click **Sign In**.

Verifying endpoint registration

About this task

Use the Maintenance Shell to verify if the migrated endpoints are registered to Avaya Contact Center – Extended Capacity. You can check the registration of multiple endpoints simultaneously.

If the endpoints are not registered to Avaya Contact Center – Extended Capacity, you can register the migrated endpoints back to your previous contact center.

Before you begin

- Log in to the endpoints to verify registration.
- Log in to the Configuration Server web portal as a system administrator.

Procedure

1. On the Configuration Server web portal, click **Contact Center Administration**.
2. Click **Maintenance Shell**.

   The Configuration Server displays the Maintenance Shell console.
3. Log in to the Maintenance Shell with the system administrator credentials.
4. On the Maintenance Shell console, run the following command:

   ```
   mtc list station
   ```

   The command displays a list of logged-in endpoints.
5. Verify that the command output displays the endpoints in to which you are logged.

Related links

Logging in to Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones on page 45
Logging in to Avaya Agent for Desktop on page 46
Endpoint migration reversion checklist on page 36

Verifying button assignment

About this task

Verify that the migrated endpoints display all the assigned buttons. You can view a list of assigned buttons on the Configuration Server web portal.

For more information about endpoint buttons and their description, see *Using Avaya J100 Series SIP IP Phones for Call Center Agents*, *Using Avaya 9621G/9641G/9641GS IP Deskphones SIP for Call Center Agents*, and *Using Avaya Agent for Desktop*.

Before you begin

Log in to the Configuration Server web portal as a system administrator.

Procedure

1. On the Configuration Server web portal, click **Contact Center Administration**.
2. On the Configuration Server web portal, go to **Administration** > **Endpoints** > **Manage Endpoints**.
3. On the Endpoints screen, select the required endpoint.
4. At the top-right corner of the screen, click 👁.

   The Configuration Server displays the endpoint configuration fields.
5. Click the **Button Assignment** subtab.

   The Configuration Server displays a list of buttons assigned to the endpoint.
6. On the endpoints, ensure that the endpoints have the assigned buttons.

Related links

Logging in to the Configuration Server web portal on page 18

Testing calls between endpoints

About this task

After you migrate contact center objects to Avaya Contact Center – Extended Capacity from your previous contact center, verify that your contact center processes calls between migrated endpoints correctly. You also need to check the quality of the speech path between the call participants.

Procedure

1. Log in to endpoint 1 with the endpoint credentials.
2. Log in to endpoint 2 with the endpoint credentials.
3. On endpoint 1, call the extension of endpoint 2.
4. On endpoint 2, answer the incoming call.
5. On both endpoints, check the quality of the speech path.
6. Complete the call.

Logging in as an agent

About this task

Verify that you can log in to endpoints with the agent login ID and password associated with the migrated agent configuration. This procedure describes how to log in as an agent to Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones.

For more information about agent login in a CTI application, see your CTI application documentation.

Before you begin

Obtain the agent login ID and password associated with the migrated agent configuration.

Procedure

1. To access the Login screen, do one of the following:
   - On Avaya J100 Series IP Phones, go to **Main Menu** > **Features** > **Agent Login**.
   - On Avaya 9600 Series IP Deskphones, go to **Features** > **Agent Login**.
2. In **Agent ID**, enter the agent login ID.
3. In **Password**, enter the agent password.
4. Press **Enter**.

Call functionality verification

After migrating data from your previous contact center, ensure that the contact center processes calls correctly. Check that you can make a conference call and complete a call transfer. You must also verify that your contact center routes emergency calls correctly.

Call functionality verification checklist

You must verify that the contact center processes call to and from the migrated endpoints and agents.

No.	Task	Reference	✔
1	Test incoming calls.	• See Testing an internal call to a VDN on page 49 • See Testing an internal call to a supervisor on page 50 • See Testing an external call to a VDN on page 51	
2	Test conference calls.	See Testing a conference call on page 51	
3	Test call transfer.	• See Testing an attended transfer on page 52 • See Testing a transfer by call join on page 52	
4	Test outgoing calls.	See Testing outgoing calls on page 53	
5	Test emergency calls.	See Testing emergency calls on page 54	

Testing an internal call to a VDN

About this task

Verify that your contact center processes internal calls correctly. Make a test call to the configured VDN from an endpoint to ensure that you can hear announcements when the call is in the queue. You must check if an agent logged in to another endpoint in Auto-In mode can receive calls and hear a VOA message when they accept the call. You also need to check the quality of the speech path between the call participants.

Procedure

1. Log in to endpoint 1 with endpoint credentials.
2. Log in to endpoint 2 with agent credentials.
3. On endpoint 1, call a VDN.
4. Check if you can hear announcements.
5. On endpoint 2, change the agent work mode to Auto-In.
6. Answer the incoming call.

7. Check if you can hear the VOA message.

   The contact center plays a short message about the requested service before connecting the caller to the agent.

8. On both endpoints, check the quality of the speech path.
9. Complete the call.

Related links

Logging in to Avaya J100 Series IP Phones and Avaya 9600 Series IP Deskphones on page 45
Logging in to Avaya Agent for Desktop on page 46
Logging in as an agent on page 48

Testing an internal call to a supervisor

About this task

Make a test call to a supervisor to ensure that an agent can make calls to internal numbers and check the quality of the speech path. Verify that the supervisor endpoint displays the caller ID correctly.

For more information about configuring endpoint feature buttons, see the endpoint configuration section in *Administering Avaya Contact Center – Extended Capacity*.

Procedure

1. Log in to the agent endpoint with endpoint credentials.
2. Log in to the supervisor endpoint with endpoint credentials.
3. On the agent endpoint, call the supervisor extension.
4. On the supervisor endpoint, check the caller ID.

   The endpoint displays the agent endpoint extension.

5. On the supervisor endpoint, answer the incoming call.
6. On both endpoints, check the quality of the speech path.
7. On the agent endpoint, complete the call.
8. On the supervisor endpoint, verify that the call is complete.
9. Log in to the agent endpoint with agent credentials.
10. Change the agent work mode to Auto-In.
11. On the agent endpoint, call the supervisor extension.
12. On the supervisor endpoint, check the caller ID.

    The endpoint displays the agent login ID.

13. Complete the call.

Testing an external call to a VDN

About this task

After testing internal calls, verify that your contact center processes external calls correctly. Make a test call to a configured VDN from a caller's phone to ensure that the caller can hear announcements in queue. Check if an agent in Auto-In mode can receive calls and hear a VOA message when they accept the call. Check the quality of the speech path between the caller and the agent.

Procedure

1. Log in to the agent endpoint with agent credentials.
2. On the caller's phone, call a VDN.
3. Check if you can hear announcements.
4. On the agent endpoint, change the agent work mode to Auto-In.
5. Answer the incoming call.
6. Check if you can hear the VOA message.

   The contact center plays a short message about the requested service before connecting the caller to an agent.
7. On the caller's phone and agent endpoint, check the quality of the speech path.
8. Complete the call.

Testing a conference call

About this task

Verify that you can make a conference call. You can have up to six participants on a conference call. Enter an agent login ID, endpoint, or VDN extension to add a participant to a conference call.

For more information about configuring endpoint feature buttons, see the endpoint configuration section in *Administering Avaya Contact Center – Extended Capacity*.

Procedure

1. Log in to endpoint 1 with agent credentials.
2. Log in to endpoint 2 with agent credentials.
3. On the caller's phone, call a VDN.
4. On endpoint 1, change the agent work mode to Auto-In.
5. Answer the incoming call.
6. Check the quality of the speech path.
7. On endpoint 1, press **Conference**.
8. Enter the agent login ID.

   You must use the agent login ID you used to log in to endpoint 2.

9. Verify that all participants are on the call.
10. Check the quality of the speech path.
11. Complete the call.

Testing an attended transfer

About this task

Verify that an agent can complete a call transfer and check the quality of the speech path during the transfer call.

Procedure

1. Log in to endpoint 1 with agent credentials.
2. Log in to endpoint 2 with endpoint credentials.
3. On endpoint 1, change the agent work mode to Auto-In.
4. On the caller's phone, call a VDN.
5. On endpoint 1, answer the incoming call.
6. Initiate an attended transfer to the extension of endpoint 2.
7. On the caller's phone, check if you can hear music on hold.
8. On endpoint 2, answer the call from endpoint 1.
9. On both endpoints, check the quality of the speech path.
10. On endpoint 1, complete the transfer to endpoint 2.
11. Check the quality of the speech path.
12. Complete the call.

Testing a transfer by call join

About this task

Verify that an agent can complete a transfer by call join. To transfer a call to the transfer target, an agent sets up a three-party conference call and disconnects from the call.

For more information about configuring endpoint feature buttons, see the endpoint configuration section in *Administering Avaya Contact Center – Extended Capacity*.

Procedure

1. Log in to endpoint 1 with agent credentials.
2. Log in to endpoint 2 with agent credentials.
3. On the caller's phone, call a VDN.
4. On endpoint 1, change the agent work mode to Auto-In.
5. Answer the incoming call.

6. Check the quality of the speech path.
7. On endpoint 1, press **Conference**.
8. Enter the agent login ID.

   You must use the agent login ID you used to log in to endpoint 2.
9. Verify that all participants are on the call.
10. Check the quality of the speech path.
11. On endpoint 1, complete the call.
12. On the caller's phone and endpoint 2, check the quality of the speech path.
13. Complete the call.

Testing outgoing calls

About this task

Verify that an agent can make calls to external numbers and check the quality of the speech path between the agent and the client. Verify that the client phone displays the caller ID correctly.

For more information about configuring endpoint feature buttons, see the endpoint configuration section in *Administering Avaya Contact Center – Extended Capacity*.

Procedure

1. Log in to the agent endpoint with endpoint credentials.
2. On the agent endpoint, call an external number.

   The number that you dial must comply with the migrated dial plan configuration.
3. On the client's phone, check the caller ID.
4. Answer the incoming call.
5. On the client's phone and agent endpoint, check the quality of the speech path.
6. On the client's phone, complete the call.
7. On the agent endpoint, verify that the call is complete.
8. Log in to the agent endpoint with agent credentials.
9. Change the agent work mode to Auto-In.
10. Call the same external number that you used in step 2.
11. On the client's phone, check the caller ID.

    The client phone displays a different caller ID.
12. Complete the call.

Testing emergency calls

About this task

Verify that the contact center routes emergency calls correctly. Verify that the emergency services receive the information about the endpoint location.

For more information about emergency calling, see the features section in *Avaya Contact Center – Extended Capacity Solution Description*.

Before you begin

- Ensure that you have an emergency service for testing calls. You can book a call time with the emergency services, use the 933 service for testing, or configure a test PSAP.
- Configure a SIP server, a network location, a dial plan, and number adaptations for emergency calls. For more information about configuring contact center objects, see *Administering Avaya Contact Center – Extended Capacity*.
- Ensure that your dial plan allows you to call an emergency service without dialing a prefix.

Procedure

1. Log in to the agent endpoint with the endpoint credentials.
2. On the agent endpoint, call the emergency services.

   If you book a call time with the emergency services, you must call the emergency number at the specified time.
3. Verify that the emergency services receive the endpoint location.

   Avaya Contact Center – Extended Capacity sends the information about the agent profile assigned to the endpoint. If the endpoint does not have an agent profile configured, the contact center uses the endpoint IP address to locate the endpoint and sends this information to the emergency services.
4. Complete the call.

Inter-system call verification

Contact center configuration checklist for inter-system calls

You can configure Avaya Contact Center – Extended Capacity and your previous contact center so that you can make calls to and from agents and endpoints that you have not migrated yet.

No.	Task	Reference	Notes	✔
Avaya Contact Center – Extended Capacity configuration				

Table continues…

No.	Task	Reference	Notes	✔
1	Configure number adaptations for incoming and outgoing calls.	See the dial plan configuration section in *Administering Avaya Contact Center – Extended Capacity*.		
2	Configure a SIP server.	See the network configuration section in *Administering Avaya Contact Center – Extended Capacity*.	• In **Address**, specify the IP address of the SIP routing server. If you are migrating from Avaya Aura® solution for contact centers, specify the Session Manager IP address. • In **Adaptation**, select the configured number adaptation.	
3	Configure a dial plan for external calls.	See the dial plan configuration section in *Administering Avaya Contact Center – Extended Capacity*.	• In **Call Type**, select **public**. • In **Destination SIP Server(s)**, select the configured SIP server.	
Configuration of contact centers that use an Avaya Aura® solution				
4	On the System Manager web console, configure an adaptation.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.		
5	On the System Manager web console, configure a SIP entity link to Avaya Contact Center – Extended Capacity.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.	• In **FQDN or IP address**, specify the IP address of the Routing Core Server. • In **Type**, select **SIP Trunk**. • In **Adaptation**, select the configured adaptation.	
6	On the System Manager web console, configure a routing policy for calls to Avaya Contact Center – Extended Capacity.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.	On the Routing Policy Details page, in the SIP Entity as Destination section, specify the SIP entity link to Avaya Contact Center – Extended Capacity.	
7	On the System Manager web console, ensure that you have a routing policy configuration for calls to Avaya Aura® Communication Manager.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.		

Table continues…

No.	Task	Reference	Notes	✔
8	On the System Manager web console, configure the dial patterns for incoming and outgoing calls.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.	In the Originating Locations and Routing Policies section, specify routing policies for calls to and from Avaya Contact Center – Extended Capacity.	
Contact center configuration for connecting to Avaya Experience Portal				
9	On the System Manager web console, ensure that you have a configuration for a SIP entity link to Avaya Experience Portal.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.		
10	On the System Manager web console, ensure that you have a routing policy configuration for calls to the Avaya Experience Portal.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.		
11	On the System Manager web console, ensure that you have a dial pattern configuration for calls to the Avaya Experience Portal.	See the Session Manager routing section in *Administering Avaya Aura® Session Manager*.		
12	On the Experience Portal, ensure that you have a VoIP connection configuration for SIP signaling.	See the system configuration section in *Administering Avaya Experience Portal*.		
13	On the Experience Portal, ensure that you have a DNIS application configuration.	See the speech applications in Avaya Experience Portal section in *Administering Avaya Experience Portal*.		

Testing inter-system calls

About this task

After configuring your contact center so that you can make calls between Avaya Contact Center – Extended Capacity and your previous contact center, check that the contact center processes these calls correctly.

In the scope of this procedure, endpoint 1 is one of the migrated endpoints, and endpoint 2 is an endpoint registered to your previous contact center.

Before you begin

Configure Avaya Contact Center – Extended Capacity and your previous contact center to process inter-system calls.

Procedure

1. Log in to endpoint 1 with the endpoint credentials.
2. Log in to endpoint 2 with the endpoint credentials.
3. On endpoint 1, call the extension of endpoint 2.
4. On endpoint 2, check the caller ID and answer the incoming call.

   The endpoint displays the extension of endpoint 1.
5. Check the quality of the speech path and complete the call.
6. On endpoint 2, call the extension of endpoint 1.
7. On endpoint 1, check the caller ID and answer the incoming call.

   The endpoint displays the extension of endpoint 2.
8. Check the quality of the speech path and complete the call.
9. Log in to endpoint 2 with the agent credentials.
10. On endpoint 1, call the agent login ID.

    You must call the agent logged in to the endpoint 2.
11. On endpoint 2, check the caller ID and answer the incoming call.

    The endpoint displays the extension of endpoint 1.
12. Check the quality of the speech path and complete the call.
13. On endpoint 2, call the extension of endpoint 1.
14. On endpoint 1, check the caller ID and answer the incoming call.

    The endpoint displays the agent login ID for the agent logged in to endpoint 2.
15. Check the quality of the speech path and complete the call.

Contact center feature verification

After migrating data from your previous contact center, you must verify that you can access advanced Avaya Contact Center – Extended Capacity features. You must verify the following functionality:

- Timed After Call Work (ACW) mode
- VuStats
- Direct Agent Calling
- Redirection to voicemail
- Redirection on No Answer
- VDN Override

- Service Observing

Testing timed After Call Work mode

About this task

Check if an agent in Auto-In mode switches to ACW mode for a configured time interval after completing a call. Verify that the agent does not receive calls in ACW mode.

For more information about ACW mode, see the features section in *Avaya Contact Center – Extended Capacity Solution Description*.

Before you begin

Ensure that you configured the ACW timeout parameter for the migrated skill. For more information, see the skill overview section in *Administering Avaya Contact Center – Extended Capacity*.

Procedure

1. Log in to endpoint 1 with the agent credentials.
2. Log in to endpoint 2 with the endpoint credentials.
3. On endpoint 1, change the agent work mode to Auto-In.
4. On the caller's phone, call a VDN.

   You must call a VDN that queues the call to the migrated skill.
5. On endpoint 1, answer the incoming call.
6. Complete the call.

   The agent work mode changes to ACW.
7. On endpoint 2, call the agent login ID.

   You must call the agent logged in to endpoint 1.
8. Verify that the agent on endpoint 1 does not receive a call.
9. After the ACW time interval expires, verify that the agent work mode changes to Auto-In.

Testing VuStats

About this task

Check if the agent endpoint displays the VuStats information. For more information about VuStats, see the feature overview section in *Avaya Contact Center – Extended Capacity Solution Description*.

Before you begin

- Ensure that you configured VuStats data types. For more information, see *Administering Avaya Contact Center – Extended Capacity*.
- Ensure that the agent endpoint has the **VuStats** button.

Procedure

1. Log in to the agent endpoint with the agent credentials.
2. On the agent endpoint, press **VuStats**.

   The endpoint displays the statistic details for agents and skills.

Testing direct agents calls

About this task

Avaya Contact Center – Extended Capacity treats a call to an agent login ID as a direct agent call when the caller and the agent have a permission set for Direct Agent Calling. Check that the agent receives a direct agent call before skill calls.

For more information about Direct Agent Calling, see the features section in *Avaya Contact Center – Extended Capacity Solution Description*.

Before you begin

- Ensure that the endpoint and agent have a permission set for Direct Agent Calling.
- Ensure that the agent has a direct agent skill.
- For testing purposes, on the Configuration Server web portal, on the Agents screen, set **Call Handling Preference** to **greatest-need**. For more information about configuring a call handling preference, see the agent configuration section in *Administering Avaya Contact Center – Extended Capacity*.
- Ensure that the VDN you call has the same skill as the direct agent skill assigned to the agent.

Procedure

1. Log in to endpoint 1 with the endpoint credentials.

   You must log in to the endpoint that has a permission set for Direct Agent Calling.
2. Log in to endpoint 2 with the agent credentials.

   You must log in as an agent that has a permission set for Direct Agent Calling.
3. On the caller's phone, call a VDN.
4. On endpoint 2, answer the incoming call.
5. On another caller's phone, call the same VDN.
6. On endpoint 1, call the agent login ID.

   You must call the agent logged in to endpoint 2.
7. On endpoint 2, complete the call.
8. Answer the incoming call.
9. Verify that the agent receives the call from endpoint 1.
10. Complete the call.

Testing call redirection to voicemail

About this task

Verify that the contact center redirects a direct agent call to voicemail when an agent cannot answer the call. Verify that an agent can access the voicemail server and listen to voice messages.

For more information about accessing voicemail, see *Using Avaya J100 Series SIP IP Phones for Call Center Agents*, *Using Avaya 9621G/9641G/9641GS IP Deskphones SIP for Call Center Agents*, and *Using Avaya Agent for Desktop*.

Before you begin

- Ensure that the endpoint and the agent that you use for verification have a permission set for Direct Agent Calling.
- For testing purposes, on the Configuration Server web portal, on the Agent Profiles screen, set **Message Wait Lamp Indicates Status For** to **AGENT**. For more information about the message waiting indicator configuration, see the agent profile overview section in *Administering Avaya Contact Center – Extended Capacity*.

Procedure

1. Log in to the agent endpoint with the endpoint credentials.
2. On the agent endpoint, call the agent login ID.

   You must make a call to the agent login ID of the logged-out agent.
3. Verify that you can hear the call redirection announcement and leave a voice message after the tone.
4. Complete the call.
5. Log in to the agent endpoint with the agent credentials.

   When you log in as an agent, the Message Waiting Indicator LED on the endpoint lights.
6. On the agent endpoint, access the voicemail server.

   For example, on Avaya J100 Series IP Phones, you can press **Voicemail** to access the voicemail server.
7. Verify that you can access and hear the recorded message.

   After listening to the voice message, the Message Waiting Indicator LED on the agent endpoint turns off.

Testing Redirection on No Answer

About this task

Check if the contact center handles unanswered calls correctly. If an agent cannot answer the call, the contact center redirects an ACD call to the original skill or to the specified VDN for alternative call handling. Check if the work mode of the unavailable agent changes to Aux work.

For more information about Redirection on No Answer, see the features section in *Avaya Contact Center – Extended Capacity Solution Description*.

Before you begin

- Ensure that you have Redirection on No Answer parameters configured for the migrated skill. For more information, see the skill overview section in *Administering Avaya Contact Center – Extended Capacity*.
- Ensure that the agents you use for verification have the migrated skill configured.
- Ensure that the VDN you call and the Redirection on No Answer VDN have the migrated skill assigned.

Procedure

1. Log in to endpoint 1 with the agent credentials.
2. Log in to endpoint 2 with the agent credentials.
3. On both endpoints, change the agent work mode to Auto-In.
4. On the caller's phone, call the VDN.
5. On endpoint 1, do not answer the call.

   After the administered number of rings, the contact center redirects the call to the agent logged in to endpoint 2. The work mode of the agent logged in to endpoint 1 changes to Aux work.
6. On endpoint 2, answer the incoming call.
7. Check the quality of the speech path.
8. Complete the call.

Testing VDN Override

About this task

Verify that the contact center routes the call to a correct VDN when you enable VDN Override.

Before you begin

- On the Configuration Server web portal, on the Vector Directory Numbers screen, select that the **Allow VDN Override?** check box for the original VDN. For more information about configuring VDN Override, see the VDN overview section in *Administering Avaya Contact Center – Extended Capacity*.
- Ensure that the vector assigned to the original VDN has a **`route-to`** step that routes to another VDN.

Procedure

1. Log in to the agent endpoint with agent credentials.
2. Change the agent work mode to Auto-In.
3. On the caller's phone, call a VDN.

   The contact center routes the call to another VDN that you specify in the **`route-to`** step of the vector associated with the original VDN.

4. Verify that the agent endpoint displays the extension of another VDN.
5. Answer the incoming call.
6. Check the quality of the speech path.
7. Complete the call.

Testing Service Observing

About this task

Check if a supervisor can monitor calls. Check if the supervisor can switch between observe modes during the active observing session.

For more information about Service Observing, see the features section in *Avaya Contact Center – Extended Capacity Solution Description*.

Before you begin

- Ensure that the agent skill has a supervisor extension assigned. For more information, see the skill overview section in *Administering Avaya Contact Center – Extended Capacity*.
- Ensure that the supervisor endpoint has the **Service Observe** buttons for Listen Only, Listen and Talk, and Coach modes configured.
- Ensure that the observed objects have the permission set for Service Observing configured.

Procedure

1. Log in to the agent endpoint with the agent credentials.
2. Log in to the supervisor endpoint with the supervisor endpoint credentials.
3. On the caller's phone, call a VDN.
4. On the agent endpoint, answer the incoming call.
5. On the supervisor endpoint, press the **Service Observe** button.
6. Select **Listen Only** mode.
7. Enter the agent login ID to observe.
8. Check the quality of the speech path.
9. On the supervisor endpoint, switch to **Coach** mode.
10. On the agent endpoint, verify that you can hear the supervisor.
11. On the caller's phone, verify that you can hear only the agent.
12. On the supervisor endpoint, switch to **Listen and Talk** mode.
13. On the caller's phone, verify that you can hear the agent and supervisor.
14. Check the quality of the speech path.
15. Complete the call.

Generating a test supervisor report

About this task

Log in to the CMS Supevisor web portal and run a test report to verify that CMS is processing call data correctly. For example, you can view status details for the configured skill.

Before you begin

- Add a CMS link on the Configuration Server web portal. For more information about configuring CMS, see the post-installation configuration section in *Deploying Avaya Contact Center – Extended Capacity*.
- Add your contact center to CMS using the CMS CLI.
- Obtain the CMS Supervisor web portal IP address and supervisor credentials from the implementation personnel or Avaya support.

Procedure

1. Log in to the CMS Supervisor web portal as a supervisor.
2. On the navigation menu, go to **Reports** > **Realtime** > **Split/Skill**.
3. On the Realtime: Split/Skill page, click **Skill Status**.
4. In the Inputs dialogue box, in **Split/Skill**, type the skill number.
5. In **Refresh Interval**, type the time interval to refresh the report data in seconds.
6. Click **OK**.

   In the new window, you can see the names, login IDs, states, and call details of the skill agents.

Chapter 9: Migration troubleshooting

The migration tool cannot import data from the import file

Condition

The migration tool cannot import data to Avaya Contact Center – Extended Capacity from the import file. The Configuration Server web portal displays the `Invalid format of data file` message.

Cause

The import file format is incorrect.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Import**.
3. On the Import screen, download the Extraction Utility.
4. Extract data from your previous contact center using the Extraction Utility.

   The Extraction Utility gets the data of contact center objects and converts them into the `.JSON` format.
5. Import the data to Avaya Contact Center – Extended Capacity using the `.JSON` file that you generated with the Extraction Utility.

Related links

Downloading the Extraction Utility on page 19
Extracting data from a previous contact center on page 20
Importing all contact center data to Avaya Contact Center – Extended Capacity on page 21

Agent login ID does not meet the minimum length requirement during the migration

Condition

The migration tool cannot import agents to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the `Agent login IDs must have a minimum length of X digits` message, where *X* is the minimum length value specified in the dial plan.

Cause

The agent login ID does not meet the minimum length requirement specified in the dial plan.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Import**.
3. At the top of the Import screen, click **Avaya**.
4. **(Optional)** If you have already added your contact center, in **Select Existing ACD**, select the contact center name.

   The Configuration Server automatically populates the contact center configuration details.
5. In **Number Prefix**, type digits to prepend the imported object extensions or numbers.

   You can type a maximum of two digits.
6. In **Select Entities to Apply Number Prefix**, select **Agent**.

   The Configuration Server prepends the extensions or numbers of the selected contact center objects with the configured prefix.
7. Configure the remaining fields.
8. At the bottom of the screen, click **Submit**.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

Endpoint extension does not meet the minimum length requirement during the migration

Condition

The migration tool cannot import endpoints to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the `Station extensions must have a minimum length of X digits` message, where *X* is the minimum length value specified in the dial plan.

Cause

The endpoint extension does not meet the minimum length requirement specified in the dial plan.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Import**.
3. At the top of the Import screen, click **Avaya**.
4. **(Optional)** If you have already added your contact center, in **Select Existing ACD**, select the contact center name.

   The Configuration Server automatically populates the contact center configuration details.
5. In **Number Prefix**, type digits to prepend the imported object extensions or numbers.

   You can type a maximum of two digits.
6. In **Select Entities to Apply Number Prefix**, select **Endpoint**.

   The Configuration Server prepends the extensions or numbers of the selected contact center objects with the configured prefix.
7. Configure the remaining fields.
8. At the bottom of the screen, click **Submit**.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

Announcement extension does not meet the minimum length requirement during the migration

Condition

The migration tool cannot import announcements to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the `Announcement extensions must have a minimum length of X digits` message, where *X* is the minimum length value specified in the dial plan.

Cause

The announcement extension does not meet the minimum length requirement specified in the dial plan.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Import**.
3. At the top of the Import screen, click **Avaya**.

4. **(Optional)** If you have already added your contact center, in **Select Existing ACD**, select the contact center name.

   The Configuration Server automatically populates the contact center configuration details.

5. In **Number Prefix**, type digits to prepend the imported object extensions or numbers.

   You can type a maximum of two digits.

6. In **Select Entities to Apply Number Prefix**, select **Announcement**.

   The Configuration Server prepends the extensions or numbers of the selected contact center objects with the configured prefix.

7. Configure the remaining fields.
8. At the bottom of the screen, click **Submit**.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

VDN extension does not meet the minimum length requirement during the migration

Condition

The migration tool cannot import VDNs to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the `VDN extensions must have a minimum length of X digits` message, where *X* is the minimum length value specified in the dial plan.

Cause

The VDN extension does not meet the minimum length requirement specified in the dial plan.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Import**.
3. At the top of the Import screen, click **Avaya**.
4. **(Optional)** If you have already added your contact center, in **Select Existing ACD**, select the contact center name.

   The Configuration Server automatically populates the contact center configuration details.

5. In **Number Prefix**, type digits to prepend the imported object extensions or numbers.

   You can type a maximum of two digits.

6. In **Select Entities to Apply Number Prefix**, select **VDN**.

   The Configuration Server prepends the extensions or numbers of the selected contact center objects with the configured prefix.

7. Configure the remaining fields.
8. At the bottom of the screen, click **Submit**.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

The number of CTI links exceeds the maximum capacity during the migration

Condition

The migration tool cannot import CTI link configuration to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the following message:

`CTI Links maximum capacity exceeded. Please change the filters or decrease the data. Remaining cti link capacity is X and Y new cti link(s) received through uploaded ACD data.`

X is the number of CTI links that the migration tool can import to the contact center and *Y* is the number of CTI links obtained from the `.JSON` file.

Cause

The number of CTI links exceeds the maximum capacity of 64 CTI links during the migration.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **CTI Links**.
3. On the CTI Links screen, select the CTI links that you do not require.
4. At the top-right corner of the page, click 🗑.
5. In the confirmation window, click **Yes**.

   The Configuration Server removes the selected CTI links from the contact center.
6. Go to the **Import** tab.
7. Import the contact center data using the `.JSON` file.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

The number of skills exceeds the maximum capacity during the migration

Condition

The migration tool cannot import skill configuration to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the following message:

`Skills maximum capacity exceeded. Please change the filters or decrease the data. Remaining skill capacity is X and Y new skill(s) received through uploaded ACD data.`

X is the number of skills that the migration tool can import to the contact center and *Y* is the number of skills obtained from the `.JSON` file.

Cause

The number of skills exceeds the maximum capacity of 15,000 skills during the migration.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Contact Center** > **Skills**.
3. On the Skills screen, select the skills that you do not require.
4. At the top-right corner of the page, click 🗑.
5. In the confirmation window, click **Yes**.

   The Configuration Server removes the selected skills from the contact center.
6. Go to the **Import** tab.
7. Import the contact center data using the `.JSON` file.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

The number of vectors exceeds the maximum capacity during the migration

Condition

The migration tool cannot import vector configuration to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the following message:

`Vectors maximum capacity exceeded. Please change the filters or decrease the data. Remaining vector capacity is X and Y new vector(s) received through uploaded ACD data.`

X is the number of vectors that the migration tool can import to the contact center and *Y* is the number of vectors obtained from the `.JSON` file.

Cause

The number of vectors exceeds the maximum capacity of 32,000 vectors during the migration.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Contact Center** > **Vectors**.
3. On the Vectors screen, select the vectors that you do not require.
4. At the top-right corner of the page, click 🗑.
5. In the confirmation window, click **Yes**.

   The Configuration Server removes the selected vectors from the contact center.
6. Go to the **Import** tab.
7. Import the contact center data using the `.JSON` file.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

The number of announcements exceeds the maximum capacity during the migration

Condition

The migration tool cannot import announcement configuration to Avaya Contact Center – Extended Capacity. The Configuration Server web portal displays the following message:

`Announcement maximum capacity exceeded. Please change the filters or decrease the data. Remaining announcement capacity is X and Y new announcement(s) received through uploaded ACD data.`

X is the number of announcements that the migration tool can import to the contact center and *Y* is the number of announcements obtained from the `.JSON` file.

Cause

The number of announcements exceeds the maximum capacity of 30,000 announcements during the migration.

Solution

1. Log in to the Configuration Server web portal as a system administrator and access the Contact Center Administration application.
2. Go to **Administration** > **Contact Center** > **Announcements**.

3. On the Announcements screen, select the announcements that you do not require.
4. At the top-right corner of the page, click 🗑.
5. In the confirmation window, click **Yes**.

   The Configuration Server removes the selected announcements from the contact center.
6. Go to the **Import** tab.
7. Import the contact center data using the `.JSON` file.

Related links

Importing specific data to Avaya Contact Center – Extended Capacity on page 23

Chapter 10: Resources

Documentation

Title	Use this document to	Audience
Overview		
Avaya Contact Center – Extended Capacity Solution Description	Understand high-level product functionality, performance specifications, security, and licensing.	Customers and sales, services, and support personnel
Implementing		
Deploying Avaya Contact Center – Extended Capacity	Install and configure Avaya Contact Center – Extended Capacity.	Implementation personnel
Migrating to Avaya Contact Center – Extended Capacity	Migrate from Avaya Aura® Call Center Elite to Avaya Contact Center – Extended Capacity.	Implementation personnel
Administering		
Administering Avaya Contact Center – Extended Capacity	Administer and manage Avaya Contact Center – Extended Capacity.	Implementation personnel
Administering Application Enablement Services for Avaya Contact Center – Extended Capacity	Administer and manage Application Enablement Services for integration with Avaya Contact Center – Extended Capacity.	Implementation personnel
Maintaining		
Maintaining Avaya Contact Center – Extended Capacity	Perform basic maintenance procedures and troubleshoot Avaya Contact Center – Extended Capacity services.	• System administrators • Customers and sales, services, and support personnel

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.

3. Click **Product Support** > **Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.

   This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.

   For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click to display the search results.

Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at https://documentation.avaya.com. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

Important:

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the Avaya Support website.

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** ( ) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.

  You can select multiple items in each filter category. For example, you can select a product and multiple user roles.
- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click **<** or **>** next to the document title to navigate to the previous topic or the next topic.
- Click **Share** ( ) to share a topic by email or copy the URL.

- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** ( ). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

  You can do the following:

  - Create, rename, and delete a collection.
  - Set a collection as the default or favorite 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 collections that others have shared with you.
- Click **Watch** ( ) to add a topic to your watchlist so you are notified when the content is updated or removed.
- View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

  You can do the following:

  - Enable **Email notifications** to receive email alerts.
  - Unwatch the selected content or all topics.
- Send feedback for a topic.

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 https://support.avaya.com.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted..
3. Click **Product Support** > **Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

Appendix A: Feature matrix

The following table provides a list of supported features in Avaya Aura® Call Center Elite and Avaya Contact Center – Extended Capacity:

Feature	Avaya Aura® Call Center Elite	Avaya Contact Center – Extended Capacity R10.1	Avaya Contact Center – Extended Capacity R10.2
ACD features			
Abandoned Call Search	Yes	No	No
Agent Greeting	Only with phones that use the Avaya Deskphone H.323 application	Yes	Yes
Agent Login	Yes	Yes	Yes
Agent Logout	Yes	Yes	Yes
Agent work modes: • After Call Work mode • Auto In mode • Aux Work mode • Manual In mode	Yes	Yes	Yes
Auto Answer	Yes	Yes	Yes
Auto Dial	Yes	Yes	Yes
Automatic Call Distribution	Yes	Yes	Yes
Business Advocate	Yes	No	No
Call Appearance	Yes	Yes	Yes
Call Conference	Yes	Yes	Yes
Call Forward	Yes	No	No
Call Hold	Yes	Yes	Yes
Call recording	Yes	Yes	Yes
Call Transfer	Yes	Yes	Yes
Call work codes	Yes	Yes	Yes

Table continues…

Feature	Avaya Aura® Call Center Elite	Avaya Contact Center – Extended Capacity R10.1	Avaya Contact Center – Extended Capacity R10.2
Direct Agent Calling	Yes	Yes	Yes
Emergency calls	Yes	Yes	Yes
Enterprise Behavioral Pairing	No	Yes	Yes
Expert Agent Selection/Distribution	Yes	Yes	Yes
Forced Agent Logout by Clock Time	Yes	Yes	Yes
Forced Logout Override	Yes	No	No
Information Forwarding	Yes	Yes	Yes
Interruptible Aux	Yes	No	No
Maximum Agent Occupancy	Yes	No	No
Queue Status	Yes	No	No
Reason codes	Yes	Yes	Yes
Redirection on IP Failure	Yes	Yes	Yes
Redirection on No Answer	Yes	Yes	Yes
Redirection on OPTIM Failure	Yes	No	No
Redirection to voicemail	Yes	Yes	Yes
Remote Logout of Agent	Yes	No	No
Service Observing	Yes	Yes	Yes
Stroke counts	Yes	No	No
VDN of Origin Announcement	Yes	Yes	Yes
VuStats	Yes	Yes	Yes
Call vectoring features			
Adjunct Routing	Yes	Yes	Yes
Advanced vector routing: • Rolling Average Speed of Answer • Expected Wait Time • VDN calls	Yes	Yes	Yes
Holiday Vectoring	Yes	Yes	Yes
Meet-me Conference	Yes	No	No
Service Hours Table Routing	Yes	Yes	Yes

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