Avaya PG

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Cisco Unified Intelligent Contact Management (Unified ICM) Peripheral Gateway (PG) supports Avaya Automatic Call Distributor (ACD). Avaya PG is the component that communicates to the Avaya ACD device that has agents on it. Avaya PG supports ACD using CVLAN (Call Visor LAN) Service, running on Avaya Application Enablement Services (AES). CVLAN is an Avaya software option that allows the Unified ICM PG to communicate with the Avaya ACD. CVLAN also allows the PG to perform Post-Routing, station monitoring, and third-party call control. For more information about Avaya PG, see Avaya PG Considerations , on page 1.

Note Avaya PG is an optional cisco component supported for 4000 and 12000 agent deployments only. Each Avaya PG is counted towards the total number of supported PGs.

Avaya PG Considerations

Avaya PG Design Considerations

The following table includes the deployment consideration for Avaya PG. The Avaya PG is supported only in 4000 and 12000 agent deployment models.

Feature/Call Flow	Design Considerations
Agent Reporting	Supported
Duplexed PG Implementation	Supported
Unified ICM web Option	Supported
Straight Calls	Supported

Feature/Call Flow	Design Considerations
Transfer Calls	Supported
Conference Calls	Supported
Translation Route	Supported
Remote Silent Monitoring (RSM)	Not Supported
MediaSense	Not Supported
Multimedia support (ECE)	Not Supported
Precision Queues	Not Supported
Finesse Desktop support	Not Supported
Outbound	Not Supported
Split PG over WAN	Not Supported
Avaya ACD remote from PG	Not Supported
Extension Digits Supported	10
Agents per PG	2000
Maximum Skills per agent	20
Maximum UII size	40 bytes

Avaya PG High Availability

When PG(PIM) side A fails, PG(PIM) side B becomes active. Agents who are on call continues, with no third-party call control (conference, transfer, and so on) available from their agent desktop. During the failover to the B-Side PIM. Agents who are not on a call, CTI desktop disable their agent state or third-party call control buttons on the desktop. After the failover completes, the agent desktop buttons are restored. When PG side A recovers, the PIM does not fall-back, PG side B remains active and call processing continues.