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Change History

This table lists and links to changes made to this guide and gives the dates those changes were made. Earliest changes appear in the bottom rows.

Change	See	Date
Initial Release of Document for Release 12.6(2)		April 2023
Added a new section for Network Take-Back and Transfer Support	Network Take-Back and Transfer Support	
Added a new chapter that has details about migrating your existing Avaya PGs from the CVLAN interface to the TSAPI interface.	CVLAN to TSAPI Migration	
Removed a reference to "Product Reference Guide for Cisco Unified ICM Hosted"	Related Documents	
Removed "Table 3: Unified ICM Compatibility for Maximum Agent and BHCA"	Maximum Agent and BHCA	

About this Guide

This document contains the specific information you need to maintain an Avaya Peripheral Gateway (PG) in a Unified Intelligent Contact Management (Unified ICM) environment. It is intended to be used as the Avaya-specific companion to the Unified ICM software documentation set.

While the other Unified ICM documents cover general topics such as configuring an overall Unified ICM system and writing scripts to route contact center requests, this document provides specific information on configuring an Avaya PG and making any necessary adjustments to the Avaya ACD configuration.

Audience

This document is intended for Unified ICM system managers. The reader understands the Unified ICM functions as described in the following documents:

- *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*
- *Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise*

The reader should also have specific knowledge about the Avaya and CMS systems.

Related Documents

For more information on Unified ICM software, see the following documents:

- [Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise](#)
- [Administration Guide for Cisco Unified Contact Center Enterprise](#)
- [Configuration Guide for Cisco Unified ICM/Contact Center Enterprise](#)
- [Cisco Unified Contact Center Enterprise Installation and Upgrade Guide](#)

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
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- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"> • Choose Edit > Find • Click Finish
<i>italic</i> font	Italic font is used to indicate the following: <ul style="list-style-type: none"> • To introduce a new term. Example: A skill group is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (condition,true-value, false-value) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>

< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none">• For arguments where the context does not allow italic, such as ASCII output.• A character string that the user enters but that does not appear on the window such as a password.
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