



# Avaya Support

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## Avaya Support

### Prerequisite



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**Note** To enable this feature in Packaged CCE12.0(1), install the ICM12.0(1) ES patch. For more information, see *Release Notes for Packaged Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html>.

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Make sure you have Avaya Automatic Call Distribution (ACD) versions that are compatible with Packaged CCE deployments. For more information, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

### Avaya Support Overview

Support for Avaya ACD int has been provided in Packaged CCE 4000 and 12000 Agent deployments. You can maintain an Avaya Peripheral Gateway (PG) in a Packaged CCE environment and use its intelligent contact center routing capability to route calls to geographically distributed contact center sites.

For detailed information about the required Avaya configurations, see chapter *Unified ICM Software Configuration* in the *Cisco Unified ICM ACD Supplement for Avaya Communication Manager Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html>.



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**Note** Note that Avaya PG must be deployed on a separate VM. Also Avaya agents cannot be associated with a department.

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## Tools that Support Avaya Configurations

Configuration Manager Tools and nodes in the Script Editor have been enabled to facilitate the support for Avaya ACD in Packaged CCE 4000 and 12000 agent deployments. For the complete list of nodes and tools, see the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

The following restrictions apply to the tools that support Avaya PG configurations.

**Table 1: Configuration Manager Tool Restrictions**

Configuration Manager Tool	Restriction
<b>Agent Explorer</b>	<ul style="list-style-type: none"> <li>• Only supports Avaya PG configurations</li> <li>• Does not support selecting persons who are already associated with the CUCM Peripheral agents</li> </ul>
<b>Person List</b>	Does not list persons who are already associated with the CUCM peripheral agents
<b>Dialed Number/Script Selector List</b>	Supports addition of Dialed Numbers for Avaya Agents and NIC Routing Clients
<b>Skill Group Explorer</b>	Only supports Avaya PG configurations
<b>Bulk Configuration Tools</b>	<p>The following bulk tools only support Avaya PG configurations.</p> <ul style="list-style-type: none"> <li>• Agent Bulk Insert</li> <li>• Dialed Number Bulk Insert</li> <li>• Skill Group Bulk Insert</li> <li>• Agent Bulk Edit</li> <li>• Dialed Number Bulk Edit</li> <li>• Skill Group Bulk Edit</li> <li>• Person Bulk Insert</li> <li>• Person Bulk Edit</li> </ul>

For design details, scalability constraints and sizing factors, see the *Solution Design Guide for Cisco Packaged Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

You can also view historical and real-time stock reports for Avaya ACD. For more information, see the *Cisco Packaged Contact Center Enterprise Reporting User Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.