



# **Avaya IP Office Contact Center Documentation Catalog**

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# IP Office Contact Center Documentation Catalogue

## Overview

It can sometimes prove difficult to determine which guide from a suite of guides, should be referenced to obtain the correct information required to assist with a configuration of an application or product. To assist in this process, Configuration Maps provide guidance with regards to which Task Based Guides provide the best coverage relating to a variety of IP Office Contact Center installation tasks.

Configuration Maps list various installation and configuration tasks, along with the associated guide and the appropriate guide sections, from which step by step instructions for the implementation of the task can be found.

## New in this Release

The IP Office Contact Center Documentation Catalog now includes:

- The seven Help Sets available from the IP Office Contact Center User Interface
- A new Reference Configuration document
- A new Feature Description document

The changes are summarized in the following table

New documents	Existing documents
IP Office Contact Center Reference Configuration	Does not replace existing documents. This document provides additional information relating to network engineering, capacity, and configuration details.
IP Office Contact Center Feature Description	<p>Existing documents that this document replaces are:</p> <ul style="list-style-type: none"> <li>• Using IP Office Contact Center Archiving</li> <li>• IP Office Contact Center Taskreporting Server</li> <li>• IP Office Contact Center Ttrace Console</li> <li>• Using IP Office Contact Center Xstat Server</li> </ul> <p>Most of the information in these docs is contextual information.</p> <p><b>Note:</b> Avaya will continue to provide the IP Office Contact Center Ttrace Error Numbers Reference document.</p>

<b>Avaya IP Office Contact Center Documentation Catalogue</b>		
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<b><i>Allowing a supervisor to manually select which announcements are played to callers.</i></b>	<b><i>IP Office Contact Center Task Flow Editor - Telephony</i></b>	<b>Creating a Topic, and associated Variables that will allow a Supervisor to manually select which announcements are played to Callers</b>

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<b>IP Office Contact Center Dialer</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b><i>Dialer Definitions</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Dialer Types</b>
<b><i>Dialer Modes</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Dialer Modes</b>



<b><i>Dialer Configuration</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>IP Office Contact Center Dialer Configuration</b>
<b><i>Allocating Channel Resources to the Dialer</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Allocating Channel Resources to the Dialer</b>
<b><i>Creating an Agent Group to be used with the Dialer</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Creating an Agent Group to be used with the Dialer</b>
<b><i>Creating a New Topic for Use with the Dialer</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Creating a New Topic for Use with the Dialer</b>
<b><i>Creating a Call Flow for use with the Dialer</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Creating a Call Flow for use with the Dialer</b>
<b><i>Defining an Access Code and Dialing Parameters</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Defining an Access Code and Dialing Parameters</b>
<b><i>Configuring a Dialer Campaign</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Configuring a Dialer Campaign</b>
<b><i>Updating the Agents User Interface Contact Bar for use with a Dialer</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Updating the Agents User Interface Contact Bar for use with a Dialer</b>
<b><i>Enabling Auto Answer</i></b>	<b><i>IP Office Contact Center Dialer</i></b>	<b>Enabling Auto Answer</b>

<b>Contact Recorder Configuration</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b><i>Installing the Avaya Contact Recorder</i></b>	<b><i>IP Office Contact Center Contact Recorder Configuration</i></b>	<b>Installing the Avaya Contact Recorder</b>
<b><i>Automatic Call Recording</i></b>	<b><i>IP Office Contact Center Contact Recorder Configuration</i></b>	<b>Automatic Call Recording</b>
<b><i>Voicemail Pro Configuration</i></b>	<b><i>IP Office Contact Center Contact Recorder Configuration</i></b>	<b>Voicemail Pro Configuration</b>
<b><i>Using Contact Recorder</i></b>	<b><i>IP Office Contact Center Contact Recorder Configuration</i></b>	<b>Using Contact Recorder</b>
<b>IP Office Contact Center Reporting</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b><i>Supervisors and the User Role Settings</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Supervisors and the User Role Settings</b>
<b><i>Configuring Agent Privileges</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Agent Privileges – Reporting Tab,</b>
<b><i>Reporting Settings</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Reporting Settings - General</b>
<b><i>Telephony System Wide Report Settings</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Telephony System Wide Report Settings</b>

<b>Delete Reporting Data</b>	<i>IP Office Contact Center Reporting</i>	<b>Delete Reporting Data</b>
<b>Agent Group Reporting Settings</b>	<i>IP Office Contact Center Reporting</i>	<b>Agent Group Reporting Settings</b>
<b>Topic Reporting Settings</b>	<i>IP Office Contact Center Reporting</i>	<b>Topic Reporting Settings</b>
<b>Configuring Reporting Filters</b>	<i>IP Office Contact Center Reporting</i>	<b>Configuring Reporting Filters</b>
<b>Renaming Counters</b>	<i>IP Office Contact Center Reporting</i>	<b>Renaming Counters</b>
<b>Special Settings</b>	<i>IP Office Contact Center Reporting</i>	<b>Special Settings</b>
<b>Supervisor Interface</b>	<i>IP Office Contact Center Reporting</i>	<b>Supervisor Interface</b>
<b>Realtime – Predefined / Default Reports</b>	<i>IP Office Contact Center Reporting</i>	<b>Realtime – Predefined / Default Reports</b>
<b>Break Time Codes</b>	<i>IP Office Contact Center Reporting</i>	<b>IP Office Contact Center to use Break Time Codes, Adding Agent Break Time Codes, Using Break Time codes</b>
<b>Real Time Reporting</b>	<i>IP Office Contact Center Reporting</i>	<b>Real Time Reporting</b>

<b>Objects of IP Office Contact Center that can have their Status monitored</b>	<i>IP Office Contact Center Reporting</i>	<b>Objects of IP Office Contact Center that can have their Status monitored</b>
<b>Configuring the Realtime Sheet(s) Properties</b>	<i>IP Office Contact Center Reporting</i>	<b>Configuring the Realtime Sheet(s) Properties</b>
<b>Configuring a Realtime report for use with an Agent Group</b>	<i>IP Office Contact Center Reporting</i>	<b>Configuring a Realtime report for use with an Agent Group</b>
<b>Agent Status (AG) element</b>	<i>IP Office Contact Center Reporting</i>	<b>Agent Status (AG) element</b>
<b>Phone State Element</b>	<i>IP Office Contact Center Reporting</i>	<b>Phone State Element</b>
<b>Agent Group Table Element</b>	<i>IP Office Contact Center Reporting</i>	<b>Agent Group Table Element</b>
<b>Individual Status (parser) element</b>	<i>IP Office Contact Center Reporting</i>	<b>Individual Status (parser) element</b>
<b>Active Agents (AG) Element</b>	<i>IP Office Contact Center Reporting</i>	<b>Active Agents (AG) Element</b>
<b>Creating and Assigning Skills</b>	<i>IP Office Contact Center Reporting</i>	<b>Creating and Assigning Skills</b>
<b>Historical Reporting</b>	<i>IP Office Contact Center Reporting</i>	<b>Historical Reporting</b>
<b>Report Production</b>	<i>IP Office Contact Center Reporting</i>	<b>Report Production</b>

<b><i>Time Periods</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Time Periods</b>
<b><i>Reporting Methods</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Reporting Methods, Interval reporting, Back office reporting</b>
<b><i>Creating a Historical Report from System Default Reports</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Creating a Historical Report from System Default Reports</b>
<b><i>Custom Reporting</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Custom Reporting</b>
<b><i>Automatic Reporting</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Automatic Reporting</b>
<b><i>Agent Status Reporting</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Agent Status Reporting</b>
<b><i>Report Filter Settings</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Report Filter Settings</b>
<b><i>Contact Details Reporting</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Contact Details Reporting</b>
<b><i>Report Filter Settings</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Report Filter Settings</b>
<b><i>Exporting Report Data</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Exporting Report Data</b>
<b><i>Reporting from the IP Office Contact Center Chrome User Interface</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b><i>Reporting from the IP Office Contact Center Chrome User Interface</i></b>
<b><i>Exporting Reports and Realtime Information Sheets</i></b>	<b><i>IP Office Contact Center Reporting</i></b>	<b>Exporting and Importing Reports, Real Time Information Sheets,</b>

		Telephony and Home Views
<b>Importing Reports and Realtime Information Sheets</b>	<i>IP Office Contact Center Reporting</i>	Exporting and Importing Reports, Real Time Information Sheets, Telephony and Home Views
<b>Importing Telephony and Home Views</b>	<i>IP Office Contact Center Reporting</i>	Exporting and Importing Reports, Real Time Information Sheets, Telephony and Home Views
<b>Exporting Telephony and Home Views</b>	<i>IP Office Contact Center Reporting</i>	Exporting and Importing Reports, Real Time Information Sheets, Telephony and Home Views
<b>IP Office Contact Center Telephony User Interface Configuration</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>IP Office Contact Center User Interface Layout</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	Logging into the User Interface / IP Office Contact Center User Interface Layout
<b>IP Office Contact Center User Interface Administration</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	IP Office Contact Center User Interface Administration
<b>Configuring Agent and Supervisor Passwords</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	Agent/Supervisor Passwords
<b>How to configure Auto sign to an Agents Windows</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	Auto 'Sign on' using an Agents Windows User

<b>User Account</b>		<b>Account</b>
<b>IP Office Contact Center User Interface Layout</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Logging into the User Interface / IP Office Contact Center User Interface Layout</b>
<b>Determining Agent Privileges and Authorizations</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Privileges and Authorization</b>
<b>Determining Agent Privileges and Authorizations</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Privileges and Authorization</b>
<b>Creating User Profiles on IP Office Contact Center</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Creating Profiles</b>
<b>Configuring user Interface Views</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Configuring User Interface Views</b>
<b>Determining the Agent's Working Area's Screen Size</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Setting the Working Area's Screen Size and Settings</b>
<b>User Interface Configuration – Adding Elements to the Working Area</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Adding Elements to the Working Area</b>
<b>User Interface - Element Types</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Text Elements / List Elements / Graphics Elements/ Other Elements</b>
<b>Adding a Value Element &amp; Longest Wait Time Element</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Adding a Value Element &amp; Longest Wait Time Element to the Telephony View</b>

<b><i>Adding an Out of Office Notice</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding an Out Of Office Notice to the Telephony View</b>
<b><i>Adding a Variable Element</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding a Variable Element to the Telephony View</b>
<b><i>Adding a Call Tag</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding a Call Tag to the Telephony View</b>
<b><i>Adding a Customer Record</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding a Customer Record</b>
<b><i>Adding an Abandoned Call List</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Abandoned Call List</b>
<b><i>Adding a Bar Chart Element</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding a Bar Chart Element to the Working Area</b>
<b><i>Adding a Longest Wait Time (topic) [Telephony] Element</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Longest Wait Time (topic) [Telephony] Element</b>
<b><i>Adding a Queue (Topic) [Telephony] Element</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding a Queue (Topic) [Telephony] Element</b>
<b><i>Adding an Individual Status LED (Alarm)</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding an Individual Status LED (Alarm)</b>
<b><i>Adding a Pie Chart element to the Telephony View</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding a Pie Chart element to the Telephony View</b>
<b><i>Adding an Agent Status (AG) Element to the Telephony View</i></b>	<b><i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i></b>	<b>Adding an Agent Status (AG) Element to the Telephony View</b>



<b>Assigning Skills to Agents</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Creating and Assigning Skills</b>
<b>Creating Teams and Telephone Groups</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Teams and Telephone Groups</b>
<b>Adding a Phone State Element to the Telephony View</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Adding a Phone State Element to the Telephony View</b>
<b>Configuring the Contact Bar</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Contact Bar – User Interface</b>
<b>Supervisor Assistance (Silent monitoring)</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Supervisor Assistance (Silent monitoring)</b>
<b>Upgrading the IP Office Contact Center Client User Interface</b>	<i>IP Office Contact Center Telephony User Interface Configuration Task Based Guide</i>	<b>Upgrading the IP Office Contact Center Client User Interface</b>
<b>Using the IP Office Contact Center Chrome User Interface</b>	<i>Using IP Office Contact Center Chrome User Interface</i>	All
<b>Using the IP Office Contact Center Wallboard</b>	<i>Using Avaya IP Office Contact Center Wallboard</i>	All
<b>Deploying IP Office Contact Center Chrome User Interface</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>Deploying IP Office Contact Center Chrome User Interface</b>	<i>IP Office Contact Center Installation</i>	<b>Deploying IP Office Contact Center Chrome User Interface</b>

<b>WebRTC overview</b>	<i>IP Office Contact Center Installation</i>	<b>WebRTC</b>
<b>Prerequisites</b>	<i>IP Office Contact Center Installation</i>	<b>Prerequisites</b>
<b>Chromebook Requirements</b>	<i>IP Office Contact Center Installation</i>	<b>Chromebook Requirements</b>
<b>Downloading the software</b>	<i>IP Office Contact Center Installation</i>	<b>Downloading and Installing the IP Office Contact Center Chrome User Interface Application</b>
<b>WebRTC Configuration</b>	<i>IP Office Contact Center Installation</i>	<b>WebRTC Gateway Configuration</b>
<b>Agent Picture Management</b>	<i>IP Office Contact Center Installation</i>	<b>IP Office Contact Center User Interface Agent Picture Management</b>
<b>Branding Logo's</b>	<i>IP Office Contact Center Installation</i>	<b>Creating a Branding Logo</b>
<b>ICI Connector</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>ICI Connector Requirements</b>	<i>IP Office Contact Center Installation</i>	<b>Requirements</b>

<b><i>Installation of the ICI Connector on the IP Office Contact Center Server</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Installation of the ICI Connector on the IP Office Contact Center Server</b>
<b><i>Call number normalization</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Call number normalization</b>
<b><i>External Call Numbers</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>External Call Numbers</b>
<b><i>Dialing from SAP</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Dialing from SAP</b>
<b><i>IP Office Contact Center Settings</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>IP Office Contact Center Settings</b>
<b><i>SAP Settings</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>SAP Settings</b>
<b>IP Office Contact Center Salesforce CRM Connector</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b><i>Install the CRM Sales Force application onto the IP Office Contact Center Server</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Install the CRM Sales Force application onto the IP Office Contact Center Server</b>
<b><i>Configuring the CRM Connector properties file</i></b>	<b><i>IP Office Contact Center Installation</i></b>	
<b><i>Installing ISA</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Installing ISA</b>

<b>Configuring ISA</b>	<i>IP Office Contact Center Installation</i>	<b>Configuring ISA</b>
<b>Custom Console Component</b>	<i>IP Office Contact Center Installation</i>	<b>Custom Console Component</b>
<b>Logging into ISA</b>	<i>IP Office Contact Center Installation</i>	<b>Logging into ISA</b>
<b>Uninstalling the ISA Application</b>	<i>IP Office Contact Center Installation</i>	<b>Uninstalling the ISA Application</b>
<b>Help Sets</b>		
<b>IP Office Contact Center Help Topic</b>	<b>IP Office Contact Center Help Section</b>	
<b>Using Avaya IP Office Contact Center for Windows</b>	This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a>	
<b>Administering Avaya IP Office Contact Center Configuration Module</b>	- This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a>	
<b>Administering Avaya IP Office Contact Center Address Book</b>	This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a>	
<b>Administering Avaya IP Office Contact Center Text Blocks</b>	This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a>	

<p><b>Administering Avaya IP Office Contact Center Task Flow Editor</b></p>	<p>This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a></p>	
<p><b>Administering Avaya IP Office Contact Center IVR Editor</b></p>	<p>This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a></p>	
<p><b>Administering Avaya IP Office Contact Center Dialer</b></p>	<p>This help system is embedded in the product interface and is also published as a PDF at <a href="http://support.avaya.com">http://support.avaya.com</a></p>	
<p><b>IP Office Contact Center Process</b></p>	<p><b>Associated Task Based Guide</b></p>	<p><b>Guide Section</b></p>
<p><b>Lists Counter Types</b></p>	<p><i>Statistics Counter Reference</i></p>	<p><b>All</b></p>

<b>IP Office Contact Center Maintenance and Troubleshooting</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b><i>Backing up the IP Office Contact Center Database</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Backing up the IP Office Contact Center Database (Manually / Automatically)</b>
<b><i>Creating a Manual Backup of the IP Office Contact Center Database</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Creating a Manual Backup of the IP Office Contact Center Database</b>
<b><i>Creating a Daily Automatic IP Office Contact Center Database Backup to a Network location</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Creating a Daily Automatic IP Office Contact Center Database Backup to a Network location</b>
<b><i>Setting the Task Scheduler to run the Backups</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Setting the Task Scheduler to run the Backups</b>
<b><i>Testing the Tasks</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Testing the Tasks</b>
<b><i>Restoring IP Office Contact Center Databases</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Restoring IP Office Contact Center Databases</b>
<b><i>TTrace Console</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>TTrace Console</b>
<b><i>Testing the TAPI link from TT Trace Console</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Testing the TAPI link from TT Trace Console</b>
<b><i>Log File Location</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>Log File Location</b>

<b>Error List</b>	<i>IP Office Contact Center Maintenance</i>	<b>Error List</b>
<b>Configuration Report</b>	<i>IP Office Contact Center Maintenance</i>	<b>Configuration Report</b>
<b>Context Sensitive Help</b>	<i>IP Office Contact Center Maintenance</i>	<b>IP Office Contact Center Help</b>
<b>Supported Upgrade Paths to IP Office Contact Center 9.1.2 FP</b>	<i>IP Office Contact Center Maintenance</i>	<b>Supported Upgrade Paths to IP Office Contact Center 9.1.2 FP</b>
<b>Upgrading the IP Office Contact Center from Version 9.0.x to 9.1.2 FP</b>	<i>IP Office Contact Center Maintenance</i>	<b>Upgrading the IP Office Contact Center from Version 9.0.x to 9.1.2 FP</b>
<b>Database Migration</b>	<i>IP Office Contact Center Maintenance</i>	<b>Database Migration</b>
<b>Post Database Migration – Upgrading the IP Office Contact Center Software to 9.1.2</b>	<i>IP Office Contact Center Maintenance</i>	<b>Post Database Migration – Upgrading the IP Office Contact Center Software to 9.1.2</b>
<b>Uninstalling Sybase on Completion of a Successful Migration to IP Office Contact Center 9.1.2 FP</b>	<i>IP Office Contact Center Maintenance</i>	<b>Uninstalling Sybase on Completion of a Successful Migration to IP Office Contact Center 9.1.2 FP</b>
<b>Remote Migration from 9.0.X to 9.1.2</b>	<i>IP Office Contact Center Maintenance</i>	<b>Remote Migration from 9.0.X to 9.1.2</b>

<b><i>Uninstalling IP Office Contact Center 9.0.X from the Original IP Office 9.0.X server, upon completion of a successful Remote Migration to IP Office Contact Center 9.1.2</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>Uninstalling IP Office Contact Center 9.0.X from the Original IP Office 9.0.X server, upon completion of a successful Remote Migration to IP Office Contact Center 9.1.2</i></b>
<b><i>Upgrading the IP Office Contact Center from Version 9.1 to 9.1.2 FP</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>Upgrading the IP Office Contact Center from Version 9.1 to 9.1.2 FP</i></b>
<b><i>Upgrading the IP Office Contact Center Agent Interface Client Software</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>Upgrading the IP Office Contact Center Agent Interface Client Software</i></b>
<b><i>How to Disable the IP Office Contact Center Auto Sync Service</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>How to Disable the IP Office Contact Center Auto Sync Service</i></b>
<b><i>How to Enable the IP Office Contact Center Auto Sync Service</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>How to Enable the IP Office Contact Center Auto Sync Service</i></b>
<b><i>How to change the IP Office Contact Center SIP Extension while using Auto Sync</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>How to change the IP Office Contact Center SIP Extension while using Auto Sync</i></b>
<b><i>Uninstalling 9.1.2 Software</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>Uninstalling 9.1.2 Software</i></b>
<b><i>Installing A Patch or Service Pack</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b><i>Installing A Patch or Service Pack</i></b>



<b>Uninstalling 9.1.0.x Software.</b>	<i>IP Office Contact Center Maintenance</i>	<b>Uninstalling 9.1.0.x Software.</b>
<b>Troubleshooting</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting</b>
<b>Troubleshooting Avaya Communicator for Windows Softphone 2.0.3+</b>	<i>IP Office Contact Center Maintenance</i>	<b>Avaya Communicator for Windows Softphone 2.0.3+</b>
<b>Troubleshooting Agent Login Error Messages</b>	<i>IP Office Contact Center Maintenance</i>	<b>Agent Login Error Messages</b>
<b>Troubleshooting after OVA Installation</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting after OVA Installation</b>
<b>Troubleshooting – the “Create Data Import” button is inactive in the IP Office Contact Center Configuration Spreadsheet</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting – the “Create Data Import” button is inactive in the IP Office Contact Center Configuration Spreadsheet</b>
<b>Troubleshooting – Calls are no longer routed to an IP Office Contact Center Agent after consecutive calls are made</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting – Calls are no longer routed to an IP Office Contact Center Agent after consecutive calls are made</b>
<b>Troubleshooting – An Agent Profile cannot be deleted</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting – An Agent Profile cannot be deleted</b>

<b>Troubleshooting – The connection to the IP Office Contact Center was closed or lost unexpectedly</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting – The connection to the IP Office Contact Center was closed or lost unexpectedly</b>
<b>Troubleshooting Contact Recorder - When two recordings are made instead of one , when a Topic call is transferred from one agent to another</b>	<i>IP Office Contact Center Maintenance</i>	<b>IP Office Contact Center Maintenance</b>
<b>Troubleshooting Sending Emails when using McAfee Virus Scanner</b>	<i>IP Office Contact Center Maintenance</i>	<b>Troubleshooting Sending Emails when using McAfee Virus Scanner</b>
<b>MSI Repairs to Tomcat services</b>	<i>IP Office Contact Center Maintenance</i>	<b>MSI Repairs to Tomcat services</b>
<b>Deleting Multiple Agents causes Error</b>	<i>IP Office Contact Center Maintenance</i>	<b>Deleting Multiple Agents causes Error</b>
<b>Restarting the IP Office Contact Center Watchdog while Supervisors are viewing the Agent Status/ Contact Detail Reports.</b>	<i>IP Office Contact Center Maintenance</i>	<b>Restarting the IP Office Contact Center Watchdog while Supervisors are viewing the Agent Status/ Contact Detail Reports.</b>
<b>Navigation within the Web UI option for IP Office Contact Center Chrome User Interface</b>	<i>IP Office Contact Center Maintenance</i>	<b>Navigation within the Web UI option for IP Office Contact Center Chrome User Interface</b>
<b>Routine Maintenance Checklist</b>	<i>IP Office Contact Center Maintenance</i>	<b>IP Office Contact Center Maintenance</b>

<b><i>File Locations</i></b>	<b><i>IP Office Contact Center Maintenance</i></b>	<b>File Locations</b>
<b><i>Error Reference numbers</i></b>	<b><i>Error Messages Reference</i></b>	<b>All</b>

## Avaya Documentation

- <http://support.avaya.com/>

### Avaya IP Office Contact Center Task Based Guides

- IP Office Contact Center Configuration Maps
- IP Office Contact Center Installation
- IP Office Contact Center Telephony User Interface Configuration
- IP Office Contact Center Task Flow Editor -Telephony
- IP Office Contact Center Reporting
- IP Office Contact Center IVR Scenarios
- IP Office Contact Center Contact Recorder Configuration
- IP Office Contact Center Email & Chat Service
- IP Office Contact Center Maintenance
- IP Office Contact Center Dialler Configuration

Please note, only the IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. <http://www.iteluk.com/>

### ITEL IP Office 9.0 Task Based Guides

#### Initial Installation

1. IP Office Configuration Maps
2. IP Office Hardware Installation
3. IP Office Initialisation
4. IP Office Manager
5. IP Office Voicemail Pro Initial Installation Guide
6. IP Office Small Community Networking
7. IP Office Customer Call Reporter Initial Installation Guide
8. IP Office Server Edition Configuration
9. IP Office Security Policies

#### UCM

10. IP Office Unified Communications Module

### **Core Telephony**

- 11. IP Office Telephony and Call Routing
- 12. IP Office Short Codes Summary
- 13. IP Office Hunt Group Setup and Operation
- 14. IP Office Conferencing
- 15. IP Office IP Telephony Guide
- 16. IP Office Computer Telephony Integration – 1st Party

### **Users, Telephone & Softphone Configuration**

- 17. IP Office Configuring IP Office Phones and User Accounts
- 18. IP Office Call Handling
- 19. IP Office Configuring the IP Office Softphone

### **Auto Attendant & Voicemail**

- 20. IP Office Embedded Voicemail (Intuity Mode) Flowchart
- 21. IP Office Auto-Attendant Setup and Operation
- 22. IP Office Embedded Voicemail
- 23. IP Office Embedded Voicemail Flowchart

### **Voicemail Pro**

- 24. IP Office Voicemail Pro Summary Guide
- 25. IP Office Voicemail Pro – Voicemail User Guide

### **One X Portal & IP Office Applications**

- 26. IP Office One X Portal Guide
- 27. IP Office One X Mobile Preferred Implementation
- 28. IP Office Plug-in for Microsoft® Outlook®
- 29. IP Office MS Lync Plugin
- 30. IP Office Avaya Flare
- 31. IP Office One X Mobile Essential

### **Customer Call Reporter – CCR**

- 32. IP Office Customer Call Reporter Configuration Guide
- 33. IP Office Customer Call Reporter Wallboard Guide

### **Contact Store & Receptionist Console**

- 34. IP Office Contact Store
- 35. IP Office Receptionist Console

## Maintenance

- 36. IP Office Backup and Restore
- 37. IP Office System Status Application
- 38. IP Office Upgrade Guide