



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

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## Table of Contents

<b>Legal .....</b>	<b>3</b>
<b>IP Office Contact Center Documentation Catalogue .....</b>	<b>15</b>
Overview .....	15
<b>Avaya IP Office Contact Center Documentation Catalogue.....</b>	<b>16</b>
<b>IP Office Contact Center Overview .....</b>	<b>16</b>
Overview of IP Office Functions and Features .....	16
IP Office Contact Center IP500V2 topology.....	16
IP Office Server Edition topology .....	16
Server Edition with IP500V2 expansion topology .....	16
Roles and privileges .....	16
UI tab field descriptions .....	16
Email field descriptions .....	16
Configuration tab field descriptions .....	16
Variables .....	16
Realtime information tab field descriptions .....	17
Task Flow Editor field descriptions .....	17
Interface navigation.....	17
Areas of functionality.....	17
Tabs in the interface.....	17
CRM functionality .....	17
CRM integration .....	17
CRM - Standard agent options .....	17
CRM - Telephony options for agents .....	17
Dialer and telephony .....	17
Telephony options.....	17
Telephony contact bar.....	17
Dialer options .....	17
Inbound voice routing.....	17
Outbound voice .....	18
Scripts: IVR Editor and Task Flow Editor .....	18
Task Flow Editor scripts.....	18
Task Flow Editor menu field descriptions .....	18
Task Flow Editor menu icons .....	18
Email and chat .....	18
Unified media routing .....	18
Email options.....	18
Text blocks in email.....	18
Chat options .....	18
Reporting.....	18
Reporting options .....	18
Task Reporting.....	18
Evaluation of contact data.....	18
Task Reporting database.....	19
Best practices for troubleshooting.....	19
Xstat Server .....	19
Database access options .....	19
Database structure.....	19
Administration and maintenance options .....	19
Archiving .....	19

Secondary databases for archiving.....	19
Operation of the archiving and deletion process .....	19
TTraceConsole.....	19
TTrace components .....	19
Structure of the TTraceConsole application .....	19
<b>IP Office Contact Center Planning .....</b>	<b>20</b>
Customer requirements.....	20
Design considerations .....	20
Caveats and limitations .....	20
Capacity and scalability.....	20
Server specifications .....	20
Migration roadmap and limitations .....	20
Capacity upgrade requirements .....	20
Security considerations .....	20
Network configuration .....	20
IP Office telephony integration .....	20
Component configuration .....	20
Port assignments .....	21
Traffic and Quality of Service considerations .....	21
<b>IP Office Contact Center Deployment.....</b>	<b>21</b>
Site Preparation & Planning Checklist .....	21
Determining Network / QOS Requirements .....	21
Determining Telephone Support for Use with IP Office Contact Center.....	21
Determining the Trunks Supported with IP Office Contact Center .....	21
Configuring the Server's Computer Name .....	21
Server Firewall Settings .....	21
Time & Date Settings .....	21
Server IP Address Settings .....	22
Configuring the Server's Power Settings .....	22
Disabling DEP (Data Execution Prevention) Settings.....	22
Virus Scan Software Considerations .....	22
Software Installation Checklist .....	22
Installing the IP Office Contact Center Software .....	22
Obtaining the MAC Address of the Server.....	22
Obtaining IP Office Contact Center Licenses .....	22
Creating a CSR using Microsoft Management Console Certificates Snap-in.....	22
Security Certificates and IP Office Contact Center .....	22
IP Office Contact Center Administration Page.....	23
Component Configuration Checklist .....	23
Using the New IPOCC Task Flow Templates .....	23
Using the Configuration Wizard .....	23
Using the Configuration Spreadsheet .....	23
Importing the Configuration Data .....	23
Activating the Task Flow .....	23
Importing the Configuration File into the IP Office .....	23
Deploying the IP Office Contact Center Auto Synchronization features.....	23
What are the limitations of Auto Synchronization .....	23
What are the rules relating to Auto Synchronization.....	23
Auto Synchronization Setup in IP Office via IP Office Manager .....	24
How Auto Synchronization works when creating a New Agent/Supervisor in IP Office Manager .....	24
Disabling the IP Office Contact Center Auto Sync Service.....	24
<b>Installing the IP Office Contact Center User Interface .....</b>	<b>24</b>
Agent PC Min Specification .....	24
Adding the server as a Trusted Site to Internet Explorer .....	24

IP Office Contact Center User PC's Host File .....	24
Installing the User Interface Software .....	24
Deploying IP Office Contact Center Chrome User Interface .....	25
Configuring Salesforce.....	25
CRM Connector Deployment on IP Office Contact Center Server .....	25
Logging into ISA.....	25
Troubleshooting the CRM Connector .....	25
IPOCC Security.....	25
<b>OVA IP Office Contact Center Deployment .....</b>	<b>25</b>
OVA IP Office Contact Center Installation .....	25
Requirements for implementation IP Office Contact Center as OVA .....	25

**Administering IP Office Contact Center ..... 26**

<b>IP Office Contact Center Task Flow Editor - Telephony Configuration .....</b>	<b>26</b>
Configuring Last Known Agent based on a Customer's CLID .....	27
IP Office Contact Center Overflows after a Time Out Period .....	27
How to administer the web-based administration portal of IP Office Contact Center .....	27
IP Office Contact Center and Voicemail Pro- How to configure a breakout to a VM Pro mailbox.....	27
Creating a Standard Auto Attendant Menu (two varying examples are available in the guides referenced here) .....	28
Adding Announcement Scripts to call flows .....	28
Using the Personal Contact Element .....	28
Macros and Task Flows .....	28
<b>IP Office Contact Center – IVR Editor .....</b>	<b>28</b>
IVR Database Integration.....	28
IVR Database Integration - Agent User Interface .....	28
User Interface Scenario 2 - Call presented with CLID, there is no customer record but the customer does have a support contract .....	29
User Interface Scenario 3 - Call presented without CLID but the support contract number is contained within the database .....	29
User Interface Scenario 4 - Call presented without CLID and the support contract number is not contained within the database .....	29
Creating a ODBC Data Source in the IP Office Contact Center server's Customer Database .....	29
Configuring the Agents Interface for use with the IVR Script.....	29
Creating a Local Variable to Record the DTMF Digits entered by the Caller .....	30
Installing Additional Languages for Text To Speech Files .....	30
Configuring languages within the Voice Control Speech Configuration Dialog Box.....	30
<b>IP Office Contact Center Email &amp; Chat Services .....</b>	<b>30</b>
IP Office Contact Center Chat Service .....	30
Installing and configuring the XMPP Service .....	30
Determining the Server's Hostname .....	30
Installing Openfire .....	30
Configuring the existing Topic and Agents to Use CHAT .....	31
Building a Chat Call Flow .....	31
Setting Chat scripts against Chat topics .....	31
Configuring the one-X Portal XMPP service .....	31
Verifying Web Chat Integration before customer implementation .....	31
Creating the HTML to be used for the customer's web page .....	31
Using the 'CHAT web Java' example.....	31
IP Office Contact Center Email Service .....	31
SMTP Email Configuration.....	31
IP Office Contact Center Email Configuration .....	31
Creating an E-mail Flow.....	31
Text Blocks/Autoreply .....	32
Textblocks .....	32
How to use a textblock .....	32

Agents Availability for Tasks .....	32
Email Personal Signature.....	32
Show search filter.....	32
Recycle Bin .....	32
<b>IP Office Contact Center Dialer .....</b>	<b>32</b>
Dialer Definitions .....	32
Dialer Configuration .....	33
Allocating Channel Resources to the Dialer .....	33
Creating an Agent Group to be used with the Dialer .....	33
Creating a New Topic for Use with the Dialer .....	33
Creating a Call Flow for use with the Dialer.....	33
Defining an Access Code and Dialing Parameters.....	33
Configuring a Dialer Campaign.....	33
Updating the Agents User Interface Contact Bar for use with a Dialer.....	33
Enabling Auto Answer.....	33
<b>Contact Recorder Configuration .....</b>	<b>34</b>
Installing the Avaya Contact Recorder.....	34
Automatic Call Recording.....	34
Voicemail Pro Configuration .....	34
<b>IP Office Contact Center Reporting .....</b>	<b>34</b>
Delete Reporting Data.....	35
Topic Reporting Settings.....	35
Configuring Reporting Filters .....	35
Renaming Counters .....	35
Time Periods .....	37
Reporting Methods.....	37
Creating a Historical Report from System Default Reports .....	37
Custom Reporting .....	37
Automatic Reporting.....	37
Agent Status Reporting .....	37
Report Filter Settings .....	37
Contact Details Reporting .....	37
Report Filter Settings .....	37
Exporting Report Data.....	37
Reporting from the IP Office Contact Center Chrome User Interface .....	37
Importing Reports and Realtime Information Sheets.....	38
Importing Telephony and Home Views .....	38
Exporting Telephony and Home Views.....	38
<b>IP Office Contact Center Telephony User Interface Configuration .....</b>	<b>38</b>
IP Office Contact Center User Interface Layout .....	38
IP Office Contact Center User Interface Administration .....	38
Configuring Agent and Supervisor Passwords .....	38
IP Office Contact Center User Interface Layout .....	39
Determining Agent Privileges and Authorizations.....	39
Determining Agent Privileges and Authorizations.....	39
Creating User Profiles on IP Office Contact Center.....	39
Configuring user Interface Views .....	39
Determining the Agent's Working Area's Screen Size.....	39
User Interface Configuration – Adding Elements to the Working Area.....	39
User Interface - Element Types .....	39
Adding a Variable Element .....	40
Adding a Call Tag.....	40
Adding a Customer Record.....	40
Adding an Abandoned Call List.....	40
Assigning Skills to Agents.....	41
Creating Teams and Telephone Groups.....	41
Adding a Phone State Element to the Telephony View .....	41
Supervisor Assistance (Silent monitoring) .....	41
Upgrading the IP Office Contact Center Client User Interface .....	41

Using the IP Office Contact Center Chrome User Interface .....	41
Using the IP Office Contact Center Wallboard .....	41
<b>Deploying IP Office Contact Center Chrome User Interface.....</b>	<b>41</b>
WebRTC overview .....	42
Prerequisites .....	42
Chromebook Requirements .....	42
WebRTC Configuration .....	42
Agent Picture Management .....	42
Branding Logo's .....	42
<b>ICI Connector .....</b>	<b>42</b>
Installation of the ICI Connector on the IP Office Contact Center Server.....	43
Call number normalization .....	43
External Call Numbers .....	43
Dialing from SAP.....	43
IP Office Contact Center Settings .....	43
<b>IP Office Contact Center Salesforce CRM Connector .....</b>	<b>43</b>
Install the CRM Sales Force application onto the IP Office Contact Center Server .....	43
Configuring the CRM Connector properties file .....	43
Configuring ISA .....	44
Custom Console Component.....	44
Logging into ISA.....	44
<b>Help Sets.....</b>	<b>44</b>
Using Avaya IP Office Contact Center for Windows.....	44
Administering Avaya IP Office Contact Center Configuration Module.....	44
Administering Avaya IP Office Contact Center Address Book.....	44
Administering Avaya IP Office Contact Center Task Flow Editor .....	45
Administering Avaya IP Office Contact Center IVR Editor.....	45
Lists Counter Types .....	45
<b>IP Office Contact Center Maintenance and Troubleshooting .....</b>	<b>46</b>
Backing up the IP Office Contact Center Database.....	46
Creating a Manual Backup of the IP Office Contact Center Database.....	46
Creating a Daily Automatic IP Office Contact Center Database Backup to a Network location.....	46
Setting the Task Scheduler to run the Backups.....	46
Testing the Tasks.....	46
Restoring IP Office Contact Center Databases .....	46
TTrace Console.....	46
Testing the TAPI link from TT Trace Console.....	46
Error List.....	47
Configuration Report.....	47
Context Sensitive Help .....	47
Supported Upgrade Paths to IP Office Contact Center 9.1.2 FP .....	47
Upgrading the IP Office Contact Center from Version 9.0.x to 9.1.2 FP .....	47
Database Migration .....	47
Post Database Migration – Upgrading the IP Office Contact Center Software to 9.1.2 ...	47
Uninstalling Sybase on Completion of a Successful Migration to IP Office Contact Center 9.1.2 FP.....	47
Remote Migration from 9.0.X to 9.1.2.....	47
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 .....	48
Upgrading the IP Office Contact Center from Version 9.1 to 9.1.2 FP .....	48
Upgrading the IP Office Contact Center Agent Interface Client Software .....	48
How to Disable the IP Office Contact Center Auto Sync Service .....	48
How to Enable the IP Office Contact Center Auto Sync Service .....	48

How to change the IP Office Contact Center SIP Extension while using Auto Sync.....	48
Uninstalling 9.1.2 Software .....	48
Installing A Patch or Service Pack .....	48
Uninstalling 9.1.0.x Software. ....	49
Troubleshooting .....	49
Troubleshooting Avaya Communicator for Windows Softphone 2.0.3+ .....	49
Troubleshooting Agent Login Error Messages .....	49
Troubleshooting after OVA Installation .....	49
Troubleshooting – the “Create Data Import” button is inactive in the IP Office Contact Center Configuration Spreadsheet .....	49
Troubleshooting – The connection to the IP Office Contact Center was closed or lost unexpectedly .....	50
Troubleshooting Contact Recorder - When two recordings are made instead of one , when a Topic call is transferred from one agent to another .....	50
Troubleshooting Sending Emails when using McAfee Virus Scanner .....	50
MSI Repairs to Tomcat services .....	50
Deleting Multiple Agents causes Error .....	50
Restarting the IP Office Contact Center Watchdog while Supervisors are viewing the Agent Status/ Contact Detail Reports.....	50
Navigation within the Web UI option for IP Office Contact Center Chrome User Interface	50
Routine Maintenance Checklist .....	50
File Locations .....	51
Error Reference numbers.....	51
Avaya Documentation .....	52

# 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>

<p style="text-align: center;"><b>Avaya IP Office Contact Center Documentation Catalogue</b></p>		
<p style="text-align: center;"><b>IP Office Contact Center Overview</b></p>		
IP Office Contact Center Process	Associated Task Based Guide	Guide Section
<b>Overview of IP Office Functions and Features</b>	<i>IP Office Contact Center Feature Description</i>	<b>Avaya IP Office Contact Center overview</b>
<b>IP Office Contact Center IP500V2 topology</b>	<i>IP Office Contact Center Feature Description</i>	<b>IP Office Contact Center IP500V2 topology</b>
<b>IP Office Server Edition topology</b>	<i>IP Office Contact Center Feature Description</i>	<b>Server Edition topology</b>
<b>Server Edition with IP500V2 expansion topology</b>	<i>IP Office Contact Center Feature Description</i>	<b>IP Office Server Edition with IP500V2 expansion topology</b>
<b>Roles and privileges</b>	<i>IP Office Contact Center Feature Description</i>	<b>Roles and privileges</b>
<b>UI tab field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>UI tab field descriptions</b>
<b>Email field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>Email field descriptions</b>
<b>Configuration tab field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>Configuration tab field descriptions</b>
<b>Variables</b>	<i>IP Office Contact Center Feature Description</i>	<b>Variables</b>
<b>Reporting tab field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>Reporting tab field descriptions</b>



<b>Realtime information tab field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>Realtime information tab field descriptions</b>
<b>Task Flow Editor field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>Task Flow Editor field descriptions</b>
<b>Interface navigation</b>	<i>IP Office Contact Center Feature Description</i>	<b>Interface navigation</b>
<b>Areas of functionality</b>	<i>IP Office Contact Center Feature Description</i>	<b>Areas of functionality</b>
<b>Tabs in the interface</b>	<i>IP Office Contact Center Feature Description</i>	<b>Tabs in the interface</b>
<b>CRM functionality</b>	<i>IP Office Contact Center Feature Description</i>	<b>CRM functionality</b>
<b>CRM integration</b>	<i>IP Office Contact Center Feature Description</i>	<b>New in this release</b>
<b>CRM - Standard agent options</b>	<i>IP Office Contact Center Feature Description</i>	<b>CRM functionality</b>
<b>CRM - Telephony options for agents</b>	<i>IP Office Contact Center Feature Description</i>	<b>CRM functionality</b>
<b>Dialer and telephony</b>	<i>IP Office Contact Center Feature Description</i>	<b>Dialer and telephony</b>
<b>Telephony options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Telephony options</b>
<b>Telephony contact bar</b>	<i>IP Office Contact Center Feature Description</i>	<b>Telephony contact bar</b>
<b>Dialer options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Dialer options</b>
<b>Inbound voice routing</b>	<i>IP Office Contact Center Feature Description</i>	<b>Inbound voice routing</b>

<b>Outbound voice</b>	<i>IP Office Contact Center Feature Description</i>	<b>Outbound voice</b>
<b>Scripts: IVR Editor and Task Flow Editor</b>	<i>IP Office Contact Center Feature Description</i>	<b>Scripts: IVR Editor and Task Flow Editor</b>
<b>Task Flow Editor scripts</b>	<i>IP Office Contact Center Feature Description</i>	<b>Task Flow Editor scripts</b>
<b>Task Flow Editor menu field descriptions</b>	<i>IP Office Contact Center Feature Description</i>	<b>Task Flow Editor menu field descriptions</b>
<b>Task Flow Editor menu icons</b>	<i>IP Office Contact Center Feature Description</i>	<b>Task Flow Editor menu icons</b>
<b>Email and chat</b>	<i>IP Office Contact Center Feature Description</i>	<b>Email and chat</b>
<b>Unified media routing</b>	<i>IP Office Contact Center Feature Description</i>	<b>Unified media routing</b>
<b>Email options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Email options</b>
<b>Text blocks in email</b>	<i>IP Office Contact Center Feature Description</i>	<b>Text blocks in email</b>
<b>Chat options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Chat options</b>
<b>Reporting</b>	<i>IP Office Contact Center Feature Description</i>	<b>Reporting</b>
<b>Reporting options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Reporting options</b>
<b>Task Reporting</b>	<i>IP Office Contact Center Feature Description</i>	<b>Task Reporting</b>
<b>Evaluation of contact data</b>	<i>IP Office Contact Center Feature Description</i>	<b>Evaluation of contact data</b>

<b>Task Reporting database</b>	<i>IP Office Contact Center Feature Description</i>	<b>Task Reporting database</b>
<b>Best practices for troubleshooting</b>	<i>IP Office Contact Center Feature Description</i>	<b>Best practices for troubleshooting</b>
<b>Xstat Server</b>	<i>IP Office Contact Center Feature Description</i>	<b>Xstat Server</b>
<b>Database access options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Database access options</b>
<b>Database structure</b>	<i>IP Office Contact Center Feature Description</i>	<b>Database structure</b>
<b>Administration and maintenance options</b>	<i>IP Office Contact Center Feature Description</i>	<b>Administration and maintenance options</b>
<b>Archiving</b>	<i>IP Office Contact Center Feature Description</i>	<b>Archiving</b>
<b>Secondary databases for archiving</b>	<i>IP Office Contact Center Feature Description</i>	<b>Secondary databases for archiving</b>
<b>Operation of the archiving and deletion process</b>	<i>IP Office Contact Center Feature Description</i>	<b>Operation of the archiving and deletion process</b>
<b>TTraceConsole</b>	<i>IP Office Contact Center Feature Description</i>	<b>TTraceConsole</b>
<b>TTrace components</b>	<i>IP Office Contact Center Feature Description</i>	<b>TTrace components</b>
<b>Structure of the TTraceConsole application</b>	<i>IP Office Contact Center Feature Description</i>	<b>Structure of the TTraceConsole application</b>

<b>IP Office Contact Center Planning</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>Customer requirements</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Customer requirements</b>
<b>Design considerations</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Design considerations</b>
<b>Caveats and limitations</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Caveats and limitations</b>
<b>Capacity and scalability</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Capacity and scalability</b>
<b>Server specifications</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Server specifications</b>
<b>Migration roadmap and limitations</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Migration roadmap and limitations</b>
<b>Capacity upgrade requirements</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Capacity upgrade requirements</b>
<b>Security considerations</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Security considerations</b>
<b>Network configuration</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Network configuration</b>
<b>IP Office telephony integration</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>IP Office telephony integration</b>
<b>Component configuration</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Component configuration</b>
<b>Packaging and order codes</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Packaging and order codes</b>

<b>Port assignments</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Port assignments</b>
<b>Traffic and Quality of Service considerations</b>	<i>IP Office Contact Center Reference Configuration</i>	<b>Traffic and Quality of Service considerations</b>
<b>IP Office Contact Center Deployment</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>Site Preparation &amp; Planning Checklist</b>	<i>IP Office Contact Center Installation</i>	<b>Planning the IP Office Contact Center Installation</b>
<b>Determining Network / QOS Requirements</b>	<i>IP Office Contact Center Installation</i>	<b>Network / QOS Requirements</b>
<b>Determining Telephone Support for Use with IP Office Contact Center</b>	<i>IP Office Contact Center Installation</i>	<b>Telephone Support for Use with IP Office Contact Center</b>
<b>Determining the Trunks Supported with IP Office Contact Center</b>	<i>IP Office Contact Center Installation</i>	<b>Determining Telephone Support for Use with IP Office Contact Center</b>
<b>Configuring the Server's Computer Name</b>	<i>IP Office Contact Center Installation</i>	<b>Servers Computer Name</b>
<b>Server Firewall Settings</b>	<i>IP Office Contact Center Installation</i>	<b>Windows Firewall</b>
<b>Time &amp; Date Settings</b>	<i>IP Office Contact Center Installation</i>	<b>Time &amp; Date Settings</b>
<b>Server User Name and Password</b>	<i>IP Office Contact Center Installation</i>	<b>Server User Name and Password</b>

<b>Server IP Address Settings</b>	<i>IP Office Contact Center Installation</i>	<b>IP Address</b>
<b>Configuring the Server's Power Settings</b>	<i>IP Office Contact Center Installation</i>	<b>Power Settings</b>
<b>Disabling DEP (Data Execution Prevention) Settings</b>	<i>IP Office Contact Center Installation</i>	<b>Disabling DEP (Data Execution Prevention) Settings</b>
<b>Virus Scan Software Considerations</b>	<i>IP Office Contact Center Installation</i>	<b>Virus Scan Software Considerations</b>
<b>Software Installation Checklist</b>	<i>IP Office Contact Center Installation</i>	<b>Software Installation Checklist</b>
<b>Installing the IP Office Contact Center Software</b>	<i>IP Office Contact Center Installation</i>	<b>IP Office Contact Center Installation</b>
<b>Obtaining the MAC Address of the Server</b>	<i>IP Office Contact Center Installation</i>	<b>Licensing – Obtaining the MAC Address of the Server</b>
<b>Obtaining IP Office Contact Center Licenses</b>	<i>IP Office Contact Center Installation</i>	<b>Licensing</b>
<b>Creating a CSR using Microsoft Management Console Certificates Snap-in</b>	<i>IP Office Contact Center Installation</i>	<b>Creating a CSR using Microsoft Management Console Certificates Snap-in</b>
<b>Security Certificates and IP Office Contact Center</b>	<i>IP Office Contact Center Installation</i>	<b>Creating the IPOCC Certification creation via the IPOSE Manager via Internet Explorer</b>

<b><i>IP Office Contact Center Administration Page</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>IP Office Contact Center Administration Page</b>
<b><i>Component Configuration Checklist</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Component Configuration Checklist</b>
<b><i>Using the New IPOCC Task Flow Templates</i></b>	<b><i>Using the New IPOCC Task Flow Templates</i></b>	<b>Refer to the whole guide</b>
<b><i>Using the Configuration Wizard</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Configuration Wizard – System Configuration Page</b>
<b><i>Using the Configuration Spreadsheet</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Preparing the Configuration Data – For Use with the Excel Spread Sheet</b>
<b><i>Importing the Configuration Data</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Importing Data to the PostgreSQL Database</b>
<b><i>Activating the Task Flow</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Activating a Task Flow</b>
<b><i>Importing the Configuration File into the IP Office</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Importing the IP Office Configuration File</b>
<b><i>Deploying the IP Office Contact Center Auto Synchronization features</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>IP Office and IP Office Contact Center Auto Synchronization</b>
<b><i>What are the limitations of Auto Synchronization</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Limitations of Synchronization</b>
<b><i>What are the rules relating to Auto Synchronization</i></b>	<b><i>IP Office Contact Center Installation</i></b>	<b>Rules of Synchronization</b>

<b>Auto Synchronization Setup in IP Office via IP Office Manager</b>	<i>IP Office Contact Center Installation</i>	<b>Setting the 'Contact Center Application' within IP Office Manager</b>
<b>How Auto Synchronization works when creating a New Agent/Supervisor in IP Office Manager</b>	<i>IP Office Contact Center Installation</i>	<b>How Auto Synchronization works when creating a New Agent/Supervisor in IP Office Manager</b>
<b>Disabling the IP Office Contact Center Auto Sync Service</b>	<i>IP Office Contact Center Installation</i>	<b>How to Disable the IP Office Contact Center Auto Sync Service</b>
<b>Installing the IP Office Contact Center User Interface</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>Agent PC Min Specification</b>	<i>IP Office Contact Center Installation</i>	<b>IP Office Contact Center Agent PC Requirements</b>
<b>Adding the server as a Trusted Site to Internet Explorer</b>	<i>IP Office Contact Center Installation</i>	<b>Adding the server as a Trusted Site to Internet Explorer</b>
<b>IP Office Contact Center User PC's Host File</b>	<i>IP Office Contact Center Installation</i>	<b>Adding the Server's Host Name to the IP Office Contact Center User PC's Host File</b>
<b>Installing the User Interface Software</b>	<i>IP Office Contact Center Installation</i>	<b>Installing the Contact Center User Interface on the Agent's PC's</b>
<b>Logging into the IP Office Contact Center User Interface</b>	<i>IP Office Contact Center Installation</i>	<b>Logging into the User Interface</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>Configuring ICI Connector</b>	<i>IP Office Contact Center Installation</i>	<b>ICI Connector</b>
<b>Configuring Salesforce</b>	<i>IP Office Contact Center Installation</i>	<b>Salesforce</b>
<b>CRM Connector Deployment on IP Office Contact Center Server</b>	<i>IP Office Contact Center Installation</i>	<b>CRM Connector Deployment on IP Office Contact Center Server</b>
<b>Logging into ISA</b>	<i>IP Office Contact Center Installation</i>	<b>Logging into ISA</b>
<b>Troubleshooting the CRM Connector</b>	<i>IP Office Contact Center Installation</i>	<b>Troubleshooting the CRM Connector</b>
<b>IPOCC Security</b>	<i>IP Office Contact Center Installation</i>	<b>Security</b>
<b>OVA IP Office Contact Center Deployment</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>OVA IP Office Contact Center Installation</b>	<i>IP Office Contact Center Installation</i>	<b>OVA Deployment</b>
<b>Requirements for implementation IP Office Contact Center as OVA</b>	<i>IP Office Contact Center Installation</i>	<b>Requirements for implementation IP Office Contact Center as OVA</b>
<b>Installing OVA on VMWare</b>	<i>IP Office Contact Center Installation</i>	<b>Install OVA on VMWare</b>

<b>Setting up the Network</b>	<i>IP Office Contact Center Installation</i>	<b>Setup Network</b>
<b>Setting the Computer Name</b>	<i>IP Office Contact Center Installation</i>	<b>Set Computer Name</b>
<b>Activating Windows</b>	<i>IP Office Contact Center Installation</i>	<b>Activate Windows</b>
<b>Apply Changes to IP Office Contact Center</b>	<i>IP Office Contact Center Installation</i>	<b>Apply Changes to IP Office Contact Center</b>
<b>Installing IP Office Contact Center Licenses</b>	<i>IP Office Contact Center Installation</i>	<b>Install IP Office Contact Center Licenses</b>
<b>Importing Configuration data in IPO and IP Office Contact Center</b>	<i>IP Office Contact Center Installation</i>	<b>Import Configuration data in the IP Office and IP Office Contact Center</b>
<b>Troubleshooting after OVA Installation</b>	<i>IP Office Contact Center Installation</i>	<b>Troubleshooting after OVA Installation</b>
<b>Administering IP Office Contact Center</b>		
<b>IP Office Contact Center Task Flow Editor - Telephony Configuration</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>Accessing the IP Office Contact Center Task Flow Editor</b>	<i>IP Office Contact Center Task Flow Editor - Telephony</i>	<b>Accessing Task Flow Editor</b>
<b>Defining the Default Task Flow</b>	<i>IP Office Contact Center Task Flow Editor - Telephony</i>	<b>Default Task Flow</b>

<p><b>Assigning IP Office Incoming Call Routes to a Topic</b></p>	<p><i>IP Office Contact Center Task Flow Editor - Telephony</i></p>	<p><b>IP Office Contact Center Incoming Call Access - Assigning an IP Office Incoming Call Route to a Topic</b></p>
<p><b>Configuring Last Known Agent based on a Customer's CLID</b></p>	<p><i>IP Office Contact Center Task Flow Editor - Telephony</i></p>	<p><b>Assign Call to Last Known Agent Task Flow</b></p>
<p><b>IP Office Contact Center Overflows after a Time Out Period</b></p>	<p><i>IP Office Contact Center Task Flow Editor - Telephony</i></p>	<p><b>Assigning a Queue Overflow</b></p>
<p><b>How to administer the web-based administration portal of IP Office Contact Center</b></p>	<p><i>Using Avaya IP Office Contact Center Web Administration Portal Quick Start</i></p>	<p><b>All</b></p>
<p><b>IP Office Contact Center and Voicemail Pro- How to configure a breakout to a VM Pro mailbox</b></p>	<p><i>IP Office Contact Center Task Flow Editor - Telephony</i></p>	<p><b>Creating a Break Out from IP Office Contact Center to VM Pro</b></p>
<p><b>Allowing a supervisor to manually select which announcements are played to callers.</b></p>	<p><i>IP Office Contact Center Task Flow Editor - Telephony</i></p>	<p><b>Creating a Topic, and associated Variables that will allow a Supervisor to manually select which announcements are played to Callers</b></p>

<b>Creating a Standard Auto Attendant Menu (two varying examples are available in the guides referenced here)</b>	<i>IP Office Contact Center Task Flow Editor – Telephony</i>	<b>Creating a Standard Auto Attendant Menu</b>
<b>Adding Announcement Scripts to call flows</b>	<i>IP Office Contact Center Task Flow Editor – Telephony</i>	<b>Adding the Announcements to Announcement Scripts for use in Task Flow Editor Call Flows</b>
<b>Using the Personal Contact Element</b>	<i>IP Office Contact Center Task Flow Editor – Telephony</i>	<b>Personal Contact</b>
<b>Macros and Task Flows</b>	<i>IP Office Contact Center Task Flow Editor – Telephony</i>	<b>Macro Utilization within Task Flow Editor</b>
<b>IP Office Contact Center – IVR Editor</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b>IVR Database Integration</b>	<i>IP Office Contact Center IVR Editor Scenarios</i>	<b>IVR Database Integration Example</b>
<b>IVR Database Integration - Agent User Interface</b>	<i>IP Office Contact Center IVR Editor Scenarios</i>	<b>Agent User Interface</b>
<b>User Interface Scenario 1 - Call presented with CLID and the customer's record is contained within the database</b>	<i>IP Office Contact Center IVR Editor Scenarios</i>	<b>User Interface Scenario 1 - Call presented with CLID and the customer's record is contained within the database</b>

<p><b>User Interface Scenario 2 - Call presented with CLID, there is no customer record but the customer does have a support contract</b></p>	<p><i>IP Office Contact Center IVR Editor Scenarios</i></p>	<p><b>User Interface Scenario 2 - Call presented with CLID, there is no customer record but the customer does have a support contract</b></p>
<p><b>User Interface Scenario 3 - Call presented without CLID but the support contract number is contained within the database</b></p>	<p><i>IP Office Contact Center IVR Editor Scenarios</i></p>	<p><b>User Interface Scenario 3 - Call presented without CLID but the support contract number is contained within the database</b></p>
<p><b>User Interface Scenario 4 - Call presented without CLID and the support contract number is not contained within the database</b></p>	<p><i>IP Office Contact Center IVR Editor Scenarios</i></p>	<p><b>User Interface Scenario 4 - Call presented without CLID and the support contract number is not contained within the database</b></p>
<p><b>Creating a ODBC Data Source in the IP Office Contact Center server's Customer Database</b></p>	<p><i>IP Office Contact Center IVR Editor Scenarios</i></p>	<p><b>Creating a ODBC Data Source in the IP Office Contact Center server's Customer Database</b></p>
<p><b>Configuring the Agents Interface for use with the IVR Script</b></p>	<p><i>IP Office Contact Center IVR Editor Scenarios</i></p>	<p><b>Configuring the Agents Interface for use with the IVR Script</b></p>
<p><b>Creating an IVR Script to allow a Caller to Dial a Known Extension Number</b></p>	<p><i>IP Office Contact Center IVR Editor Scenarios</i></p>	<p><b>IVR Script: To allow a Caller to Dial a Known Extension Number</b></p>

<b><i>Creating a Local Variable to Record the DTMF Digits entered by the Caller</i></b>	<b><i>IP Office Contact Center IVR Editor Scenarios</i></b>	<b>Creating a Local Variable to Record the DTMF Digits entered by the Caller</b>
<b><i>Installing Additional Languages for Text To Speech Files</i></b>	<b><i>IP Office Contact Center IVR Editor Scenarios</i></b>	<b>Installing Additional Languages for Text To Speech Files</b>
<b><i>Configuring languages within the Voice Control Speech Configuration Dialog Box</i></b>	<b><i>IP Office Contact Center IVR Editor Scenarios</i></b>	<b>Configuring languages within the Voice Control Speech Configuration Dialog Box</b>
<b>IP Office Contact Center Email &amp; Chat Services</b>		
<b>IP Office Contact Center Process</b>	<b>Associated Task Based Guide</b>	<b>Guide Section</b>
<b><i>IP Office Contact Center Chat Service</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>IP Office Contact Center Chat Service</b>
<b><i>Installing and configuring the XMPP Service</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Installing and configuring the XMPP Service</b>
<b><i>Determining the Server's Hostname</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Determining the Server's Hostname</b>
<b><i>Installing Openfire</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Installing Openfire</b>
<b><i>Installing Openfire as a Service</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Installing Openfire as a Service</b>

<b>Configuring the existing Topic and Agents to Use CHAT</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Configuring the existing Topic and Agents to Use CHAT</b>
<b>Building a Chat Call Flow</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Building a Chat Call Flow</b>
<b>Setting Chat scripts against Chat topics</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Setting Chat scripts against Chat topics</b>
<b>Configuring the one-X Portal XMPP service</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Configuring the one-X Portal XMPP service</b>
<b>Verifying Web Chat Integration before customer implementation</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Verifying Web Chat Integration before customer implementation</b>
<b>Creating the HTML to be used for the customer's web page</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Creating the HTML to be used for the customer's web page</b>
<b>Using the 'CHAT web Java' example</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Using the 'CHAT web Java' example</b>
<b>IP Office Contact Center Email Service</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>IP Office Contact Center Email Service</b>
<b>SMTP Email Configuration</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>SMTP Email Configuration</b>
<b>IP Office Contact Center Email Configuration</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>IP Office Contact Center Email Configuration</b>
<b>Creating an E-mail Flow</b>	<i>IP Office Contact Center Email &amp; Chat Services</i>	<b>Creating an E-mail Flow</b>

<b><i>Text Blocks/Autoreply</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Text Blocks/Autoreply</b>
<b><i>Textblocks</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Textblocks</b>
<b><i>How to use a textblock</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>How to use a textblock</b>
<b><i>Archiving the Email Database</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Archiving the Email Database</b>
<b><i>Agents Availability for Tasks</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Agents Availability for Tasks</b>
<b><i>Email Personal Signature</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Email Personal Signature</b>
<b><i>Show search filter</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Show search filter</b>
<b><i>Recycle Bin</i></b>	<b><i>IP Office Contact Center Email &amp; Chat Services</i></b>	<b>Recycle Bin</b>
<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><i>Administering Avaya IP Office Contact Center Task Flow Editor</i></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><i>Administering Avaya IP Office Contact Center IVR Editor</i></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><i>Administering Avaya IP Office Contact Center Dialer</i></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><i>Lists Counter Types</i></b></p>	<p><b><i>Statistics Counter Reference</i></b></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>

<p><b>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</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>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</b></p>
<p><b>Upgrading the IP Office Contact Center from Version 9.1 to 9.1.2 FP</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>Upgrading the IP Office Contact Center from Version 9.1 to 9.1.2 FP</b></p>
<p><b>Upgrading the IP Office Contact Center Agent Interface Client Software</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>Upgrading the IP Office Contact Center Agent Interface Client Software</b></p>
<p><b>How to Disable the IP Office Contact Center Auto Sync Service</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>How to Disable the IP Office Contact Center Auto Sync Service</b></p>
<p><b>How to Enable the IP Office Contact Center Auto Sync Service</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>How to Enable the IP Office Contact Center Auto Sync Service</b></p>
<p><b>How to change the IP Office Contact Center SIP Extension while using Auto Sync</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>How to change the IP Office Contact Center SIP Extension while using Auto Sync</b></p>
<p><b>Uninstalling 9.1.2 Software</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>Uninstalling 9.1.2 Software</b></p>
<p><b>Installing A Patch or Service Pack</b></p>	<p><i>IP Office Contact Center Maintenance</i></p>	<p><b>Installing A Patch or Service Pack</b></p>



<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