



# **Avaya Oceana™ Solution Description**

Release 3.2.2.1  
Issue 1  
May 2017

## Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

## Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

## Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

## Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

## Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, <https://support.avaya.com/LicenseInfo> UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR

IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

## Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <https://support.avaya.com/LicenseInfo>, UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

## License type(s)

**Designated System(s) License (DS).** End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

**Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

## Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For

Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

### Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

### Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS

REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE [WWW.SIPRO.COM/CONTACT.HTML](http://WWW.SIPRO.COM/CONTACT.HTML). THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

### Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

### Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

### Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

### Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

### Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

### Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from

Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux<sup>®</sup> is the registered trademark of Linus Torvalds in the U.S. and other countries.

## Contents

<b>Chapter 1: Introduction</b>	6
Purpose	6
Change history	6
New in this release	6
<b>Chapter 2: Solution overview</b>	9
Avaya Oceana™ Solution overview	9
Avaya Oceana™ Workspaces overview	10
Avaya Oceanalytics™ Insights overview	11
Topology	12
Components	14
Solution Features	17
Capacities	23
<b>Chapter 3: Solution specifications</b>	25
Hardware and software specifications	25
Reference configuration	26
Upgrade and migration paths	29
<b>Chapter 4: Resources</b>	30
Documentation	30
Training	32
Support	32
Using the Avaya InSite Knowledge Base	33

# Chapter 1: Introduction

---

## Purpose

This document describes Avaya Oceana™ Solution from a holistic perspective focusing on the strategic, enterprise and functional views of the architecture. This document also includes a high-level description of each verified reference configuration for the solution.

This document is intended for people who want to understand how Avaya Oceana™ Solution and related products work together in verified reference configurations to meet customer needs.

---

## Change history

Issue	Date	Summary of changes
1.0	April 28 2017	Updated the topic New in this release. See <a href="#">New in this release</a> on page 6.
1.0	April 28 2017	Updated the components table. See <a href="#">Components</a> on page 14.
1.0	April 28 2017	Included Avaya Workforce Optimization Select in the architecture graphic. See <a href="#">Topology</a> on page 12.
1.0	April 28 2017	Updated the upgrade path. See <a href="#">Upgrade and Migration paths</a> on page 29.

---

## New in this release

Avaya Oceana™ Solution Release 3.2.2.1 includes the following enhancements:

- Customer Journey: Supports the display of end-to-end customer interaction.
- Disaster Recovery: Provides disaster recovery in case of a complete outage at the primary data center. A customer can carry out a sequence of steps at a secondary data center to restore the primary contact center of Avaya Oceana™ Solution .
- Transfer files during Chat: Provides the agent the capability to share files with the customer in a chat interaction. The file transfer information is available in the customer history of the agent.

- **Adhoc Contacts:** Provides the agents and supervisors the capability to send business or personal emails. These emails are considered as adhoc personal emails.
- **Oceana Email:** Supports Carbon Copy and Blind Carbon Copy options in the email routing and agent handling feature.
- **Globally Timed After Contact Work:** Allows the supervisor to set a global After Contact Work state for an individual agent. This enables an agent to enter an After Contact Work state for a predefined period when the agent disconnects from a contact.
- **Disposition Codes:** Provides the agents the facility to set a contact-level disposition code. This feature is available at all points during the duration that the agent is in interaction with the contact.
- **Observe and Barge-in Chat:** Provides the supervisor the capability to monitor and listen to ongoing interactions between agent and customer. This facility can be used as a tool to close the sale. It can also be used to provide expert assistance to the customer when the agent is unable to properly handle the interaction. This feature is available for both Chat and SMS.
- **Chat Whisper - Coaching:** Provides the supervisor the capability to aid the agent who is interacting with the customer without the customer becoming aware of it.
- **Customer History Search:** Provides the ability to search customer history and find information about previous interactions with the customer.
- **Blind Transfer To Service All Channels:** Allows the agent to transfer the interaction back to the service. This facility is helpful in a situation where a customer arrived at this agent in error, or the agent cannot help the customer and needs to transfer the contact to another department or service.
- **Publish Chatbot SDK & APIs:** Provides Chatbot SDK and APIs for usage by third-party or DevConnect partners to enable the Chatbot Snap-in to connect to any third-party automated chat engines. Customers must write their own adapters to use third-party Chat engines.
- **Adhoc agent state change:** Provides the supervisor the capability to change the state of a single agent.
- **Social Media:** Provides a new Social Media channel in Avaya Oceana™ Solution. Social Media handling enables Avaya Oceana™ Solution to route, report, and present social interactions to agents using Workspaces.
- **Outbound voice capability:** Provides integration with Avaya Proactive Outreach Manager to provide outbound voice capability for Avaya Oceana™ Solution users.
- **Avaya Workforce Optimization Select integration:** Provides integration of Avaya Workforce Optimization Select with Avaya Oceana™ Workspaces and Avaya Oceana™ Solution so that a supervisor or agent can access features in the Avaya Workforce Optimization Select call recorder from the Workspaces desktop.
- **RBAC and LOB Reporting in Avaya Oceanalytics™ Insights:** Provides Avaya Control Manager support for RBAC and LOB reporting for Insights where groups of agents can be defined and authorized supervisors can view reports on these groups.
- **Disaster Recovery for Avaya Oceanalytics™ Insights:** Provides manual disaster recovery after a total outage of the main data center where the primary production Insights instance is running.

- High Availability for Avaya Oceanalytics™ Insights: Avaya Oceanalytics™ Insights provides high availability only for the OSA server. Insights deployment provides two active OSA server nodes and supports high availability. When the OSA server in the primary production node fails, OSA server automatically fails over to a secondary Active Standby node with minimum data loss and latency.

The OSA server secondary node must be in a clustered environment and within the same data center.

- Avaya Oceanalytics™ Insights support for localization: Provides localized reporting interfaces and documentation.



# Chapter 2: Solution overview

---

## Avaya Oceana™ Solution overview

Avaya Oceana™ Solution is a multichannel customer engagement solution that provides seamless customer experiences across mobile, web, and traditional dial-up channels. Built on Avaya Breeze™, Avaya Oceana™ Solution provides organizations with modular, scalable, and extended snap-ins. Organizations can use the snap-ins to manage customer-centric business in a unified way while supporting customer journey information across channels. Organizations can improve customer service by linking the customer to the best available agent or knowledge worker based on history, agent training, and required service levels.

With Avaya Oceana™ Solution, organizations can apply call center routing strategies to knowledge workers across the enterprise thereby improving sales outcomes. The solution also integrates with the enterprise back office systems to route work items, such as claims, contracts, and sales leads.

Avaya Oceana™ Solution consists of the following modules:

- Avaya Oceana™ Solution core: Server-side components that support multichannel interaction handling and system configuration.
- Avaya Oceana™ Workspaces: An HTML5-based multichannel desktop application for agents and supervisors.
- Avaya Oceanalytics™ Insights: A framework to provide cradle to grave reporting for end-to-end customer journey on multichannel sources.

### Key features

Name	Description
Multichannel support	Provides multichannel ability for a consistent customer experience using voice, web chat, WebRTC audio, email, SMS, co-browse, and Social Media interactions. The support extends across all digital channels and devices.
Attribute-based routing for all channels	Replaces Avaya Aura® Call Center Elite skill-based routing with attribute-based routing to assign the right work to the right resource. Attribute-based routing provides matching on multiple attributes thereby improving first call resolution. All contact center resources can be combined in a single pool to reduce average handle time.
Customer multichannel journey and visualization with context preservation	Provides the functionality to map customer journey across various self-service and assisted service channels by storing the related data crumbs in the in-memory data grid. Data consists of session-based customer information that includes all individual sessions related to the customer displayed in

*Table continues...*

Name	Description
	chronological order, enterprise data, and situational or environmental data. Data on the agent desktop also includes a 360 degree view of the customer journey across all touch points to facilitate informed decisions.
Configure strategic business rules and criteria	Configures customized business rules and criteria.
Multichannel intuitive UX for agents and supervisors through Workspaces	Provides HTML5–based, modern multichannel desktop. With this new desktop, users can engage with customers regardless of the channel type. Agents and supervisors can use this desktop to map customer journey data to make smart decisions. Workflows and resource matching engines can also use this data to make smart decisions.
Blended Agents	Supports blended agents who can handle voice calls, chat, email, SMS, and Social Media interactions at the same time.
Centralized administration through Avaya Control Manager	Provides a centralized application to configure all components through a single interface.
Platform for Innovation	Provides the Avaya Breeze™ platform to use modular snap-ins that can be scaled, managed, and extended independently. You can also combine the platform with third-party and custom-developed snap-ins.
Localization	Provides G14 language localization for Agent Desktop UI, Supervisor Desktop UI, Reporting UI, Documentation, and Online Help.
Centralized Logging	Provides a centralized logging mechanism to locate the root cause of any issue that can occur in solution components.
Secure communication using SSL	Provides secure communication between all snap-ins. All snap-ins run in a secure cluster, allowing only web communication.
Data Redundancy and Disaster Recovery	Provides a data redundancy and disaster recovery solution on a remote geographic site to restore a failed primary data center and ensure continuity with business. This is a pre-planned approach wherein the customer establishes a secondary data center that is updated continuously with data from the primary data center. On an outage at the primary data center, the customer can initiate manual steps at the secondary data center and restore the primary data center with the latest administration and reporting data.

### Related links

[Avaya Oceana Workspaces overview](#) on page 10

[Avaya Oceanalytics Insights overview](#) on page 11

## Avaya Oceana™ Workspaces overview

Avaya Oceana™ Workspaces is an HTML5–based, multichannel desktop application that Contact Center agents can use to handle inbound customer calls through channels such as voice, email, SMS, and web chat. Agents can also make outbound voice calls. Users can use the intuitive user interface for engaging with customers by switching between multiple simultaneous interactions through different channels. Workspaces brings key customer data from multiple sources into one

common area for agents and supervisors so that agents can perform specific tasks on any interaction type.

Using Workspaces, you can have seamless collaborate with customers, other users, and partners outside the enterprise organization. You can also provide relevant information to agents securely and reliably.

### Key features

Name	Description
Zero-footprint deployment and configuration	Provides direct access to agents with capabilities that the organization deems appropriate for defined roles. It enforces minimal client-side logic and minimal administrative burden.
Modern and responsive design	Supports a variety of screen sizes and device form factors enabling agents and supervisors to re-size the browser window with the consequent automatic content adjustment.
Single desktop for all CC applications	Provides a consolidation layer through which Avaya customers can show existing services such as CRM or Knowledge Management to agents and supervisors. The open interface of Workspaces presents services from any vendor to agents in context through the same interface.
Support for blended agents	Supports blended agents so that they can seamlessly handle voice, chat, email, SMS, and Social interactions within the same desktop interface.
Integration with Avaya Workforce Optimization Select	Displays widgets from Avaya Workforce Optimization Select to provide controls to playback, start, pause, and resume recording of the interaction in progress. This integration also provides features such as multichannel recording, live monitoring, quality management, and performance management.
Support for CSS3 and iframe element	Ensures that during a co-browsing session, websites accessed by the customer are displayed correctly to the agent.
Future potential	Provides an option to embed Workspaces voice, chat, and email interactions in an HTML5-supported external canvas without losing functionality.
Extensibility	Accommodates contact center changes and new capabilities with no change to existing functionality and with no or limited downtime.
Support for major platforms	Supports browsers such as Internet Explorer, Google Chrome, and Safari.

### Related links

[Avaya Oceana Solution overview](#) on page 9

---

## Avaya Oceanalytics™ Insights overview

The Avaya Oceanalytics™ Insights framework provides cradle to grave reporting for end-to-end customer journey on multichannel sources. Using these reports, supervisors can analyze current trends in the contact center and enhance agent performance.

With Insights, enterprises can receive events from a collection of event sources and process those events to derive and present business measures. Insights leverages a complete Oracle stack to deliver the ingestion, event processing, publishing, and presentation layers to customers.

### Key features

Name	Description
Real-time and historical reporting	Provides multichannel reporting data on contact center performance to track trends and improve the overall performance.
Supervisor reporting	Provides Supervisor reporting through the Insights platform in Avaya Oceana™ Solution Supervisor UI. Contact center supervisors can then measure and manage resources.
Custom reports	Enables users to create custom reports. Reports are highly customizable and access controlled.
Customer history reporting	Displays end-to-end customer journey across channels in the contact center.
Rich visualization features	Provides rich visualization features on reports and dashboards using a Business Intelligence Presentation layer.

### Related links

[Avaya Oceana Solution overview](#) on page 9

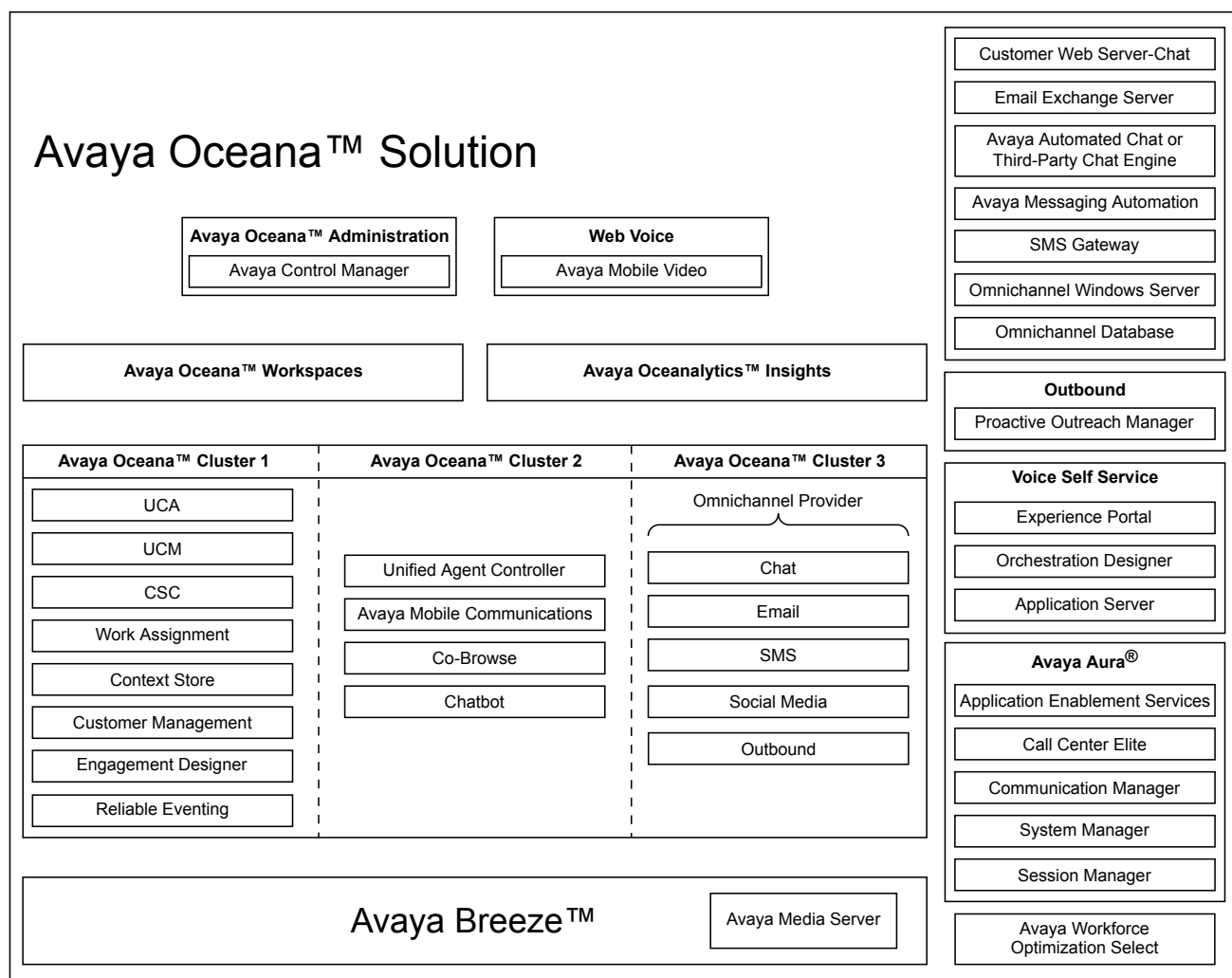
---

## Topology

Avaya Oceana™ Solution is a customer relationship strategy where the customer is the focus of all interactions. It has a customer-oriented approach in which the customer can seamlessly use and shift between channels as per convenience. From an agent perspective, the solution provides a visual representation of the end-to-end journey of customers across channels.

Avaya Oceana™ Solution is a multi-tiered solution that consists of the following:

- Access tier: Provides media-specific providers such as Chat Provider, Email Provider, Avaya Aura® Communication Manager for Voice, and Avaya Mobile Communication Snap-in for WebRTC Voice.
- Normalizing tier: Provides a central normalizing tier within Avaya Oceana™ Solution that abstracts the media-specific characteristics of the inbound interactions.
- Application tier: Provides applications such as the Agent and supervisor desktop, and Avaya Engagement Designer. Business analysts use these applications to author the logic that handles the inbound interactions such as routing, and reporting. They also use the applications for other higher level functions that are important in a future-proofed contact center product.
- Components tier: Provides Avaya Breeze™ and a set of core components deployed on Avaya Breeze™.



**Figure 1: Avaya Oceana™ Solution Architecture**

Avaya Oceana™ Solution is comprised of the following high-level subsystems:

- **Avaya Aura® suite:** Consists of Avaya Aura® Communication Manager, Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Call Center Elite, and Avaya Aura® Application Enablement Services.
- **Voice Self Service:** Consists of Avaya Aura® Experience Portal, Orchestration Designer, and Application server.
- **Avaya Breeze™ platform:** Consists of a set of core multicenter components deployed on the Avaya Breeze™ platform. The components are deployed on Avaya Oceana™ Cluster 1, Avaya Oceana™ Cluster 2, and Avaya Oceana™ Cluster 3 as explained in the diagram.
- **Avaya Control Manager:** Provides a single point of administration for Avaya Oceana™ Solution. Avaya Control Manager can work with Avaya Aura® Call Center Elite and when deployed at an existing Call Center Elite customer site, it can extract existing configuration information from Call Center Elite. Using ACM, an administrator can use Avaya Oceana™ Solution to target an existing Call Center Elite agent.

- Avaya Oceana™ Workspaces: Provides unified user Workspaces for agents and supervisors.
- Avaya Oceanalytics™ Insights: Provides next generation reporting and analytics designed to provide deep and broad insights across the solution.
- Supporting components: Consists of the following components:
  - Customer Web Server for WebChat: Web Server that a customer uses to initiate a chat session.
  - Email Exchange Server: The Exchange Server used for emails.
  - Avaya Automated Chat: To support Chatbot.
  - Avaya Messaging Automation:
  - SMS Gateway: Gateway used by SMSs.
  - Omnichannel Windows Server: Microsoft Windows Server 2012 R2 Standard operating system to support the Omnichannel software.
  - Omnichannel Database: Database for the Omnichannel software.

The Avaya Aura® and the Avaya Breeze™ application tiers run on Linux operating system, while ACM and Chat and Email run on Windows server.

## Components

The following tables provide a brief description of the components essential for the successful deployment of Avaya Oceana™ Solution. For more information about deployment, see Deploying Avaya Oceana™ Solution and Deploying Avaya Oceana™ Workspaces.

Component	Version	Role
Avaya Breeze™	3.2.0.1	The platform for deploying the Avaya Breeze™ components.
Avaya Aura® Media Server	7.7	Performs all multimedia processing using software. Media Server works with media gateways to provide a streamlined voice and data network throughout the enterprise.
Avaya Oceana™ Cluster 1		
Unified Collaboration Administration (UCA)	3.2.2.1	Stores the configuration information entered in ACM, and makes this information available to the other multicenter applications as required. The configuration information used by UCA consists primarily of the resources, that is agents, and is managed by Avaya Oceana™ Solution.

*Table continues...*

Component	Version	Role
Unified Collaboration Model (UCM)	3.2.2.1	Acts as a central point of normalized resource and work state in Avaya Oceana™ Solution. Work refers to interactions such as inbound voice calls and web chats.
Call Server Connector (CSC)	3.2.2.1	Acts as an interface between Communication Manager and the Avaya Oceana™ Solution application tier. It maintains the state of Unified Collaboration Model (UCM) for all agents and stations registered on Communication Manager.
Avaya Work Assignment	3.2.2.1	Acts as an enterprise wide Matching Engine for Avaya Oceana™ Solution. Based on request, Work Assignment matches the request with the most suitable resource available.
Avaya Context Store	3.2.2.1	Acts as a Memory Data Grid that can store contextual information provided by the customer's Enterprise Applications. These applications route data and historical data to be shared between Experience Portal, Engagement Designer, Work Assignment, and the multimedia Snap-Ins such as chat and email. These components also display customer data to Agents and show historical Journey information.
Avaya Engagement Designer	3.2.2.0	Acts as the business workflow execution engine of Avaya Oceana™ Solution. All interaction types such as voice, email, and chat, start an Engagement Designer workflow.
Avaya Oceana™ Cluster 2		
Unified Agent Controller (UAC)	3.2.2.1	Acts as a server-side component that manages the connections to the individual agent desktops. It Has access to agent configuration that is made available to the UCA component.
Avaya Mobile Communications	3.2.2.1	Integrates the WebRTC voice capability provided by Avaya Mobile Video into Avaya Oceana™ Solution. Avaya Mobile Communications supports attribute-based routing of WebRTC calls made through customer mobile and web applications.
Avaya Co-Browsing Snap-in	3.2.0	Provides web collaboration between two users. Customers and agents can then jointly browse webpages and complete web forms.
Avaya Chatbot Snap-in	3.2.2.1	Acts as an interface for the automation of short messages from a chat provider by acting as a proxy to the API of Avaya Automated Chat server.
Avaya Oceana™ Cluster 3		
Omnichannel Provider	-	Provides option to add an additional media to an already established interaction. Includes Email, Chat and SMS.
Avaya Aura® Core		

Table continues...



Component	Version	Role
Avaya Aura® Communication Manager	6.3.15.1, and 7.0.1.2	Acts as a telephony application that connects to private and public telephone networks, Ethernet LANs, and the Internet. Communication Manager organizes and routes voice, data, image, and video transmissions.
Avaya Aura® System Manager	7.0.1.2	Acts as a central management system that provides a set of shared management services, and software management solution to support deployments, migrations, upgrades, and updates to the suite of Avaya Aura® applications.
Avaya Aura® Session Manager	6.3.18, and 7.0.1.2	Acts as a SIP routing tool that integrates all SIP devices across the entire enterprise network.  Session Manager simplifies the existing communication infrastructure by combining existing PBXs and other communications systems, regardless of the vendor, into a cohesive, centrally managed, SIP-based communications network.
Avaya Aura® Call Center Elite	6.3.15.1, and 7.0.1.2	Forms the core part of the solution and provides voice capabilities for Avaya Oceana™ Solution. Avaya Oceana™ Solution leverages Elite features such as RONA, Observe, and Calendaring.
Avaya Aura® Application Enablement Services	6.3.3 SP7, and 7.0.1.0.3	Leverages the capabilities of Communication Manager and provides an enhanced set of Application Programming Interfaces (APIs), protocols, and web services that expose the functionality of Avaya Communication solutions to corporate application developers, third-party independent software vendors, and system integrators.
Avaya Aura® Workforce Optimization	15.1.1	Provides number of services that can be installed on a single or multiple servers. Each of these services is defined as a server role. For example, Contact Database server role, Framework Applications server role and Avaya Contact Recorder server role.
Avaya Oceana™ Solution Administration		
Avaya Control Manager	8.0.1.1	Acts as a central management portal for administration of Agents, Users, Work Assignment Attributes, Huntgroups, Skills, VDNs, and Tenants.
Voice Self Service		
Avaya Aura® Experience Portal	7.1	Provides the front end self-service application for the segment of calls that are incoming to Avaya Oceana™ Solution.
Orchestration Designer	6.3.3 and 7.1	Creates applications for Avaya Aura® Experience Portal.
Application Server	-	-

Table continues...



Component	Version	Role
Other Modules		
Avaya Oceana™ Workspaces	3.2.2.1	Acts as an Out of Box Agent and Supervisor desktop application. It supports all features and controls necessary for agents to manage their contact availability states.
Avaya Oceanalytics™ Insights	3.2.2.1	Provides analytics and insights for blended contact centers.

## Solution Features

Avaya Oceana™ Solution supports the following channels:

- Chat Communication channel: A customer service channel that supports chat communication embedded within a web site or a mobile application. This channel can include chatbot for automation that requires additional Avaya Automated Chat Service subscription or you can use third-party Chat engines. Customers must write their own adapters to use third-party Chat engines.
- Email Communication channel: A customer service channel where customer requests support through emails set by the company.
- SMS Communication channel: A distinct interaction type in Avaya Oceana™ Solution. SMS messages falls between chat and email in terms of urgency. SMS messages are handled through chat UX. From reporting perspective, SMS are treated as a channel.
- Voice Communication channel: A customer service channel where customer requests support through voice. This includes PSTN and WebRTC.
- Social Media channel: A customer service channel where customers can route, report and present social interactions to agents using Avaya Oceana™ Workspaces. Integration with Avaya Messaging Automation provides connection to various social media platforms, such as Facebook and Twitter.

### Core solution capabilities and features

Capability	Features
Customer deployment mode	Done on premise.
Voice channels	Routed to Avaya Oceana™ Solution Agents. Direct In/Out Avaya Oceana™ Solution Agent
Web chat	Routed to Avaya Oceana™ Solution Agents. This can include chatbot before routing to the agent.
Email	Routed to Avaya Oceana™ Solution Agents.
SMS	Routed to Avaya Oceana™ Solution Agents.
Social Media Interaction	Routed to Avaya Oceana™ Solution Agents.

*Table continues...*

Capability	Features
Campus High Availability (Minimal Downtime)	-
Campus Fault Tolerant Resilience (Zero Downtime)	-
Virtualization support	VMWare
Software Only deployment	-
Avaya supplied multimedia database – All Media Channels	Digital Channels

## Avaya Oceana™ Workspaces

**Table 1: Agent and Supervisor features**

Features	Description	Agent	Supervisor
Receive interaction	Accept interactions with a single click.	Yes	Yes
Hold or resume the interaction	Put active interactions on hold when another interaction with higher priority needs to be attended.	Yes	Yes
Consult another agent	Call another agent to seek advise about an interaction.	Yes	Yes
Transfer the interaction to another agent	Send the interaction to another agent's interaction area.	Yes	Yes
Add another agent to the interaction	Add other agent to the interaction and create a conference if you determine that the other agent can contribute to resolving the customer interaction.	Yes	Yes
Record work codes for reporting	Select from the configured work codes to report the type of work done during the interaction.	Yes	Yes
View customer journey	View a visualization of a customer's interactions. Every point in the customer journey is visualized by an interaction with a channel such as voice, email, SMS, webchat or Social Media interaction.	Yes	Yes
Co-browse	Allows two users to browse the same webpages simultaneously. With this feature, agents can assist customers with requests such as filling an application form.	Yes	Yes
Screen-pops	Provides access to external webpages that can help the agent complete their tasks. For example, access to external websites with information such as current currency exchange rates.	Yes	Yes
Set Time after call work	Use the Timed After Contact Work feature to record the time spent on activities that are done after the interaction ends.	Yes	Yes

*Table continues...*

Features	Description	Agent	Supervis or
Search customer history	Search customer history to find information about previous interactions with the customer.	Yes	Yes
Provide disposition codes	Set disposition codes for every interaction while the interaction is active or immediately after the interaction ends during After Call Work time.	Yes	Yes
Transfer to service	Allows the agent to transfer the interaction to the service. The customer hears a wait tone till another agent from the service accepts the interaction.	Yes	Yes
Transfer to user	Allows the agent to transfer call to a supervisor. The supervisor's name is displayed at the top of the list.	Yes	Yes
Operational reporting	Monitor real time statistics with thresholds and alerts.	No	Yes
Drill-down for details	Drill down for more details or view historical trends and react to these changing conditions by quickly adjusting the contact center configuration.	No	Yes
Monitor Agents	Monitor agent states, work items, and performance; and mentor agents or initiate an agent observe and barge in.	No	Yes
Support Agents	Receive and respond to emergency help requests from the agent.	No	Yes
Observe	Monitor ongoing interactions between an agent and a customer to assess whether intervention is required. This feature is available only for chat and SMS interactions.	No	Yes
Barge	Barge in to interactions that supervisors are observing. After the supervisor barges in, the supervisor has complete control over the interaction.	No	Yes
Change state of an agent	Change state of an agent in your team. For example, supervisor can change the agent's state to Not Ready or Logged Out to prevent calls being routed to that agent.	No	Yes

**Table 2: Administrator Features**

Administration	Features
System Administration	<p>Use Avaya Aura® System Manager to synchronize configuration information with Avaya Session Manager, Avaya Communication Manager, and across all Breeze instances and Oceana components and Snap-Ins for Avaya Oceana™ Solution deployment and system configuration.</p> <p>After the Avaya Oceana™ Solution component Snap-ins and Aura are deployed, the administration of the Avaya</p>

*Table continues...*

Administration	Features
	Oceana™ Solution elements such as reporting, multimedia, and multichannel is through a centralized administration portal integrated with Avaya Control Manager.
Application Administration	<p>Avaya Oceana™ Solution includes a connector to Avaya Control Manager to provide centralized management capabilities. This capability is included in the Avaya Oceana™ Solution base license.</p> <p>Use Avaya Control Manager as a consolidated place for all Avaya Oceana™ Solution related contact center administration functionality, such as user administration of Agent and Supervisor, and continue to manage other Avaya solution elements as supported by Control Manager.</p>
Workflow Design	<p>Avaya Oceana™ Solution includes Avaya Engagement Designer, a powerful but user friendly workflow design tool. It provides a visual drag and drop design approach making it easier to bring the right resources, content, and context together across your CRM and other systems to deliver a holistic customer engagement management environment.</p> <p>Flexible workflows that can change with the business needs drastically reduce cost and increase speed of implementing customer journey workflows.</p>

## Avaya Oceanalytics™ Insights

**Table 3: Historical reports**

Agent and Routing Service Performance reports are based on 15 minute historical intervals - Daily, Weekly, Monthly and Yearly.

Type	Dashboards	Description
Historical	Agent Performance Summary	A dashboard to monitor overall performance and productivity of agents by channel for the current reporting period. You can drill down to Agent Interaction report to view the type of contact that the agent was participant.
Historical	Agent Performance Top 5	A daily dashboard that summarizes the agent performance information for the top 5 agents, that is, those who successfully completed the highest number of customer engagements.
Historical	Agent Performance Bottom 5	A daily dashboard that summarizes the agent performance information for the bottom 5 agents, that is, those who completed the lowest number of customer engagements.
Historical	Agent Compare	A dashboard for comparing agents on different measures.

*Table continues...*

Type	Dashboards	Description
Historical	Account by Agent	A dashboard that provides a summary of agents who handled the contacts for the accounts. You can drill down to Agent Interaction report to view the type of contact that the agent was participant.
Historical	Routing Service Monitoring	A dashboard to track the overall performance of a routing service for the current reporting period.
Historical	Agent Behaviour	A dashboard that displays individual occurrences of agent behaviors that are associated with engagement handling activities.
Historical	Agent Configuration	A dashboard to view agent information and agent properties.
Historical	Agent By Routing Service	A dashboard that displays how agents use routing services for the current interval. You can drill down to Agent Interaction report to view the type of contact that the agent was participant.
Historical	Time Series	A dashboard that displays the engagement of agents with an individual routing service for the current interval.
Historical	Engagement Report	A dashboard that displays data related to customer engagements across various parameters. Includes Engagement Summary Report, Engagement Detail Report, Engagement Contact Report, Contact Detail Report, and Segment Detail Report.
Historical	Agent Interaction	A drill down dashboard that filters on a single agent to display the agent interactions. Available as drill down report from Agent Performance, Account by Agent, and Agent By Routing Service reports.
Historical	Supervisor Activity	A dashboard that displays supervisory activities like consults, observations, coaching and barge-Ins.
Historical	Supervisor Compare	A dashboard for comparing supervisors on different measures.

**Table 4: Real-Time reports**

Agent and Routing Service Performance reports are based on Start of Day (SOD) and Moving Window measures.

Type	Reports	Description
Real-Time - Start of Day	Agent Performance Summary	A report to monitor overall performance and productivity of agents since start of the day.
Real-Time - Start of Day	Agent Performance Top 5	A daily report that summarizes the agent performance information for the top 5 agents, that is, those who successfully completed the highest number of customer engagements.
Real-Time - Start of Day	Agent Performance Bottom 5	A daily report that summarizes the agent performance information for the bottom 5 agents, that is, those who completed the lowest number of customer engagements.
Real-Time - Start of Day	Agent Compare	A report for comparing agents on different measures.
Real-Time - Start of Day	Account by Agent Summary	A report that provides a summary of agents who handled the contacts for the accounts since start of the day.
Real-Time - Start of Day	Agent By Routing Service	A report to monitor the usage of routing services by agents since start of the day.
Real-Time - Start of Day	Routing Service Monitoring	A report to monitor the overall performance of a routing service since start of the day.
Real-Time - Instantaneous	Agent Instantaneous	A report that displays what is happening at the agent end and the contacts that are queuing.
Real-Time - Instantaneous	Routing Service Instantaneous	A report to view what is happening at the routing service end.
Real-Time - Instantaneous	Agent Interaction	A report to view real-time agent interactions when a contact is initiated.
Real-Time - Moving Window	Agent Performance Moving Window	A report to monitor overall performance and productivity of agents for the last 10-minutes Moving Window.
Real-Time - Moving Window	Agent by Account Moving Window	A report that provides a summary of agents who handled the contacts for the accounts for the last 10-minutes Moving Window.
Real-Time - Moving Window	Routing Service Moving Window	A report to monitor the overall performance of a routing service for the last 10-minutes Moving Window.

*Table continues...*

Type	Reports	Description
Real-Time - Moving Window	Agent By Routing Service Moving Window	A report to monitor the usage of routing services by agents for the last 10-minutes Moving Window.

## Capacities

The following table lists the Avaya Oceana™ Solution capacities:

Requirement	Maximum supported
Maximum number of configured Agents	3,000
Maximum Number of supervisors supported	300
Maximum number of configured users (Supervisor and Agents)	3,300 (3000 + 300 - Agents and Supervisors)
Maximum number of concurrent multichannel Agents (Web Chat, email, Voice, and SMS)	1000
Maximum number of active supervisors	100
Maximum number of active CC Client users including supervisors and Agents	1,100 (1000 + 100 Agents and Supervisors)
Maximum number of concurrent Voice-only agents and supervisors of which the following is the breakdown if using different end-points and clients: <ul style="list-style-type: none"> <li>Maximum concurrent Avaya Oceana™ Solution 3.2.2 users (mandatory to also deploy CC client for Voice only multichannel users.</li> <li>Maximum concurrent Voice-only with hardphone/ softphone (96XX / One-X) only</li> </ul>	1,100 System Wide using supported endpoints <ul style="list-style-type: none"> <li>1,100</li> <li>Not supported without Avaya Oceana™ Workspaces</li> <li>Solution supports 300 simultaneous WebRTC Voice calls</li> </ul>
Maximum number of concurrent voice-only agents	1,000
Maximum number of concurrent CC Client instances per Agent	1
Maximum number of concurrent CC Client Instances per Supervisor	1
Multichannel maximum supported BHCC <ul style="list-style-type: none"> <li>Self Service</li> <li>Agent assisted</li> </ul>	<ul style="list-style-type: none"> <li>100,000</li> <li>60,000</li> <li>40,000</li> </ul>
Maximum number of chats per hour	6,000
Maximum number of emails per hour	6,000

*Table continues...*

Requirement	Maximum supported
Maximum number of concurrent emails per agent with multiplicity	3
Maximum number of concurrent co-browse sessions per node	200
Maximum number of concurrent web chat sessions (assumes 3 chats per agent)	3,000
Maximum number of concurrent web chat sessions per agent	3
Maximum number of concurrent web chat sessions per Customer	1
Maximum number of services supported	1000
Maximum number of services supported per agent	30
Maximum number agent x service combinations	90,000
Maximum queued Voice contacts solution	4,000
Maximum queued Chat contacts solution	12,000
Maximum queued Email contacts solution	100,000
Maximum number of SMS sessions per agent with Multiplicity	3
Maximum concurrent automated chat through chatbot (English only)	1500
Maximum mixed contact rate for 70% Voice / 20% Chat / 10% Email	29,800
Maximum number of attributes per service	10
Maximum attributes configured for each resource	20
Maximum number of Avaya Communication Managers	1 x CM/CCElite Simplex 1 x CM/CCElite Duplex 1 x CM/CCElite Simplex or Du-plex with associated ESS



# Chapter 3: Solution specifications

---

## Hardware and software specifications

Avaya Oceana™ Solution is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. Avaya Oceana™ Solution is deployed as a suite of Avaya Breeze™ application on virtualized platforms utilizing VMware ESXi. This deployment in turn is deployed on actual physical hosts. Each Avaya Breeze™ server instance on the host virtual machine must be allocated the reserved memory and vCPU configuration.

### Supported virtualized environments

Customer and external integrator must supply all virtualization software and hardware to host the virtualized deployment. Avaya recommends that the Avaya Breeze™ installation, that is part of a single cluster, be hosted on different VMware ESXi hosts. This guarantees service availability and ensures high availability of the solution even if one of the VMware ESXi hosts is unavailable.

All solution applications that are part of the Avaya Oceana™ Solution suite requires the following virtualized environments:

VMware ESXi	Avaya Oceana™ Solution	Avaya Control Manager
VMware ESXi 5.5	Yes	Yes
VMware ESXi 6.0	Yes	Yes
Citrix/Xenapp 7.6	Yes	Yes

### Supported operating systems

All operating systems required by Avaya Oceana™ Solution must be provided by the end customer where it is not explicitly provided by Avaya.

Operating System	Avaya Oceana™ Solution
Red Hat Linux	Avaya Breeze™
Microsoft Windows 10 (x32 and x64)	Avaya Oceana™ Workspaces
Apple Mac OS 10.11	Avaya Oceana™ Workspaces
Microsoft Windows 2012 R2 Standard edition	Avaya Control Manager
Microsoft Windows 2012 R2 Datacenter edition	Avaya Control Manager

## Supported browsers

Avaya Oceana™ Solution	Browser
Avaya Oceana™ Workspaces	Microsoft Internet Explorer 11 Google Chrome 51 (Windows and Macintosh)
Avaya Oceanalytics™ Insights	Microsoft Internet Explorer 11 Google Mozilla Firefox 51 Chrome 57
Avaya Control Manager	Microsoft Internet Explorer 10 and 11 Mozilla Firefox 51 Google Chrome 56 Apple Safari 9.1.3 and 10.0.3

**\* Note:**

For individual products requirements, refer individual product documentation.

## Supported endpoints

Avaya Oceana™ Solution supports the following Avaya 9600 Series IP Deskphone endpoints in addition to Workspaces. These endpoints are currently supported by Avaya Aura® Call Center Elite and will continue to be supported by Call Center Elite 7.0.1.

Avaya endpoint/softphone	Supported versions
9600 Series IP Deskphone 96x1 (SIP)	9608, 9611, and 9641
9600 Series IP Deskphone 96x1 (H.323)	9650, 9608, and 9611
Avaya one-X® Agent (H.323)	2.5.8

## Avaya Control Manager requirements

Microsoft SQL Server 2012 Express	Avaya Control Manager
Microsoft SQL Server 2012 Standard Edition	Avaya Control Manager
Microsoft SQL Server 2012 Enterprise Edition	Avaya Control Manager

## Reference configuration

The following table provides information about the memory, disk, and vCPU requirements for each component of Avaya Oceana™ Solution:

Component	Platform	Snap-ins	Requirement	Value
Avaya Oceana™ Cluster 1	Avaya Breeze™	• Common Components	Number of nodes	3
			Memory/node	64 GB

*Table continues...*

Component	Platform	Snap-ins	Requirement	Value
		<ul style="list-style-type: none"> <li>• Work Assignment</li> <li>• Context Store</li> <li>• Engagement Designer</li> <li>• Customer Management</li> <li>• Oceana Monitor Service</li> </ul>	Minimum disk size/ node	500 GB
			vCPU's/node	16
Avaya Oceana™ Cluster 2	Avaya Breeze™	<ul style="list-style-type: none"> <li>• Unified Agent Controller</li> <li>• Oceana Portal</li> <li>• Oceana Monitor Service</li> <li>• Avaya Mobile Communications</li> <li>• Co-Browse</li> <li>• Chatbot</li> </ul>	Number of nodes	2
			Memory/node	32 GB
			Minimum disk size/ node	150 GB
			vCPU's/node	4
Avaya Oceana™ Cluster 3	Avaya Breeze™	<ul style="list-style-type: none"> <li>• Omnichannel Provider</li> <li>• Oceana Monitor Service</li> </ul>	Number of nodes	1
			Memory/node	16 GB
			Minimum disk size/ node	100 GB
			vCPU's/node	4
Omnichannel Datastore	Windows	-	Number of nodes	1
			Memory/node	16 GB
			Minimum disk size/ node	4 Disks (100 GB, 60 GB, 100 GB, and 60 GB)
			vCPU's/node	8
Avaya Control Manager	Windows	-	Number of nodes	1
			Memory/node	16 GB
			Minimum disk size/ node	300 GB
			vCPU's/node	8
Avaya Control Manager Database	Windows	-	Memory	32 GB
			Minimum disk size/ node	700 GB

Table continues...

Component	Platform	Snap-ins	Requirement	Value
Streams Analytics	<ul style="list-style-type: none"> <li>VMware ESXi</li> <li>Red Hat Enterprise Linux</li> <li>Oracle software</li> </ul>	-	Number of nodes	1
			Memory/node	96 GB
			Minimum disk size/node	300 GB
			vCPU's/node	24
Business Activity Monitor	<ul style="list-style-type: none"> <li>VMware ESXi</li> <li>Red Hat Enterprise Linux</li> <li>Oracle software</li> </ul>	-	Number of nodes	1
			Memory/node	96 GB
			Minimum disk size/node	500 GB
			vCPU's/node	48
Business Intelligence	<ul style="list-style-type: none"> <li>VMware ESXi</li> <li>Red Hat Enterprise Linux</li> <li>Oracle software</li> </ul>	-	Number of nodes	1
			Memory/node	32 GB
			Minimum disk size/node	300 GB
			vCPU's/node	16
Oracle Database no RAC	<ul style="list-style-type: none"> <li>VMware ESXi</li> <li>Red Hat Enterprise Linux</li> <li>Oracle software</li> </ul>	-	Number of nodes	1
			Memory/node	32 GB
			Minimum disk size/node	1000 GB
			vCPU's/node	16
Avaya Mobile Video Media Broker	Red Hat Enterprise Linux	-	Number of nodes	1
			Memory/node	16 GB
			Minimum disk size/node	100 GB
			vCPU's/node	8
Avaya Mobile Video Gateway	Red Hat Enterprise Linux	-	Number of nodes	1
			Memory/node	16 GB
			Minimum disk size/node	100 GB
			vCPU's/node	8

**\* Note:**

- Each Avaya Breeze™ node of a cluster must reside on a different virtual server.
- The current release of Avaya Oceana™ Solution supports VMware ESXi 5.5 and 6.0.
- The current release of Avaya Oceana™ Solution supports Red Hat Enterprise Linux 6.5 to 6.8.

For hardware requirement information about other products in Avaya Oceana™ Solution, see individual product deployment guides.

## Upgrade and migration paths

### Upgrade

From	Release	To	Release
Avaya Oceana™ Solution	3.2	Avaya Oceana™ Solution	3.2 (SP1)
Avaya Oceana™ Solution	3.2 (SP1)	Avaya Oceana™ Solution	3.2.1 (FP1)
Avaya Oceana™ Solution	3.2.1 (FP1)	Avaya Oceana™ Solution	3.2.2 (FP2)
Avaya Oceana™ Solution	3.2.2 (FP2)	Avaya Oceana™ Solution	3.2.2.1 (SP1)

For upgrade of individual components, refer to individual component guides.

### Moving from CC Elite to Oceana

Customers who already have Avaya Aura® Communication Manager and Avaya Aura® Call Center Elite can move a portion or all of the resources to Avaya Oceana™ Solution.

### Extensibility

Apart from the Avaya Breeze™-based snap-ins, the solution provides a number of Oceana-related snap-ins. For example, Avaya Work Assignment, Avaya Chatbot Snap-in, and components such as Avaya Context Store and Avaya Engagement Designer. These snap-ins and components provide their own SDKs for integrating in the customers' environment. Refer <http://www.avaya.com/BreezeDeveloper> and <http://www.avaya.com/DevConnect>.

# Chapter 4: Resources

## Documentation

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Communication Manager</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Aura® Session Manager Overview and Specification</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Aura® System Manager Overview and Specification</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Aura® Call Center Elite</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Control Manager Overview and Specification</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions,	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> </ul>

Table continues...

Title	Use this document to:	Audience
	interoperability, performance specifications, security, and licensing requirements.	• Implementation Engineers
<i>Avaya Aura® Experience Portal</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
Implementing		
<i>Avaya Co-Browsing Snap-in Reference</i>	Install, configure, and administer Avaya Co-Browsing Snap-in.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Context Store Snap-in Reference</i>	Install, configure, and administer Avaya Context Store Snap-in.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Work Assignment Snap-in Reference</i>	Install, configure, and administer Work Assignment Snap-in.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Engagement Designer Reference</i>	Install, configure, and administer Avaya Engagement Designer Snap-in.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Chatbot Snap-in Reference</i>	Install, configure, and administer Avaya Chatbot Snap-in.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Aura® Presence Services Snap-in Reference</i>	Install, configure, and administer Avaya Aura® Presence Services Snap-in.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Control Manager in an Avaya Customer Experience Virtualized Environment</i>	Deploy and configure Avaya Control Manager in an Avaya Customer Experience Virtualized Environment.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Aura® Session Manager</i>	Deploy and configure Avaya Aura® Session Manager.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Aura® System Manager on System Platform</i>	Deploy and configure Avaya Aura® System Manager.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment</i>	Deploy and configure Avaya Aura® Experience Portal in an Avaya Aura® Virtualized Environment.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Aura® Communication Manager</i>	Deploy and configure Avaya Aura® Communication Manager.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>

Table continues...

Title	Use this document to:	Audience
<i>Deploying and Updating Avaya Aura<sup>®</sup> Media Server Appliance</i>	Deploy and configure Avaya Aura <sup>®</sup> Media Server.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Oceana<sup>™</sup> Workspaces</i>	Deploy and configure Avaya Oceana <sup>™</sup> Workspaces.	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Deploying Avaya Oceana<sup>™</sup> Solution</i>	Deploy and configure	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
Administering		
<i>Administering Avaya Oceana<sup>™</sup> Workspaces</i>	Administer Avaya Oceana <sup>™</sup> Workspaces	<ul style="list-style-type: none"> <li>• Administrators</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
Using		
<i>Using Avaya Oceana<sup>™</sup> Workspaces</i>	Use Avaya Oceana <sup>™</sup> Workspaces	<ul style="list-style-type: none"> <li>• Business Partners</li> <li>• Solution Architects</li> </ul>
<i>Using Avaya Oceanalytics<sup>™</sup> Insights reports</i>	Use Avaya Oceanalytics <sup>™</sup> Insights reports	<ul style="list-style-type: none"> <li>• Business Partners</li> <li>• Solution Architects</li> </ul>

## Training

The following courses are available for the Avaya Oceana<sup>™</sup> Solution program.

Course code	Course title	Delivery Type
3420W	Avaya Oceana <sup>™</sup> Solution Design Fundamentals	LMS
3470T	Avaya Oceana <sup>™</sup> Solution Design Fundamentals APDS Online Test	LMS
2402W	Avaya Oceana <sup>™</sup> Workspaces Agent Desktop Training	Along with the license
2404W	Avaya Oceana <sup>™</sup> Workspaces Supervisor Desktop Training	Along with the license

## Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes,



downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

#### Related links

[Using the Avaya InSite Knowledge Base](#) on page 33

---

## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.  
The system displays the Support page.
3. Click **Support by Product > Product-specific support**.
4. In **Enter Product Name**, enter the product, and press **Enter**.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

#### Related links

[Support](#) on page 32

# Index

## A

- Avaya Oceanalytics Insights
  - overview ..... [11](#)
- Avaya Oceana Workspaces
  - overview ..... [10](#)

## C

- capacities
  - solution ..... [23](#)
- components ..... [14](#)

## D

- document changes ..... [6](#)

## E

- enhancements ..... [6](#)

## F

- features ..... [17](#)

## I

- InSite Knowledge Base ..... [33](#)

## O

- options
  - hardware and software ..... [25](#)
- overview
  - solution ..... [9](#)

## R

- reference configuration ..... [26](#)
- related documentation ..... [30](#)

## S

- support ..... [32](#)

## T

- topology ..... [12](#)
- training ..... [32](#)

## U

- upgrade and migration ..... [29](#)