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Chapter 1: Introduction

Avaya one-X Agent is an integrated telephony softphone solution designed for agents in a Communication Manager Call Center environment. The Avaya one-X Agent application controls the advanced telephony features through its direct communication with the Communication Manager.

In addition to providing the basic telephony controls, Avaya one-X Agent supports the advanced Communication Manager agent functions, such as, agent state control, call wrap-up control, screen pops, VuStats screen, agent greeting controls, and video features. Avaya one-X Agent has an intuitive graphical user interface (GUI) to provide a rich user experience for agents in contact centers. The application GUI occupies minimum space on the agent desktop, and provides the ability for agents to customize the application GUI to meet their individual needs.

Avaya one-X Agent supports agents working in the contact center and for agents working remotely from the contact center. Agents working remotely from the contact center can connect to a Communication Manager through an Internet connection and receive calls, as if they were present at the contact center. Agents manage both communications and tasks, regardless of where they are working, through the IP network. Avaya one-X Agent also supports remote agents using Public Switched Telephone Network (PSTN) networks to send a voice path, and a personal computer (with an IP connection) to send signaling (data) media to connect to Communication Manager.
Chapter 2: Avaya one-X Agent features

Usage mode

Agents can choose one of the following usage modes depending on their location, telephone set, and network:

**My Computer:** The My Computer mode allows agents who are on the move and want to access Communication Manager through the Internet to establish a voice connection over a Voice over Internet Protocol (VoIP) network. The My Computer mode provides the best IP audio quality that is possible with your connection speeds, personal computer performance, and network setup.

**Desk Phone:** The Desk Phone mode allows agents to use the office phone in a contact center environment. Agents can use the Desk Phone mode when they are at the contact center and want to share control between the office phone and the desktop computer. While in Desk Phone mode, agents access audio components from the office phone and visual components from the desktop computer.

**Another Phone:** The Another Phone mode allows agents to use a PSTN or a GSM phone to make or receive calls when they are telecommuting. The Another Phone mode is configured for toll-quality audio and optimizes audio through another phone. Agents use the Another Phone mode to access audio components from a home phone, an office phone, or from a mobile phone.

Call and Contact Center features

Avaya one-X Agent provides features for easier call handling and to optimize call center operations.

**VuStats**

The VuStats feature passes contact center information from Communication Manager to the VuStats Monitor display. Supervisors and agents use the VuStats feature to monitor critical contact center activity and statistics. Agents can configure refresh intervals for the contents of a particular button and for the entire VuStats monitor cycle.

**Agent Greetings**

Avaya one-X Agent provides Agent Greetings support for agents in contact center. Agent Greetings are useful in environments where agents frequently play a standard disclaimer statement recording prior to answering a call. Agents can record and configure multiple agent greetings based on variables such as:
• Login status
• Agent work mode
• Agent ID
• Prompted digits
• Automatic Number Identification (ANI)
• Vector Directory Number (VDN)

Work Item
A Work Item provides an optimized Work Item paradigm for agents in the contact center. Work Items in the work list window provide a superior way to manage multiple concurrent interactions and allow agents to understand the status of each interaction with its corresponding media items.

Screen Pops
Agents can display Web pages, start applications, or retrieve and display caller information from a database. They can create Screen Pops using the Screen Pops menu on the System Settings window. A Screen Pop can consist of any process or application that can be initiated through one of the commands in the Windows executable or through registered file type activation.

Launch Application
With the Launch Application menu, agents can centralize, organize, and launch the application directly from the Avaya one-X Agent primary window. The Launch Application menu lists the labels given under Launch Applications on the System Settings window.

Follow Up Work
Agents can follow up the work for that associated work item after the call disconnects. The countdown timer for followup work starts when the agent begins to complete the task for the associated work item. When the wrap-up time reaches its limit, the work item closes and changes the agent status accordingly. When the agent is in the Follow Up Work mode, Communication Manager interprets the agent's status as Auxiliary and does not send any calls to the agent's extension until the agent's work state changes to Ready.

Caller information
This feature allows agents to display the following caller data:

• Caller ID
• Automatic Number Identification (ANI)
• Dialed Number Identification Service (DNIS)
• User to User information (UUI)
• Prompted Digits

When an agent clicks the phone display, the application displays caller information with other collected digits originating from other applications, such as, Interactive Voice Response (IVR).
Contact Management features

This section describes Avaya one-X Agent features that agents can use to manage contact details.

Contact List
The Contact List window contains a list of individual record of customers, prospects, vendors, and business partners. Each contact record can contain an work telephone number, home telephone number, cell phone number, postal address, and other personal information.

Agents can create any number of contact records, or import a contact from Outlook Contact or from the corporate directory. Agents can manage these contacts within Avaya one-X Agent, or integrate Avaya one-X Agent with Outlook or a Lightweight Directory Access Protocol (LDAP) directory.

Agents can also import contact list from an existing Avaya IP Agent and IP Softphone program when starting the Avaya one-X Agent program for the first time.

Outlook Contacts
This feature provides support for configuring Microsoft Outlook to include Outlook Contacts in the Avaya one-X Agent contact list. Agents can configure the exchange sever address with Avaya one-X Agent and import contacts from Outlook Contacts. With Outlook integration, agents can click to dial a call to Outlook Contacts in the Avaya one-X Agent Contact List. Agents can also search any contact in their configured Outlook directory through the advanced search feature of Avaya one-X Agent.

Directory Services
The Directory feature allows agents to define a public directory service and configure it within the Avaya one-X Agent. Public Directory provides access to corporate or public directory services. With the directory service, agents can search through public or company information using the LDAP using the advanced search feature of Avaya one-X Agent.

Contact Log
The Contact Log window maintains call records for incoming and outgoing calls. A single call record contains contact name, telephone number, date/time, and call duration. Further, each call record contains dialed Dual Tone Multiple Frequency (DTMF) number, screen pop name, and work code details. Agents can search or sort contact log records from the contact log window and add the search records to Contact List. Avaya one-X Agent can also import the contact log records from Avaya IP Agent (if the computer has an existing IP Agent installation) and IP Softphone when an agent launches the Avaya one-X Agent program for the first time.

Other features

Voice Mail
Avaya one-X Agent provides voice mail support for registered extensions in the voice mail system. It provides message waiting indication for the registered extension and allows the
agent to call a number or to execute a program. Agents or system administrators can integrate voice mail system with a telephone system, third-party voice mail application, or web-based voice mail server.

**Speed Dial**
The Speed Dial feature allows agents to dial the frequently-dialed numbers. Agents can save the contact numbers of expert agents as shortcuts in the Speed Dial list.

**Favorites**
With this feature, agents can save contacts to the favorite list. Further, agents can use the Favorites list to gain quick access, especially when there is a large list of contacts in the Contacts list.

**Dialpad**
The numeric keypad allows agents to send DTMF signals during an active call. Agents can also define a phone number and use it as a shortcut to make calls through the Dialpad window.

**Button Bar**
Agents can choose their favorite dialpad and embed them in the main user Interface.

**Conference call**
Avaya one-X Agent offers two types of conference calls:

- Direct Conference: Agents use direct conference to add a participant to the conference call first without speaking to the contact.
- Consultative Conference: Agent use consultative conference to conference a call after announcing the conference call.

An agent can add a maximum of five participants to a conference call. Agents can drag an active call and drop the call into another active call to initiate a conference.

**Call transfer**
The Call Transfer feature allows agents to transfer an active call to a contact in contact center. An agent can transfer the call using the transfer button and dialing the required extension. Avaya one-X Agent offers two types of call transfer:

- Direct Transfer: Agent uses direct transfer to forward an active call without announcing the transfer.
- Consultative Transfer: Agent uses consultative transfer to forward after announcing the call to the contact.

**Call Hold**
The Call Hold feature allows agents to put an active call on hold. An agent can answer other calls while the call is on hold. Depending on the system settings, an agent can either put a call
on manual hold or on auto hold. By default, Avaya one-X Agent puts an active call on hold automatically when an agent initiates a new call or reactivates a previously held call.

**Click-to-Dial**

The Click-to-Dial feature allows an agent to use the mouse to automatically dial the properly formatted telephone numbers that appear on Web pages. This feature only functions with Web pages displayed in Microsoft Internet Explorer.

**Hot Seating**

Avaya one-X Agent works with Microsoft Roaming Profiles by providing more granular options for configuration settings. Using roaming profiles, agents can sit at any available agent station while maintaining their unique settings and accessing the data including the contact list and contact log.

**Video**

Avaya one-X Agent supports video with H.323 telephony protocol in My Computer and Desk Phone modes. Using video, agents can conduct a face-to-face point video communication with a customer or an agent. An agent can also share a desktop or an application. The video feature provides the following controls:

- Desktop video controls: start, stop, mute/unmute, display properties and options, and relinquish camera control
- Point-to-point video control
- Bandwidth management and class of service control

**Citrix Presentation Server**

Citrix Presentation Server allows agents to connect to Avaya one-X Agent that is located on central servers. An agent can connect to Avaya one-X Agent remotely, from home, airport Internet kiosks, softphones and other devices outside the corporate network. Avaya one-X Agent may appear to be installed and running on an agent's desktop computer. However, it is actually running on Citrix Presentation Server hosted in the corporate environment. Citrix Presentation Server supports H.323 softphones for Avaya one-X Agent in the following environments:

- Microsoft Windows Server 2003
- Microsoft Windows Server 2008

**Note:**

Avaya one-X Agent does not support My Computer mode or video when in a Citrix environment.

Classic Citrix Presentation Server services are now packaged into citrix XenAp.

**Favorites toolbar**

Avaya one-X Agent allows you to set the toolbar buttons on the main window. These buttons provide quick-access to options including release a call, changing the answer settings to manual or auto, changing the agent status to ready or auxiliary, make a call to the supervisor directly, assign a work code to the work item, and dialing a last called number.

**Phone display**

Avaya one-X Agent allows you to view a 40-character display at the bottom of the Work List window from Communication Manager. You can view both call-related and non-call-related...
information including call-prompting digits, VuStats data, and the local date and time display from the ACD.

Configuration features

Profiles
A Profile is a collection of pre-configured settings and preferences. Agents can select profiles to load the pre-configured settings required to handle calls. Administrators can design profiles for agent groups and deploy them with the installation.

Importing settings
If IP Agent or Avaya IP Softphone is installed on your computer, you can import the following settings:

- Login credentials
- Contacts
- Contact log

Control on agent permissions
Administrators can set attributes to control agent permissions. Most UI settings have a ReadOnly attribute. If ReadOnly is set to true, agents cannot change the settings for the corresponding field on the UI. ReadOnly attribute works hierarchically, which means the attribute value set for parent applies to all its children elements. This provides granularity to control agent permissions.

Feature comparison between Avaya one-X Agent and IP Agent
The following table shows the feature comparison between Avaya one-X Agent and IP Agent.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Avaya one-X Agent</th>
<th>IP Agent</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Avaya Work Item normalizing UI paradigm</td>
<td>Yes</td>
<td>No</td>
<td>This requires no detailed knowledge of Communication Manager-specific ACD and &quot;telephone button&quot; operation, especially as regards &quot;Agent States.&quot; This UI paradigm will be used across the Contact Center line of routing servers - Communication Manager, Interaction Center and Proactive Contact.</td>
</tr>
<tr>
<td>Only context appropriate actions are available</td>
<td>Yes</td>
<td>No</td>
<td>Actions appropriate for the application are addressed.</td>
</tr>
<tr>
<td>Feature</td>
<td>Avaya one-X Agent</td>
<td>IP Agent</td>
<td>Remarks</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Eliminates the legacy Windows Registry as the source of configuration parameters</td>
<td>Yes</td>
<td>No</td>
<td>The Windows registry is used minimally. Configuration is mainly stored in XML files in the user's Application Data folder.</td>
</tr>
<tr>
<td>Co-resident with other Avaya softphones</td>
<td>Yes</td>
<td>No</td>
<td>IP Agent/IP Softphone and Avaya one-X Agent can be installed on the same PC and can also run simultaneously registered to different Communication Manager extensions. Avaya one-X Agent and one-X Communicator (both without Video) can be installed on the same PC, but cannot run simultaneously.</td>
</tr>
<tr>
<td>MSI Installation</td>
<td>Yes</td>
<td>Yes</td>
<td>This includes MSI compliant &quot;Silent Install&quot; and support for command line parameterization and execution.</td>
</tr>
<tr>
<td>Configuration Utility</td>
<td>Yes, Improved</td>
<td>Yes</td>
<td>Since configuration is stored as XML, export utility is not required.</td>
</tr>
<tr>
<td>Launch Tool Bar</td>
<td>Yes, Improved</td>
<td>Yes, 20 max on Fixed Windows Toolbar</td>
<td>Avaya one-X Agent has single click drop down menu selection for an unlimited number of external application accesses.</td>
</tr>
<tr>
<td>Secure Desktop</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Infrastructure support for Location Data</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Encrypted Signaling Link</td>
<td>Yes</td>
<td>Yes</td>
<td>Communication Manager Release 2.x and higher</td>
</tr>
<tr>
<td>Encrypted Voice in My Computer</td>
<td>Yes</td>
<td>No</td>
<td>Communication Manager Release 3.x and higher</td>
</tr>
<tr>
<td>Communication Manager</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>Avaya one-X Agent</td>
<td>IP Agent</td>
<td>Remarks</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Enhanced Dial Plan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crash Dump Tool</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>60 Agent Greetings per Agent</td>
<td>Yes, improved</td>
<td>Yes</td>
<td>No theoretical limit in Avaya one-X Agent.</td>
</tr>
<tr>
<td>High Definition Audio</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Blue Tooth Headsets</td>
<td>Yes</td>
<td>Yes</td>
<td>Only for media. No Blue Button control</td>
</tr>
<tr>
<td>Web Dialer Enhancements</td>
<td>Yes</td>
<td>Yes</td>
<td>Configurable highlight string</td>
</tr>
<tr>
<td>Compatibility with Communication Manager</td>
<td>Yes, improved</td>
<td>Yes</td>
<td>Avaya one-X Agent requires no knowledge of Communication Manager button sequences</td>
</tr>
<tr>
<td>No-Hold conference and transfer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instant Messaging</td>
<td>No</td>
<td>Yes</td>
<td>IP Agent only integrates Avaya SES IM, without agent controls</td>
</tr>
<tr>
<td>Screen Pops</td>
<td>Yes</td>
<td>Yes</td>
<td>Avaya one-X Agent does not support DDE screen pops.</td>
</tr>
<tr>
<td>Advanced Segmentation Client</td>
<td>Yes</td>
<td>Yes</td>
<td>This allows 32 characters of UUI information as a parameter to &quot;Fire URL&quot; Screen Pop.</td>
</tr>
<tr>
<td>Dial from Microsoft Outlook Contacts</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Shared Control with Callmaster IV and V</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>Avaya one-X Agent</td>
<td>IP Agent</td>
<td>Remarks</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Automatic RTP Codec Negotiation</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Configurable Event and Error Logging</td>
<td>Yes</td>
<td>No</td>
<td>Avaya one-X Agent has 4 levels of logging. IP Agent is All-Off or All-on.</td>
</tr>
<tr>
<td>Improved LDAP protocol support for Public Directory Searches</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Connectivity</td>
<td>My Computer, Desk Phone, Other Phone</td>
<td>Road Warrior, Shared Control of Avaya Telephone through the Server, Telecommuter</td>
<td>Can add any number of telecommute numbers</td>
</tr>
<tr>
<td>Callmaster VI Endpoint</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Shared Control through Avaya Proprietary Telephone</td>
<td>No</td>
<td>Yes</td>
<td>This function is limited to older Avaya IP Phones.</td>
</tr>
<tr>
<td>Virtualization Support</td>
<td>Yes, improved</td>
<td>Yes, Citrix XenApp only, and only in Telecommuter</td>
<td>The Avaya one-X Agent application is supported on any host Operating System, whether the host is &quot;hard&quot; or &quot;virtual.&quot; Presentation Services are the responsibility of the Virtualization platform chosen. Desk Phone and Other Phone supported universally. My Computer only when the End Point sound system/device is local to application execution hardware.</td>
</tr>
<tr>
<td>Feature</td>
<td>Avaya one-X Agent</td>
<td>IP Agent</td>
<td>Remarks</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Avaya Video Telephony Services-h. 323</td>
<td>Yes, point to point</td>
<td>No</td>
<td>Communication Manager 4.x and higher required with separate Video Licenses and Web Cam hardware.</td>
</tr>
<tr>
<td>Alternate/ Mini User Interface</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Phone Directory</td>
<td>Yes, called Contacts List</td>
<td>Yes</td>
<td>Including dialing from the Directory.</td>
</tr>
</tbody>
</table>

**Security and Management features**

Avaya one-X Agent provides agents with options for a secure implementation. All passwords are stored in encrypted format.

**Silent installation**

In Avaya one-X Agent, installations without user interaction are accomplished through the use of the MSI command-line parameters.

**Secure connections through firewall**

Avaya one-X Agent supports connections through a third-party, external, VOIP-aware firewall.

**User authentication through the enterprise directory**

Avaya one-X Agent integrates with the existing enterprise directory. Avaya one-X Agent uses the Active Directory or LDAP user records for authentication and authorization.

**Denial of Service protection**

Avaya one-X Agent is protected against Denial of Service attacks.

**Alternate Gatekeeper**

When an agent registers an IP Endpoint with an Communication Manager, the Communication Manager sends a C-LAN circuit pack IP address to the IP Endpoint. If registration is successful,
Communication Manager sends back IP addresses of all the C-LAN circuit packs in the network region. Agent can use these addresses if call signaling on the original C-LAN circuit pack fails.

**Support for server load balancing across gatekeepers**

Registration and usage of Communication Manager can be distributed across multiple C-LAN circuit packs within a network region. This increases performance and reliability for all IP Endpoints.

**Secure operation**

The best practice would be such that Microsoft Windows Desktop applications are designed to run with the most restrictive user privileges possible. In particular, they should not be required to run unrestricted with Administrator privileges. In everyday operation Avaya one-X Agent only has to have write access to the current user Documents folder \Documents and Settings \<user>Application Data\Avaya\Avaya one-X Agent\, and can only modify the Current User registry hive.

⚠️ **Danger:**  
Because IP Endpoints do not dial to and connect with local emergency services when dialing from remote locations, agents or extensions in remote locations must not use this feature for emergencies.

Avaya Inc. is not responsible or liable for any damages resulting from misplaced emergency calls made from an Avaya endpoint. Your use of this product indicates that you have read this advisory and agree to use an alternative telephone to dial all emergency calls from remote locations.

**Related topics:**

- [Additional security information](#) on page 17

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### Additional security information


You can find information about the following:

- Avaya Product Security Vulnerability Response Policy
- Avaya Security Vulnerability Classification
- Security advisories for Avaya products
- Software patches for security issues
- Reporting a security vulnerability
- Automatic e-mail notifications of security advisories

Chapter 3: Licensing

Avaya controls the use of Avaya one-X Agent and the optional Avaya Video Telephony Solution through licenses. Avaya one-X Agent is available with license types to match the customer contact interaction management requirements. The base license type, which is an entitlement of Avaya Call Center, enables the use of the Avaya one-X Agent client deployed in the Desktop Phone configuration. The Advanced version provides all the capabilities of Base, including video and other connection modes such as My Computer and Another Phone with other deployment options including application virtualization.

**Avaya Avaya one-X Agent features by license type**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Base</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desk Phone</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>My Computer</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Other Phone</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Screen Pop</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Agent Greetings</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Click-to-dial</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Outlook Integration</td>
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<td>✓</td>
</tr>
<tr>
<td>Internet Explorer Integration</td>
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</tr>
<tr>
<td>Virtualization</td>
<td></td>
<td>✓</td>
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<tr>
<td>Avaya Video Telephony Solution Integration</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>(Requires a license)</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Follow-up Work</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Caller Data</td>
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<td>✓</td>
</tr>
<tr>
<td>Feature</td>
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<td>others</td>
</tr>
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<td>-------------------------</td>
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<tr>
<td>VuStats</td>
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<tr>
<td>Contact List</td>
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<td>✔️</td>
</tr>
<tr>
<td>Launch Application</td>
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Chapter 4: Documentation and Training

Product documentation

The following are the documents available for Avaya one-X Agent:

- Avaya one-X Agent Overview (this guide)
- Installing and Configuring Avaya one-X Agent
- Administering Communication Manager for Avaya one-X Agent
- Using Avaya one-X Agent
- Avaya one-X Agent Quick Reference
- Maintaining and Troubleshooting Avaya one-X Agent
- Avaya one-X Agent Documentation Library

Training

The following table lists all courses available for Avaya one-X Agent:

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<th>Course Media</th>
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<tbody>
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<td>Web Based Training</td>
</tr>
<tr>
<td>Implementing Avaya One-X Agent</td>
<td>Web Based Training</td>
</tr>
<tr>
<td>Administering and Maintaining Avaya One-X Agent</td>
<td>Flash tutorials integrated with online help system</td>
</tr>
<tr>
<td>Using Avaya one-X Agent</td>
<td>Flash tutorials integrated with online help system</td>
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