AVAYA

Powered by Avaya IP Office (Containerized) Solution Overview

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Contents

Chapter 1: Introduction

Purpose

This document provides an overview of the Powered by Avaya IP Office (Containerized) solution, including interoperability, performance specifications, security, and licensing requirements. It also provides a comparison of the existing virtualized offer and this new containerized offer. This document is primarily intended for Business Partners that sell the solution to end customer enterprises.

Change history

Issue	Date	Summary of changes
Issue 3	August 2019	• Added New in this release on page 7.
		• Updated Powered by Avaya IP Office (Containerized) overview on page 7.
		• Updated Containerized versus virtualized offer comparison on page 8.
		• Moved Powered by Avaya IP Office (Containerized) specifications into a separate chapter.
		• Updated Management tools on page 15.
		• Updated Supported IP Office endpoints on page 16.
		• Added Media services for endpoints on page 18.
		• Updated Packaging and order codes on page 23.
		• Updated Customization files on page 24.
		• Added a new chapter: Avaya Call Reporting setup on page 29.
		• Updated Documentation on page 31.
Issue 2	April 2019	Indicated that Avaya Equinox® on Avaya Vantage™ is not currently supported.
Issue 1	April 2019	New document for the Powered by Avaya IP Office (Containerized) offer.

Chapter 2: Powered by Avaya IP Office (Containerized) overview

Powered by Avaya IP Office (Containerized) leverages container technologies and provides IP Office telephony and collaborative Unified Communications (UC) capabilities. Powered by Avaya IP Office (Containerized) is hosted by Avaya DevOps on the Google Cloud Platform. It is a low-maintenance offer for Business Partners and it is easy to set up.

Powered by Avaya IP Office (Containerized) leverages Kubernetes for container orchestration and management. The Google Cloud Platform provides persistent data, internal and external networking, and other infrastructure, so the deployment does not require additional servers or networking infrastructure. However, Avaya Call Reporting is not currently included in the Google Cloud Platform hosted by Avaya. If you want to use Avaya Call Reporting, you must deploy it at your own Business Partner site and then connect it to the IP Office container in the Google Cloud Platform.

New in this release

This release introduces the following new content for Powered by Avaya IP Office (Containerized):

- Support for WebRTC, which provides web browsers with real-time communication capabilities.

- Support for Avaya Call Reporting, which enables you to view call reports and monitor agents. Basic and Real time reporting are supported.

> **Important:**
>
> Unlike other Powered by Avaya IP Office (Containerized) components, Avaya Call Reporting is not currently hosted by Avaya. You, as the Partner, are responsible for deploying and hosting Avaya Call Reporting.

- Solution multi-tenancy.

- Enhancements for Avaya Equinox®, Avaya Communicator for Web, and SoftConsole.

- Auto-Attendant usability enhancements, including the following:

  - Text to Speech (TTS) in 16 languages and 43 voices.

  - Automatic Speech Recognition (ASR) in 16 languages.

  - New actions, including speak by number or the option to leave a message.

- Voice Recording Library (VRL) enhancements. You can play back VRL recordings through a Microsoft Edge, Google Chrome, or Mozilla Firefox browser. You can also export recordings to your own cloud storage for long term archiving. Only manual archiving to Google storage is currently supported. For more information, see "Container Media Manager (Voice Recording Library)" in *Using Containerized IP Office Web Manager*.

- Customization file management enhancements. You can now view and modify customization files and upload Avaya Equinox® and Avaya Vantage™ releases using the Cloud Operations Manager (COM) interface.

- Extended hunt group announcements. Hunt groups now support position and ETA announcements through Web Manager. The Customer Admin can perform this configuration without using call flows.

Containerized versus virtualized offer comparison

This section briefly compares and contrasts the existing virtualized offer and the new containerized offer.

Hosting and deployment

In the Powered by Avaya IP Office (Virtualized) environment, you, the Partner, are responsible for deployment and maintenance. On the other hand, Powered by Avaya IP Office (Containerized) is hosted by Avaya DevOps on Google Cloud Platform; thereby reducing your operational and maintenance costs.

Network environment

The virtualized offer can be deployed in a Public or Private Network environment. Powered by Avaya IP Office (Containerized) is deployed in a Public Network environment. The Private Network environment is not available for the Powered by Avaya IP Office (Containerized) offer.

Subscriptions and charges

For the Powered by Avaya IP Office (Containerized) offer:

- In addition to the standard subscription fees, there is also a per user hosting charge.

- Fewer subscriptions exist and the ordering is simplified.

- The subscription and cost is the same for Avaya and third-party IP endpoints.

- Analog and digital user types are not available.

Feature differences

Some features available for the Powered by Avaya IP Office (Virtualized) offer are not supported with the Powered by Avaya IP Office (Containerized) offer. These unsupported features include the following:

- Voicemail Pro.

- Avaya one-X® Portal.

- Avaya Equinox® on Avaya Vantage™.
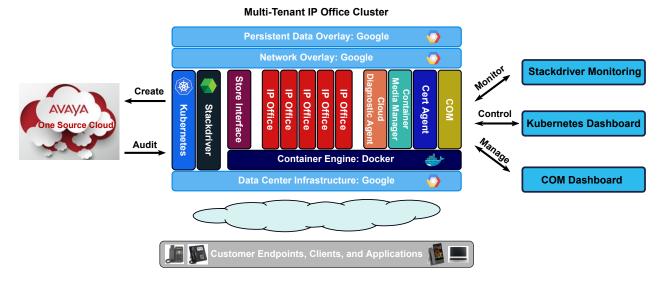
- IP Office Web Collaboration.
- IP500 V2 Hybrid Cloud.
- Avaya Branch features.
- Embedded Call Reporter.
- T.38 Fax transcoding.
- IP Office Manager (thick client). You must use Web Manager instead.
- Contact center options: IP Office Contact Center and Avaya Contact Center Select are not supported.
- Avaya Session Border Controller for Enterprise (Avaya SBCE).
- Avaya Workforce Optimization Select.
- Unified Messaging Services.

Resiliency

Powered by Avaya IP Office (Containerized) supports Google resiliency and High Availability (HA). Other resiliency options and VMware HA are not supported in this offer.

Powered by Avaya IP Office (Containerized) topology

The following diagram shows the architecture of the Powered by Avaya IP Office (Containerized) offer:

Virtual instances are controlled by Kubernetes and monitored by Stackdriver. Google Cloud Platform provides the persistent data, internal and external networking, and other infrastructure.

You can use Cloud Operations Manager (COM) for monitoring. You can also download System Monitor and System Status Application from the COM interface. Container Media Manager (CMM)

stores call recording details. Cloud Diagnostic Manager (CDA) collects and stores system monitor log traces and core dump files.

Related links

[Management tools](#) on page 15

Avaya DevOps services for Powered by Avaya IP Office (Containerized)

With Powered by Avaya IP Office (Containerized), in addition to providing hosting services in the Google Cloud Platform, Avaya DevOps also provides the following:

- Resiliency and HA setup. Google resiliency options are supported.

- Continuous around-the-clock monitoring.

- Outage management and recovery.

- Backup, restore, and disaster recovery.

- Software availability and registry management.

- Cluster upgrades and security patches.

- Vulnerability threat management.

Chapter 3: Powered by Avaya IP Office (Containerized) specifications

The Powered by Avaya IP Office (Containerized) solution supports the following:

- Up to 400 users or extensions on a single virtual call server with up to 60 voice mail channels.
- Up to 200 IP Office virtual instances per IP Office Cloud cluster.
- Up to 1000 customers per deployment.

Depending on the number of users in the initial order, one of the following profiles can be assigned:

- Profile S1: 60 users maximum
- Profile S2: 200 users maximum
- Profile S3: 400 users maximum

The Avaya DevOps team manages the user capacity changes over time for each deployment.

The following table summarizes the capacities for different profiles:

Feature	Profile			Notes
	S1	S2	S3	
Users				
Maximum solution users	60	200	400	
Maximum users per customer	60	200	400	
Extensions				
Maximum normal extensions per customer	60	200	400	All TLS
Maximum simultaneous extensions per customer	60	200	400	This applies to Avaya Equinox®or Avaya Communicator for Web.
Total extensions	120	400	800	
Maximum Remote Worker extensions	120	400	800	Infrastructure limitations could affect these numbers.
Multi-site network				
Maximum nodes and locations	1	1	1	

Table continues…

Feature	Profile			Notes
	S1	S2	S3	
Maximum servers	1	1	1	
Maximum expansions	0	0	0	
Trunks				
Maximum SIP trunk sessions	17	45	90	
Call processing				
Per customer call capacity (BHCC) — median	1200	4000	8000	20 calls per user per hour.
Per customer call capacity (BHCC) — peak	2400	8000	16000	Over 15 minutes.
Overall solution call capacity (BHCC)	1200	4000	8000	
Concurrent VoIP calls — direct media	60	200	400	Direct media is RTP or SRTP data directly between VoIP endpoints, not through IP Office.
Concurrent VoIP call legs — indirect media	24	60	120	SRTP does not reduce the capacity.
VCM/transcoding channels	24	60	120	SRTP does not reduce the capacity.
Hunt/Presence Groups				
Maximum hunt groups	60	200	400	Total number of hunt groups, including network and local.
Maximum hunt group size	60	100	200	Collective ring mode supported at maximum users.
Total hunt group members	120	400	800	Members spread over maximum hunt groups with a single hunt group not exceeding individual maximum size.
Conferencing				
Conferencing channels	24	60	120	Both Ad-Hoc and Meet Me conferencing.
Maximum conferences	8	20	40	
Maximum conference size	24	60	120	
Messaging				
Mailboxes	121	401	801	User, hunt group, and system recording mailboxes, per solution.

Table continues…

Feature	Profile			Notes
	S1	S2	S3	
Maximum voice mail and Auto Attendant channels	10	30	60	Common resource used for voice mail, recordings, and announcements.
Maximum voice mail duration, in seconds	3600	3600	3600	Common resource used for voice mail, recordings, and announcements.
Message store capacity, in hours	121	401	801	Common message and call recording storage.
Single mailbox maximum capacity, in minutes	60	60	60	Combined voice mail and call recording time.
Attendants				
Maximum Audio Attendants	40	40	40	
Maximum Voice mail and Auto Attendant channels	10	30	60	Common resource used for voice mail, recordings, and announcements.
Call recording				
Maximum customer recording channels	8	20	40	Common resource used for voice mail, recordings, and announcements. One recording channel takes three conference channels and two indirect call legs.
Maximum call recording rate, BHCC	160	400	800	Normal distribution is 20 calls per channel per hour. Peak rate is 40 calls per channel per hour over 15 minutes.
Maximum recording to email length, in minutes	40	40	40	20 MB size limit.
Maximum recording to mailbox length, in minutes	60	60	60	
Total mailbox call recording capacity, in hours	121	401	801	Common message and call recording storage.
Maximum recording to Voice Recording Library (VRL) length, in minutes	300	300	300	
Total VRL call recording capacity, in hours	25,000	25,000	25,000	
Maximum stored VRL calls	150,000	150,000	150,000	

Table continues…

Feature	Profile			Notes
	S1	S2	S3	
Maximum VRL retention period, in days	365	365	365	
Maximum VRL client sessions	5	5	5	Concurrent clients with VRL activities.
Maximum VRL playback/export sessions	2	2	2	Concurrent clients exporting or playing VRL.
Maximum exported VRL files	50	50	50	Maximum VRL recording in one export archive.
Productivity				
Active UC clients	60	200	400	This applies to Avaya Equinox® or Avaya Communicator for Web.
SoftConsole active instances	4	10	20	
Resilience				
Maximum single phone failover time in minutes	3	3	3	
Maximum complete customer pod failover time, zonal failure, in minutes	3	3	3	
Directory				
Call logs per user	60	60	60	Last 60 retained.
Networking				
HTTP and HTTPS phone server clients	120	400	800	
Start-up and availability				
Phone service availability after restart	60 within 2 minutes	60 within 2 minutes	60 within 2 minutes	
Music on hold				
Music on hold sources	4	10	20	

Chapter 4: Interoperability

Management tools

Onboarding tools

Tool	Description
Avaya One Source Cloud Services	Use Avaya One Source Cloud Services to obtain quotes and place orders. Avaya One Source Cloud Services also enables license generation and allows you to modify or disconnect services, create customer virtual instances, and manage trials and renewals.

IP Office Cloud tools

Tool	Description
Avaya Cloud Web Manager	Use Web Manager to configure system information, users, groups, call handling, and auto attendant functionality. When you are logged in with your Business Partner account, you can also configure SIP trunks.
	For information about the initial setup on Web Manager, see Initial setup in Web Manager on page 24. For general Web Manager usage information, see *Containerized IP Office: Using Web Manager*.

Table continues…

Tool	Description
Cloud Operations Manager (COM)	Use COM to monitor and manage systems. COM provides the management dashboard for one deployment, which enables operations personnel to access the following: • IP Office dashboard, status, and alarms. • IP Office configuration and security settings. • A display of available upgrade components. Using COM, you can access Container Media Manager (CMM) and Cloud Diagnostic Agent (CDA), and to download additional administration applications, such as System Monitor and System Status Application. You can use COM to view and modify customization files and upload new Avaya Equinox® and Avaya Vantage™ installation files. You can also use COM to migrate a system from the Centralized Media Service to the Integrated Media Service. H.323 endpoints are not supported on the Centralized Media Service. For general COM usage information, see *Using IP Office Cloud Operations Manager*.
Self-administration portal	Telephony users can use the self-administration portal to view and change the settings that affect how their phone operates and how calls are presented. When you are logged in as a customer admin, you can also access recordings from the self-administration portal. For more information, see *Containerized IP Office: Using Self-Administration*.

Supported IP Office endpoints

Endpoints	Supported with Powered by Avaya IP Office (Containerized)
Avaya 96x0 H.323 Phone	✘
Avaya 96x1 H.323 Phone	✔
Avaya 16xx H.323 Phone	✘
Avaya H175	✘
Avaya B179	✔

Table continues…

Endpoints	Supported with Powered by Avaya IP Office (Containerized)
Avaya E129	✖
Avaya E159	✖
Avaya E169	✖
Avaya J129	✔
Avaya J139	✔
Avaya J169	✔
Avaya J179	✔
Avaya Vantage™ K155, K165, and K175 ✱ **Note:** Avaya Equinox® on Avaya Vantage™ is *not* supported. You can use the Avaya Vantage™ Connect application.	✔
Avaya D100 or D160 SIP DECT Phones	✖
IP DECT Phone	✖
Avaya 11xx and 12xx SIP Phones	✖
Avaya Communicator for Windows	✖
Avaya Communicator for iPad	✖
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Avaya one-X® Mobile for iOS and Android	✖
Avaya Communicator for Web	✔
Avaya IP Office Web Client	✖

Table continues…

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Endpoints	Supported with Powered by Avaya IP Office (Containerized)
95xx and 14xx digital phones	✖
Analogue phones	✖
IP Office Video Softphone on Mac	✖
Third party SIP phones	✔

You can also use the SoftConsole application with most Avaya phones. The SoftConsole application is intended for receptionists and operators. It provides features to support the manual handling and distribution of incoming calls. You can download this application from Web Manager. For more information about using SoftConsole, see *Containerized IP Office: Using SoftConsole*.

For information about using the supported voice mail systems for Containerized IP Office, see *Containerized IP Office: Using an IP Office Mode Mailbox* and *Containerized IP Office: Using an Intuity Mode Mailbox*.

Media services for endpoints

Existing customer systems can either use their own load balancing or use the shared Centralized Media Service, which can help to reduce load balancing costs. H.323 endpoints are not supported on the Centralized Media Service and must use the Integrated Media Service. You can switch from the Centralized Media Service to the Integrated Media Service using COM. On the Customers page, select the systems you want to manage and then click **Action** > **Media Service Migration** > **Migrate to Integrated Media Server**. For more information, see "Media Services" in *Using Avaya IP Office™ Platform Cloud Operations Manager*.

Chapter 5: Security considerations

Passwords

Powered by Avaya IP Office (Containerized) does not use common default passwords. All passwords are complex and unique. Extension passwords or PINs are used for H.323 and SIP endpoints.

Client software and firmware

All applications are self-contained and are updated automatically, so you do not need to download the latest versions. This also prevents version mismatches between applications.

Default security settings

By default, Powered by Avaya IP Office (Containerized) uses TLS 1.2 and SRTP. SIP-TCP and RTP are only used for legacy SIP trunks. Trusted certificates are not used. All phones are locked to the customer instance using a unique telephony certificate.

Administrator accounts

Powered by Avaya IP Office (Containerized) uses multi-tier administration. For security purposes, each role can access a certain subset of administration features. All IP Office administrator accounts are created on system start-up with unique passwords. These passwords must be reset when you log in for the first time.

The following table lists the default management accounts:

Role	Active by default	Owner	Description
Security	Yes	Avaya	Provides full security access to IP Office. This account is used for recovery only.

Table continues…

Role	Active by default	Owner	Description
Administrator	Yes	Avaya	Provides full access to IP Office. Use this account for new account creation. The following new account types can be created: • Administrator • Business Partner • Customer Admin • End Users • Others as required
Business Partner	Yes	Reseller/Tier 1	Provides full configuration and limited security access to IP Office. This account must be used to create SIP trunk and DIDs at minimum. With this account, you can create the following accounts: • Business Partner • Customer Admin • End Users
Staging Admin	Optional	Stager	Provides limited IP Office configuration access. You cannot use this account to modify security settings. This account is used for reviewing staging data.
Customer Admin	Optional	Customer	Provides limited IP Office configuration access. You cannot modify security settings with this account. A Customer Admin can create End User accounts.
End User	Yes	Customer	Provides access to user settings and extension configuration.
COMAdmin	Yes	COM	Provides system monitoring and upgrade options. You cannot use this account to modify security settings.

Certificates

Powered by Avaya IP Office (Containerized) does not require certificate administration. Each cluster has a common Certificate Agent Service (CAS) component, which can automatically request certificates from a public Certificate Authority (CA) using the ACME protocol. The Let's

Encrypt CA provides a fully trusted free certificate service. Each IP Office or COM obtains its certificate on startup, and automatically renews it 14 days before expiration.

> * **Note:**
>
> - ACME certificates are only Domain Validated (DV) and not Extended Validated (EV).
>
> - By default, Let's Encrypt only allows 50 new certificates per week, so only 50 new customers can be added. You can bypass this limitation by using a temporary fall-back wildcard certificate or requesting an increased rate limit.

For telephony interfaces, a unique self-signed certificate is used to overcome phone limitations.

Google Cloud Platform security

Powered by Avaya IP Office (Containerized) leverages Google Cloud Platform security features, including the following:

- Kubernetes Engine role-based access control, which allows greater control over the cluster and its components.
- Data center physical security.
- Management of services using a secured global API gateway infrastructure.
- Data disposal when the system is retired.
- Vulnerability patches are installed on nodes automatically.
- Role-based access control for service and user accounts.
- Full audit trail. Stackdriver is used for central audit trails and security alarms.

Kubernetes environment

The following key security measures are available for the Kubernetes environment:

- All pods use TLS and an internal cluster CA.
- All sensitive data, such as customer configuration, call logs, and backups, are encrypted to a unique customer key.
- Node hardware and base OS are hardened.

For more information about Google Cloud security, see https://cloud.google.com/security/.

VoIP security

Powered by Avaya IP Office (Containerized) does not support Avaya SBCE within the hosting environment. A combination of the hosting environment and enhanced IP Office capabilities provide a comprehensive set of security features, which include the following:

- IP, ICMP, and TCP level attack protection from DoS, DDoS, port scan, and so on.

- Extensive SIP, H.323, and HTTP brute force resistance, including automatic source IP blacklisting.
- Editable SIP and HTTP user agent whitelist and blacklist with active defaults.
- Firewall capabilities, including explicit ingress and egress rules at the cloud public interface. No unused ports are opened.
- Dedicated ports for VoIP signaling and media.
- Always active SRTP, SRTCP, SIP-TLS, H.323-TLS, and HTTPS.
- Transcoding of RTP and SRTP when required by the ITSP. SRTP is prioritized over direct media.
- Network topology hiding.
- H.323 gatekeep and SIP registrars are automatically disabled if they are not required.
- SIP protocol scrubber and media anomaly prevention.
- SIP trunking locked to ITSP.
- Toll fraud controls and alarms.

All features are enabled by default and can be modified if required.

Chapter 6: Ordering requirements

When ordering, add the data center name for the Powered by Avaya IP Office (Containerized) offer to Avaya One Source Cloud Services by clicking **+** next to **Data Center Name**. Ensure that orders are placed against the correct data center for the Containerized offer.

Packaging and order codes

The following table lists the order codes for the Powered by Avaya IP Office (Containerized) offer:

Material code	Subscription name	Description
399018	CLOUD PWRD IPO TELE USER SUBS	Telephony user subscription. You can use an Avaya or third-party endpoint.
399019	CLOUD PWRD IPO UC USER SUBS	UC user subscription. You can use an Avaya or third-party application.
399423	CLOUD PWRD RECEPT CNSOLE SUBS	Receptionist console subscription.
399424	CLOUD PWRD IPO MEDIA MSG SUBS	Media Manager subscription.
401103	CLOUD PWRD IPO USER HOSTING SUBS	Per user hosting subscription fee.

Table 1: Avaya Call Reporting order codes

Material code	Subscription name	Description
399982	PWRD AV CALL RPTNG BASIC SUB	Avaya Call Reporting Basic subscription.
399984	PWRD AV CALL RPTNG REALTIME SUB	Avaya Call Reporting Realtime subscription.

For more information about the Basic and Real Time subscription options, see Avaya Call Reporting Basic and Real time subscriptions on page 29.

Chapter 7: Initial setup in Web Manager

After the onboarding process is complete, you receive a welcome email with Business Partner account credentials. Change your password when you log in to Web Manager for the first time. The first time you log in, you must also complete initial setup using the five-screen wizard. You can also update configuration settings later using the Web Manager interface. After the Business Partner account is set up, you can set up a customer admin account, which also uses a similar initial setup wizard. The screens are the same in the BP and customer admin wizard, but the BP has more configuration options. For example, only the BP can configure SIP trunks.

The following are the five screens in the initial workflow:

- System Information
- Users
- Groups
- Auto Attendants
- Call Handling

With a Business Partner account, you can configure SIP trunks from the System Information screen. To modify SIP trunks later, navigate to **System Settings** > **Lines** in Web Manager. When adding a new SIP line, you can choose to select a template. For more information, see Customization files on page 24.

BPs can manage customer admin settings from Web Manager by navigating to **System Settings** > **System**. On the System tab, there is a Customer Admin section.

In addition to Web Manager, you can also access other tools, including COM and the Self-Administration portal. For general information about management tools, see Management tools on page 15.

Customization files

You can pre-configure certain settings in customization files or templates, upload them on the system using Cloud Operations Manager (COM) and then select them in Web Manager when configuring your IP Office system.

You can upload customization files for:

- All customer systems supported by the same provider.

- All customer systems supported by the same reseller.
- Individual customer systems.

For more information about uploading customization files on the system, see "Customization File Management" in *Using IP Office Cloud Operations Manager*.

The following table lists customization files you can upload on your system:

Customization file options	Description
SIP trunk templates	You can import up to four SIP trunk templates. In Web Manager, you can select a SIP trunk template while running the initial Business Partner setup wizard. You can also add a new SIP trunk later by navigating to **System Settings** > **Lines**.
Phone files	This file contains a `46xxspecials.txt` file, which contains special settings for a phone, and J169 and J179 phone screen savers and backgrounds.
Email addresses for support	Use this file to provide the partner support email addresses for Business Admin, Staging Customer Admin, and End User welcome emails. You can also include your BP support email address. The customization file uses separate settings for each email type.
Alternate Route Selection (ARS) definitions of dialing controls	This file defines how calls are routed. ARS customization files are created through a binary export of IP Office Manager thick client ARS configurations. Data from these files overrides the data from the default ARS tables.

You can manage some templates, such as user templates, directly in Web Manager.

⊛ **Note:**

Customization files are not used for Avaya Vantage™ or Avaya Equinox® firmware and installation files. These files are managed separately at a cluster-wide level. For more information, see "Equinox Client File Management" and "Vantage File Management" in *Using IP Office Cloud Operations Manager*.

Dial plan configuration

Use Web Manager to create emergency call handling and outbound dialing rules.

Each customer instance has the appropriate locale set. If the locale is not supported, ARS is not created. If you select an ARS customization file, the data in the customization file overwrites the default ASR data.

By default, the outbound call rules are blank for each user. After you select an outbound call rule, the system creates a short code that points to the appropriate ARS table.

Dialing rule examples

The following tables provide default emergency call handling and outbound dialing rule examples for the following countries:

- United States
- Canada
- United Kingdom
- Australia

United States and Canada

- Emergency number: 911
- Call withhold number: *67, 82
- Premium number: 1900

Code	Telephone Number	Feature
Long Distance ARS		
0N	0N	Barred
1XXXN	1N	Dial
XN	N	Dial
XXXXXXXXXN	N	Dial
1900N		Barred
*67N		Barred
*82N		Barred
+11900N		Barred
+1*67N		Barred
+1*82N		Barred
+1N	+1N	Dial
+N		Barred
International ARS		
0N	0N	Dial
1XXXN	1N	Dial
XN	N	Dial
XXXXXXXXXN	N	Dial
1900N		Barred
*67N		Barred
*82N		Barred
+11900N		Barred

Table continues…

Code	Telephone Number	Feature
+1*67N		Barred
+1*82N		Barred
Unrestricted ARS		
N	N	Dial
0N	0N	Dial
1N	1N	Dial
XXXXXXXXXN	N	Dial

United Kingdom

- Emergency numbers: 999 and 112
- Call withhold number: 141N
- Premium numbers: 084N, 087N, 09N, 118N

Code	Telephone Number	Feature
Long Distance ARS		
XN	N	Dial
0XXXXXXXXXN	0N	Dial
+44N	+44N	Dial
00N		Barred
070N		Barred
09N		Barred
118N		Barred
141N		Barred
+4470N		Barred
+449N		Barred
+44118N		Barred
+44141N		Barred
+N		Barred
International ARS		
0XXXXXXXXXN	0N	Dial
XN	N	Dial
00N	00N	Dial
070N		Barred
09N		Barred
118N		Barred
141N		Barred

Table continues…

Code	Telephone Number	Feature
+4470N		Barred
+449N		Barred
+44118N		Barred
+44141N		Barred
141N		Barred
+44141N		Barred
Unrestricted ARS		
N	N	Dial
00N	00N	Dial
0XXXXXXXXXN	0N	Dial

Australia

- Emergency number: 000 and 112
- Call withhold number: 1831N
- Premium number: 19N

Code	Telephone Number	Feature
Long Distance ARS		
0011N		Barred
0014N		Barred
0015N		Barred
0019N		Barred
19N		Barred
1831N		Barred
1832N	N	Barred
N	N	Dial
International ARS		
19N		Barred
1831N		Barred
1832N		Barred
+6119N		Barred
+611831N		Barred
+611832N		Barred
N	N	Dial
Unrestricted ARS		
N	N	Dial

Chapter 8: Avaya Call Reporting setup

Avaya Call Reporting is a reporting tool that enables you to view call reports and monitor agents in real time. Powered by Avaya IP Office (Containerized) supports Basic and Real time reporting options.

Unlike other Powered by Avaya IP Office (Containerized) components, which are hosted by Avaya on the Google Cloud Platform, Avaya Call Reporting is hosted at your Partner site. You are responsible for deployment and maintenance. Avaya Call Reporting connects to an IP Office container in the Google Cloud Platform over a secure web socket. For more information about installing Avaya Call Reporting, see *Avaya Call Reporting Installation Guide*.

Avaya Call Reporting Basic and Real time subscriptions

The following table shows the Avaya Call Reporting features available for different subscriptions.

Feature	Subscription		Description
	Basic	**Realtime**	
Standard reports	✔	✔	Provides specific information about your calls. Reports include information about extensions, agent and hunt groups, account codes, and all stages of incoming and external calls.
Custom reports	✔	✔	Enables you to create your own report and edit the standard reports. For example, you can modify a report to include missed calls, abandoned calls, and call duration.
Alerts	✔	✔	Provides customizable alerts based on real time metrics.
Notifications: Historic	✔	✔	Provides reporting on agent states.
Realtime Agent	✘	✔	Enables you to monitor users throughout the day and view employee activity in real time. You can also monitor calls in progress, calls on hold, and missed calls.

Table continues…

Feature	Subscription		Description
	Basic	**Realtime**	
Wallboards	✖	✔	Provides a customizable display, which you can access from any computer on the network. These wallboards also include call and agent states.
Additional reports: DND / Login / Idle	✖	✔	Provides information about agents state, group status, and the duration of queued calls.
Canned reports: Agent performance / timecard	✖	✔	Provides information about agent performance, including timecard, login, and DND durations.

Unsupported features

The following features are not supported in Powered by Avaya IP Office (Containerized) deployments:

- Avaya Call Reporting Agent Desktop
- Dashboards
- Recording
- Multimedia

Chapter 9: Resources

Documentation

The following tables list related documentation.

Powered by Avaya IP Office (Virtualized) documentation

The following documents are available on the [Avaya Support](#) website under Powered by Avaya IP Office (Virtualized). They are also available on the [Avaya Documentation Portal](#).

Title	Use this document to:	Audience
Powered by Avaya IP Office (Virtualized) Reference Configuration for Business Partners	Understand system architecture and network engineering requirements for the virtualized Powered by Avaya solution.	• Sales engineers • Business Partners
Deploying Powered by Avaya IP Office (Virtualized) for Business Partners	Understand the Cloud environment deployment tasks that Business Partners perform.	• Implementation engineers • Business Partners

Containerized IP Office documents

Containerized IP Office documents are available as online help from the containerized applications. This documentation is also available on the [Avaya Documentation Portal](#).

Title	Use this document to:	Audience
Using Web Manager	Perform administration tasks on Web Manager.	• Support personnel • System administrators
Using IP Office Cloud Operations Manager	Perform administration tasks on Cloud Operations Manager.	• Support personnel • System administrators
Using Self-Administration	Perform administration tasks on the self-administration portal.	Administrators and other authorized users
Using Avaya Equinox® for IP Office	Use Avaya Equinox® for IP Office.	End users
Using SoftConsole	Use the SoftConsole application to handle and distribute calls.	Receptionists and operators

Table continues…

Title	Use this document to:	Audience
Using an IP Office Mode Mailbox	Use voice mail in IP Office mailbox mode on a Powered by Avaya IP Office (Containerized) system.	End users
Using an Intuity Mode Mailbox	Use voice mail in Intuity emulation mailbox mode on a Powered by Avaya IP Office (Containerized) system.	End users

Avaya Call Reporting documents

You can find these Avaya Call Reporting documents on the Avaya Support website.

Title	Use this document to:	Audience
Avaya Call Reporting Server Requirements	Understand Avaya Call Reporting requirements.	• Support personnel • Implementation engineers
Avaya Call Reporting Installation Guide	Perform installation and configuration tasks for Avaya Call Reporting.	• Support personnel • Implementation engineers • Administrators

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select an appropriate release number.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at https://documentation.avaya.com.

❶ Important:

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
  - Type a keyword in the **Search** field.
  - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
  - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

  Navigate to the **My Content** > **My Docs** menu, and do any of the following:
  - Create, rename, and delete a collection.
  - Add content from various documents to a collection.
  - Save a PDF of selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).

  Navigate to the **My Content** > **Watch list** menu, and do the following:
  - Set how frequently you want to be notified, starting from every day to every 60 days.
  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.
- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

❋ Note:

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:

  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.

  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:

  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

  - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

  ✳ **Note:**

    Videos are not available for all products.

Support

Go to the Avaya Support website at https://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.

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 Avaya 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.

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Comments on this document? infodev@avaya.com