



Application Notes for Resource Software International Shadow Call Management System with Avaya IP Office Server Edition – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Resource Software International Shadow Call Management System (Shadow CMS) to interoperate with Avaya IP Office Server Edition. Resource Software International (RSI) Shadow CMS is a call reporting application.

In the compliance testing, RSI Shadow CMS used the DevLink3 interface from Avaya IP Office to monitor agent users and provided real-time agent status and cradle to grave reporting.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

Rsi Shadow Cms User Guide

M Walker



Rsi Shadow Cms User Guide:

Rsi Shadow Cms User Guide Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Rsi Shadow Cms User Guide**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve to the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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