



## **Avaya Solution & Interoperability Test Lab**

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# **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 Cms Shadow Manual

**Sabine Zange**



## **Rsi Cms Shadow Manual:**

## Whispering the Techniques of Language: An Emotional Quest through **Rsi Cms Shadow Manual**

In a digitally-driven earth wherever displays reign supreme and immediate connection drowns out the subtleties of language, the profound strategies and mental nuances concealed within phrases often go unheard. However, nestled within the pages of **Rsi Cms Shadow Manual** a fascinating fictional treasure pulsating with raw thoughts, lies an extraordinary journey waiting to be undertaken. Published by an experienced wordsmith, this marvelous opus invites readers on an introspective journey, gently unraveling the veiled truths and profound influence resonating within the fabric of every word. Within the emotional depths of this touching review, we shall embark upon a sincere exploration of the book's key styles, dissect their interesting publishing type, and yield to the effective resonance it evokes seriously within the recesses of readers' hearts.

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