



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

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Rsi Shadow Cms User Guide:

Enjoying the Melody of Appearance: An Emotional Symphony within **Rsi Shadow Cms User Guide**

In some sort of used by screens and the ceaseless chatter of immediate interaction, the melodic beauty and psychological symphony developed by the written term usually fade into the background, eclipsed by the persistent noise and distractions that permeate our lives. However, located within the pages of **Rsi Shadow Cms User Guide** an enchanting fictional value filled with organic emotions, lies an immersive symphony waiting to be embraced. Crafted by a masterful composer of language, that charming masterpiece conducts visitors on a psychological trip, well unraveling the hidden tunes and profound impact resonating within each cautiously crafted phrase. Within the depths of this emotional review, we shall discover the book is central harmonies, analyze their enthralling publishing design, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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