



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

Brendan G. Carr



Rsi Shadow Cms User Guide:

CMS Distribution Subsystem User's Guide John D. Gash, Frank L. Greitzer, L. D. Hatfield, Michael H. Portwood, Cynthia R. Turney, Pacific Northwest Laboratory, United States. Air Force, 1993 *CMS User's Guide* IBM., 1986 **The CMS User's Guide** Paul Hoffman, G. Mack Hicks, 1989 OS PL , 1976 Software Programmiersprache Betriessystem EDV **CMS User's Guide** IBM., 1991 CMS User's Guide International Business Machines Corporation, 1988 **CMS XEDIT** University of Connecticut. University Computer Center. User Services Group, 1984 Student CMS User's Guide University of Waterloo. Department of Computing Services, 1982 *CMS* , 1992 **Virtual Machine/system Product** , 1988
Shadowpack - P. C. R. J. Peckham, Commission of the European Communities. Joint Research Centre, 1990 *Virtual Machine/system Product* , 1983 **Virtual Machine/System Product** , 1986 **Virtual Machine/System Product** , 1985
Introduction to CMS and the CMS Editor , 1982 *VM/CMS* University of Waterloo. Department of Computing Services, 1985

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