



## 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

**J Dewey**



## **Rsi Cms Shadow Manual:**

The book delves into Rsi Cms Shadow Manual. Rsi Cms Shadow Manual is a crucial topic that needs to be grasped by everyone, ranging from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Rsi Cms Shadow Manual, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
  - Chapter 1: Introduction to Rsi Cms Shadow Manual
  - Chapter 2: Essential Elements of Rsi Cms Shadow Manual
  - Chapter 3: Rsi Cms Shadow Manual in Everyday Life
  - Chapter 4: Rsi Cms Shadow Manual in Specific Contexts
  - Chapter 5: Conclusion
2. In chapter 1, this book will provide an overview of Rsi Cms Shadow Manual. The first chapter will explore what Rsi Cms Shadow Manual is, why Rsi Cms Shadow Manual is vital, and how to effectively learn about Rsi Cms Shadow Manual.
3. In chapter 2, the author will delve into the foundational concepts of Rsi Cms Shadow Manual. This chapter will elucidate the essential principles that need to be understood to grasp Rsi Cms Shadow Manual in its entirety.
4. In chapter 3, this book will examine the practical applications of Rsi Cms Shadow Manual in daily life. This chapter will showcase real-world examples of how Rsi Cms Shadow Manual can be effectively utilized in everyday scenarios.
5. In chapter 4, this book will scrutinize the relevance of Rsi Cms Shadow Manual in specific contexts. The fourth chapter will explore how Rsi Cms Shadow Manual is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, the author will draw a conclusion about Rsi Cms Shadow Manual. The final chapter will summarize the key points that have been discussed throughout the book.

The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Rsi Cms Shadow Manual.

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## **Rsi Cms Shadow Manual Introduction**

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