



# **Avaya one-X<sup>®</sup> Agent Overview**

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# Chapter 1: Avaya one-X Agent overview

Avaya one-X<sup>®</sup> Agent is an integrated telephony softphone solution for agents in contact centers. Avaya one-X Agent provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients with speech and hearing impairments.

Avaya one-X Agent 2.5 offers a number of enhancements in addition to the features available in Avaya one-X Agent 2.0.

Avaya one-X Agent 2.5 is compatible with Call Center Elite 6.0, Avaya one-X Agent Central Management 2.5, and Avaya Aura<sup>®</sup> Communication Manager 2.x and later. Avaya one-X Agent 2.5 also offers interoperability with other IM and presence clients, namely, Avaya one-X<sup>®</sup> Communicator 6.1 and Microsoft Office Communicator 2007. Avaya one-X Agent 2.5 supports Avaya Aura<sup>®</sup> Presence Services 6.1 with Avaya Aura<sup>®</sup> System Manager 6.1 SP1.1.

The availability of features depends on the Avaya one-X Agent user type you deploy. Avaya one-X Agent 2.5 retains all the enhancements with the same user interface so that the existing users of Avaya one-X Agent can adapt easily to the new features.

## Related topics:

[New features in Avaya one-X Agent 2.5](#) on page 7

[Supported languages for Avaya one-X Agent 2.5](#) on page 8

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## New features in Avaya one-X Agent 2.5

- **Alternate Server Address definition:** This feature provides an option to define other server addresses as registration alternatives if registration with the primary server fails.
- **Authorization and carrier code:** This feature supports authorization and carrier code, which is mandatory in some countries. Authorization and carrier code is required for making external calls from the Avaya one-X Agent application. A user or an administrator can assign the authorization and carrier code to the Avaya one-X Agent application and define the call types that the application must append to make external calls.
- **Multiple local area code:** This feature provides the option to specify more than one local area code for a local calling area in the Dialing Rules field of the Avaya one-X Agent application.
- **Interoperable with IM and presence:** This feature supports integration with Avaya one-X Communicator.

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## Supported languages for Avaya one-X Agent 2.5

Avaya one-X Agent 2.5 supports the following languages on the client user interface.

- Simplified Chinese
- Traditional Chinese
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Brazilian Portuguese
- Russian
- Spanish (Latin)



# Chapter 2: Avaya one-X Agent features

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## Usage modes

Agents can choose one of the following usage modes depending on their location, telephone set, and network:

**My Computer:** With the My Computer mode, agents can use a computer to transfer voice through a headset without another telephony device.

**Desk Phone:** With the Desk Phone mode, agents can use an Avaya Office Phone in conjunction with Avaya one-X Agent. The system transfers voice to an Avaya Office Phone, and shares controls, namely, Answer Call, End Call, Call Hold, between Avaya one-X Agent and Avaya Office Phone.

 **Note:**

Agents must perform all Automatic Call Distribution (ACD) operations from the Avaya one-X Agent application and not from the telephone.

**Other Phone:** With the Other Phone mode, agents can use a Public Switched Telephone Network (PSTN) or Global System for Mobiles Communications (GSM) phone to make or receive calls when the agents are telecommuting. Agents use the Other Phone mode to access audio components from a home telephone, an office telephone, or a mobile phone. Agents can configure the Other Phone mode for toll-quality audio and optimize audio through another phone.

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## Call and Contact Center features

Avaya one-X Agent provides features for easier call handling and optimizing contact center operations.

### **VuStats**

Agents can view the contact center information from Communication Manager using the VuStats Monitor. Supervisors and agents use the VuStats feature to monitor critical contact center activity and statistics. Agents can configure the refresh intervals for contents of a particular button and for the entire VuStats monitor cycle.

## Agent Greetings

Agents in a contact center have Agent Greeting support on Avaya one-X Agent. Agents can record and configure multiple agent greetings to play, based upon the incoming call parameters, namely, Prompted Digits, Calling Number (ANI), or Dialed Number (DNIS or Vector Directory Number).

## Work Item

Work Item is a container that the user groups interact according to their function with respect to the main incoming ACD call. Agents can also form Work Items for independent outbound calls. The organizational grouping of work items assist agents in understanding the media, namely, calls, IMs, that relate to each other. Organizational groupings are independent if multiple media are active at the same time.

## Screen Pops

Agents can display Web pages, start applications, or retrieve and display caller information from a database. Agents can create Screen Pops using the **Screen Pops** menu on the System Settings window. Screen Pop can consist of any process or application that an agent initiates through one of the commands in the Windows executable or through a registered file type activation.

## Launch Application

With the Launch Application menu, agents can centralize, organize, and launch the application from the Avaya one-X Agent primary window. The **Launch Application** menu lists the labels under **Launch Applications** on the System Settings window.

## Follow Up Work

Agents can follow up a work for the associated Work Item after an ACD call is complete. In the Follow-Up mode, the system starts the countdown timer when an agent begins to complete the task for the associated Work Item. When the wrap-up time reaches the threshold limit, the system closes the Work Item and changes the agent status accordingly.

## Caller information

Agents can display the following caller data using the caller information feature:

- Caller ID
- Automatic Number Identification (ANI)
- Dialed Number Identification Service (DNIS)
- User to User information (UUI)
- Prompted Digits

When an agent clicks the phone display, the application displays the information (if it exists) for the corresponding call. The external Computer Telephone Integration (CTI) applications and Interactive Voice Response (IVR) systems place UUI and Prompted digits, in particular to a call record.

## Time-To-Service support

Avaya one-X Agent, in conjunction with Communication Manager 4.x or later, provides the Time-To-Service (TTS) support. The TTS feature improves the time for IP endpoints to restore services when a large number of endpoints attempt to register within a short period. This occurs during the agent shift changes for Avaya one-X Agent users. The TTS feature is also used for

recovering call signaling when the Duplicated Processor Ethernet (DPE) systems undergo a processor switch, or when an active server fails and standby server takes over the control. The TTS feature for extension registration is controlled and administered in the network region to which the extension belongs.

 **Note:**

If Communication Manager is out of service, Enterprise Survivable Server (ESS) attempts to take control of the port network of the agent phone.

Avaya one-X Agent always registers as a non-TTS endpoint in the Desk Phone mode for Communication Manager 5.2 or earlier.

### Alternate Server List

Alternate Server List (ASL) contains the list of gatekeepers and Communication Manager data. Avaya one-X Agent uses the ASL data if the primary server is not available. ASL can also have additional gatekeepers and Communication Manager IP addresses (Alternate Gatekeeper List i.e. AGL), which the Avaya one-X Agent client receives from the server during registration. The system also uses the ASL list when the current server breaks down or if there is a network outage.

### Duplicated Processor Ethernet support

With Duplicated Processor Ethernet (DPE) support, the IP telephones, supporting TTS, accepts the incoming connection requests from a server on their gatekeeper list. The IP telephones use this new connection to replace an existing connection and continue the operation without registering again. With mechanism, Communication Manager can initiate a new connection to each of these telephones during a server interchange. Therefore, it allows the telephones to switch to the server changing from the standby to the active state. However, DPE has the following limitations:

- DPE supports for Processor Ethernet (PE) on duplicated servers only for duplicated main servers and ESS servers.
- DPE has new enhancement for TTS IP telephones only. These telephones require a new firmware release.

 **Note:**

During a video call and sharing of a video file, if a DPE interchange occurs, then the audio in the video file disappears.

### TTY call handling

Callers with hearing or speech impairments use special text devices to initiate a call into a contact center. These devices are called Teletype (TTY) for the hearing impairment. TTY is also called Telephone Device for the Deaf (TDD). Traditionally, a special type of machine was needed at the receiving end to interpret this text and responses. Avaya one-X Agent, in conjunction with the Communication Manager PSTN Gateways, provides an integrated TTY conversation support for an agent. TTY interactions appear as normal in the My Computer telephone calls to the agent, except that Avaya one-X Agent detects the text tones and displays the text tones for agents. Similarly, an agent can type characters and these tones are converted back to descriptor tone packets for Communication Manager gateway to convert to the PSTN tones required.

The TTY interaction appears in a window similar to the IM window. Agents interact with TTY callers with a normal roman alphabet character text and a set of standardized abbreviations available on the TTY interaction window. The agent's messages appear as normal characters during a TTY session. The TTY protocols rely on a significant number of abbreviations. For instance, Go Ahead (GA) is the signal that a person types and waits for a response from a TTY user. Such human protocols are needed because TTY works on half-duplex, where either parties can send one character at a time transmission.

### **Instant Messaging and presence**

Avaya one-X Agent supports the IM and presence features if your organization has deployed IM and Presence Services within your network. If an agent or an administrator configures the IM setting, the agent can add an IM contact to the list, view agent's presence status, and initiate IM messages with the contact list. Agents cannot add an IM contact at the desktop, if the administrator prohibits the agent from initiating an IM session with contact that are not defined in Central Management.

IM provides the ability to communicate with agents in real-time using the Avaya one-X Agent client. The presence feature displays the agent's presence status. Agents can view the agent status, voice channel state, and IM state.

Avaya one-X Agent 2.5 is interoperable with the IM tools, namely, Avaya one-X Communicator and Microsoft Office Communicator.

### **Video calling and video file sharing**

Agents can initiate a video call with customers. Avaya one-X Agent supports video communication between Communication Manager endpoints. Agents can also play a video file containing either a demo, tutorial, or a product promotion for the other party.

### **Media files sharing**

Agents can share media files, namely, video, audio, and image files, with a remote caller's desktop screen. For example, agents can share a video demonstration of a product, or play a video tutorial on how to use a specific product.

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## **Contact Management features**

This section describes the Avaya one-X Agent features that agents can use for managing contact details.

### **Contact List**

The Contact List window provides a view of defined contacts and address book, that the agents can add or edit. Each contact record contains a work telephone number, home telephone number, cellphone number, and postal address. Agents can also import Contact List from existing Avaya IP Agent and Avaya IP Softphone clients, when the agents start the Avaya one-X Agent client on their desktops for the first time.

If contact center has deployed Central Management, administrators can create and manage these contacts on Central Management and push the contact to the Avaya one-X Agent client. Agents cannot modify or add the contact details from the desktop. If administrators provide

necessary permission, agents can create any number of contact records, or import a contact from Outlook Contact or from the corporate directory. Agents can also manage these contacts within Avaya one-X Agent, or integrate Avaya one-X Agent with Outlook Contacts or a Lightweight Directory Access Protocol (LDAP) directory. In the Central Management, the Contact List contains records of customers, prospects, vendors, partners, experts, and are grouped for easy access.

### **Outlook Contacts**

The Outlook Contacts feature provides support for configuring Microsoft Outlook to include Outlook Contacts in the Avaya one-X Agent contact list. Agents can configure the Exchange Sever address with Avaya one-X Agent and import contacts from Outlook Contacts. With Outlook integration, agents can click a number on Outlook Contacts to dial a call in the Avaya one-X Agent Contact List. Agents can also search any contact in their configured Outlook directory through the Avaya one-X Agent advanced search feature.

### **Directory Services**

With Directory feature, agents can define and configure a public directory within the Avaya one-X Agent. Public Directory provides access to corporate or public directory services. Agents can also search public or company information using the Avaya one-X Agent advanced search feature.

### **Work Log**

The Work Log maintains a record of all agents' tasks, one record for each piece of work. The system groups multiple interactions within one piece of work in the same Work Log record. The Work Log record includes incoming and outgoing call, IM interaction records, TTY interaction, and media sharing. The Work Log records for IM and TTY interactions also include transcripts. A single work log contains contact name, telephone number in case of a telephonic interaction, date/time, and interaction duration. Further, each work record contains a dialed Dual Tone Multiple Frequency (DTMF) number, screen pop name, and work code details.

Agents can search or sort Work Log records from the Avaya one-X Agent Work Log window. In addition, agents can add the search import Work Log records from the Avaya IP Agent and Avaya IP Softphone clients when an agent starts the Avaya one-X Agent client on the desktop for the first time.

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## **Supervisor desktop**

Contact center supervisors perform various functions to monitor quality and the performance of their agents. Supervisors use number of different tools to conduct regular service observing and gain fast access to agents. Avaya one-X Agent provides a set of new features for supervisors to perform these functions through the same Avaya one-X Agent user interface. The new features integrate telephony, presence, instant messaging, media file sharing, agent monitoring, reporting, and Communication Manager supervisor features and provide the features on the Avaya one-X Agent user interface.

 **Important:**

Ensure that supervisors do not log in to ACD and observe other agents at the same time, as there is potential conflict from calls originating from two different sources. Communication Manager does not support certain functions, such as, switching to Auxiliary state when observing an agent.

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## Other features

### Voice Mail

Avaya one-X Agent provides Voice Mail support for registered extensions to access numbers, mailboxes, or Voice Mail applications. Agents can see a message waiting indication in the Avaya one-X Agent client for the registered extension. With Voice Mail, agents can call a number or execute a program. Agents or system administrators can integrate the Voice Mail system with a telephone system, third-party Voice Mail application, or web-based Voice Mail server.

### Speed Dial

With the Speed Dial feature, agents can dial the frequently-dialed numbers. Agents can save the contact numbers of expert agents as shortcuts in the Speed Dial list.

### Favorites

With the Favorites feature, agents can save contacts. Further, agents can use the Favorites list to gain quick access, especially when there is a large list of contacts in Contact List.

### Dialpad

With the numeric dialpad, agents can send Dual Tone Multi Frequency (DTMF) signals during an active call. Agents can also define a telephone number and use it as a shortcut to make calls through the Dialpad window.

### Button bar

With the button bar feature, agents can choose their favorite dialpad and embed favorite dialpad in the Avaya one-X Agent main user Interface.

### Conference call

With the conference call feature, agents can add participants to existing calls. Avaya one-X Agent supports two types of conference calls:

- **Direct Conference:** Agents use direct conference to add a participant to the conference call before speaking to the contact.
- **Consultative Conference:** Agents use consultative conference to conference a call after announcing the conference call.

An agent can add a maximum of five participants to a conference call. Agents can also drag an active call and drop the call into another active call to initiate a conference.

## Call transfer

With the call transfer feature, agents can transfer an active call to other endpoints. An agent can transfer a call using the transfer button and dialing the required extension. Avaya one-X Agent offers two types of call transfer:

- **Direct Transfer:** Agent uses direct transfer to forward an active call to another agent or supervisor without informing about the transfer.
- **Consultative Transfer:** Agent uses consultative transfer to forward an active call to another agent or supervisor after informing about the call.

## Call hold

With the Call Hold feature, agents can put an active call on hold. An agent can answer other calls while the call is on hold. Depending on the system settings, an agent can either put an active call on manual hold or on auto hold. By default, Avaya one-X Agent puts an active call on hold when an agent initiates a new call or reactivates a call on hold.

## Click-to-Dial

With the Click-to-Dial feature, agents can use mouse to dial a formatted telephone number that appear on Web pages. The Click-to-Dial feature operates on Web pages that appear in Microsoft Internet Explorer and Mozilla Firefox.

## Agent status

Agents can set the status to Ready or Auxiliary modes. The Ready state indicates that an agent is available for ACD calls and the Auxiliary state indicates that an agent is not ready for ACD calls.

Agents can control the status and the availability for accepting ACD calls. For example, if an agent wants to leave the station for lunch or need additional time for the last concluded call, then an agent can change the status to unavailable for ACD calls.



### Important:

If Communication Manager is out of service and the agent is in the Pending Auxiliary state, then after ending the call, Avaya one-x Agent reconnects to the ESS network. The agent logs in to ACD with agent status as defined in the System Settings panel.

## Video

Avaya one-X Agent supports video with H.323 telephony protocol in the My Computer and Desk Phone modes. Using video, agents can conduct a face-to-face video communication with a customer or an agent. An agent can also share media files. The video feature provides the following controls:

- Desktop video controls: start, stop, mute or unmute, display properties and options, and relinquish camera control
- Point-to-point video control
- Bandwidth management and class of service control

## Citrix Presentation Server

Citrix Presentation Server allows agents to connect to Avaya one-X Agent located on central servers. An agent can connect to Avaya one-X Agent remotely, from home, airport Internet kiosks, softphones, and other devices outside the corporate network. However, it is actually

running on a Citrix Presentation Server hosted in the corporate environment. Citrix Presentation Server supports H.323 softphones for Avaya one-X Agent in the following environments:

- Microsoft Windows Server 2003
- Microsoft Windows Server 2008

 **Note:**

Avaya one-X Agent does not support the My Computer mode or video when in a Citrix environment.

Classic Citrix Presentation Server services are now packaged into Citrix XenAp.

### **Favorites toolbar**

With favorites toolbar, agents can set the toolbar buttons on the Avaya one-X Agent main window. The favorite buttons provide quick access to options including release a call, changing the answer settings to manual or auto, changing the agent status to ready or auxiliary, making a call to the supervisor directly, assigning a work code to the work item, and dialing a last called number. Agents can define the favorites buttons through the Dialpad window.

### **Phone display**

Avaya one-X Agent allows agents to view a 40-character display at the bottom of the Work List window from Communication Manager. Agents can view both call-related and non-call-related information including call-prompting digits, VuStats data, and the local date and time display from ACD.

### **Dynamic Hot-desking**

Dynamic Hot-desking is a Central Management enabled feature. Agents can use any seat at any desk and make or receive calls. The system downloads the user settings at the agent's system and authenticates the agent's login credentials against Central Management. The agent need not know the specific extension or password required for this desk. Therefore, for agents to hot-desk, an administrator must configure the agents settings on Central Management.

### **Contact Supervisor**

Agents can contact supervisors directly, if an administrator has configured the agent with Central Management and supervisors are added to the My Supervisors group. The agent can also contact the supervisor on the corresponding skill directly from the contact list, if an agent has the Supervisor Assist feature and the supervisor skill set is configured on Communication Manager.



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## Configuration features

### Central Management

Following are the salient features of Central Management:

- Provides secure and role-based access.
- Provides centralized control of endpoints.
- Allows creating global settings for all users.
- Allows creating parent and child templates. The administrators can assign these templates to agent groups based on user roles and business area.
- Provides integrated options to control agent from accessing various critical client settings.
- Imports multiple agent profiles, with their customized settings from a setup.
- Supports Active Directory authentication.
- Provides options to store agent-created settings and applies the settings in the subsequent agent login.
- Provides options to store and manage pre-defined location data, and links the desktop client to Communication Manager. Administrators can hot-desk the agents.
- Provides options for administrators to select preferred profile for agents.

### Profiles

Profile is a collection of pre-configured settings and preferences. Agents can select profiles to assign the pre-configured settings to handle calls. Administrators can design profiles for agent groups and deploy the profiles with the installation.

### Importing settings

If Avaya IP Agent or Avaya IP Softphone clients exists on agents' computers, the agents can import the following settings:

- Login credentials
- Contacts
- Work log

### Importing contacts and groups

If a user has contacts or groups saved as a Comma Separated Value (CSV) file in the system, administrator can import the contact or groups to Central Management. The administrator uses the user roles and templates to specify in the CSV file, in addition to any existing roles and templates contacts or the group members.

### Control on agent permissions

Administrators can set attributes to control agent permissions. Most user interface settings have a ReadOnly attribute. If ReadOnly is set to true, agents cannot change the settings for the corresponding field on the Avaya one-X Agent interface. The ReadOnly attribute works


hierarchically, which means the attribute value set for a parent applies to all its child elements. This provides granularity to control agent permissions.

### Feature comparison between Avaya one-X Agent and Avaya IP Agent

The following table shows the feature comparison between Avaya one-X Agent and Avaya IP Agent:

Feature	Avaya one-X Agent	Avaya IP Agent	Remarks
New Avaya Work Item normalizing UI paradigm	Yes	No	Users need not have detailed knowledge of Communication Manager-specific ACD and telephone button operation, especially to Agent States. The system uses the UI paradigm across the Contact Center line of routing servers - Communication Manager, Interaction Center, and Proactive Contact.
Only context appropriate actions are available	Yes	No	Actions appropriate for the application are addressed.
Eliminates the legacy Windows Registry as the source of configuration parameters	Yes	No	The system uses the Windows registry to stores the configuration in the XML files in the user's Application Data folder.
Co-resides with other Avaya Soft Phones	Yes	No	Agents can install Avaya IP Agent or IP Softphone and Avaya one-X Agent on the same computer. Agents can also install Avaya one-X Agent and Avaya one-X Communicator (both without Video) on the same computer, but cannot use both the applications at the same time.
MSI Installation	No	Yes	Avaya IP Agent includes MSI compliant Silent Install and support for command line parameterization and execution.
Configuration Utility	Yes	Yes	Since configuration is stored as XML, agents need not have the export utility.
Launch Tool Bar	Yes	Yes, maximum of 20 on Fixed Windows Toolbar	Avaya one-X Agent has single click drop-down menu selection for an unlimited number of external application accesses.
Secure Desktop	Yes	Yes	

Feature	Avaya one-X Agent	Avaya IP Agent	Remarks
Infrastructure support for Location Data	Yes	No	
Encrypted Signaling Link	Yes	Yes	Communication Manager Release 2.x and higher.
Encrypted Voice in My Computer	Yes	No	Communication Manager Release 3.x and higher.
Communication Manager Enhanced Dial Plan	Yes	Yes	
Crash Dump Tool	No	Yes	
60 Agent Greetings per Agent	Yes	Yes	No limit set for Agent Greetings in Avaya one-X Agent.
High Definition Audio	Yes	Yes	
Bluetooth Headsets	Yes	Yes	This support is available only for media. There is no support for Blue Button control.
Web Dialer Enhancements	Yes	Yes	Configurable highlight string.
Compatibility with Communication Manager No-Hold conference and transfer	Yes	Yes	User of Avaya one-X Agent need not have knowledge of Communication Manager button sequences.
Instant Messaging	Yes	Yes	Avaya IP Agent only integrates Avaya SES IM, without agent controls.
Screen Pops	Yes	Yes	Avaya one-X Agent does not support DDE screen pops.
Advanced Segmentation Client	Yes	Yes	This allows 32 characters of UUI information as a parameter to Fire URL Screen Pop.

Feature	Avaya one-X Agent	Avaya IP Agent	Remarks
Shared Control with CallMaster IV and V	No	Yes	
Automatic RTP Codec Negotiation	Yes	No	
Configurable Event and Error Logging	Yes	No	Avaya one-X Agent has four levels of logging. Avaya IP Agent is All-Off or All-on.
Improved LDAP protocol support for Public Directory Searches	Yes	No	Avaya IP agent supports Dial Plan. However, Avaya one-X Agent has more dial plans than IP Agent .
Connectivity	My Computer, Desk Phone, Other Phone	Road Warrior, Shared Control of Avaya Telephone through the Server, Telecommuter	Agents can add any number of tele-commute numbers.   <b>Note:</b> The connection modes are same with different names.
Callmaster VI Endpoint	No	Yes	
Shared Control through Avaya Proprietary Telephone	No	Yes	The shared control function is limited to older versions of the Avaya IP phones.
Virtualization Support	Yes	No	The Avaya one-X Agent application is supported on any host Operating System, whether the host is virtual or physical. The Desk Phone mode and Other Phone mode are supported universally. My Computer is supported only when the endpoint sound system/device is local to application execution hardware.
Avaya Video Telephony Services-H.323	Yes	No	Communication Manager 4.x and higher required with separate video licenses and Web camera.
Alternate/Mini User Interface	No	Yes	

Feature	Avaya one-X Agent	Avaya IP Agent	Remarks
Phone Directory	Yes	Yes	The phone directory includes dialing from a directory.
Bridge Appearances support	No	Yes	

## Avaya one-X Agent configurations and corresponding features


Avaya one-X Agent is available with the following configurations:

Config. Type	Configuration options
1.	Telephony only (without Central Management or IM and Presence)
2.	Telephony with Central Management (without IM and Presence)
3.	Telephony with IM/Presence (without Central Management)
4.	Telephony with Central Management and IM and Presence

### Corresponding features

The features available for each of the combinations are shown in the following table.

Features	Configuration type 1	Configuration type 2	Configuration type 3	Configuration type 4
Administrators can configure agent profiles from a central location.	No	Yes	No	Yes
Agents can use Instant Messaging to communicate with other agents.	No	No	Yes	Yes
Agents can use Instant Messaging to communicate with outside clients.	No	No	Yes	Yes
Users can publish their presence status and subscribe to presence status of other users in the network.	No	No	Yes	Yes
Supervisors can monitor agents in their group and can control their privileges.	No	Yes	No	Yes

Features	Configura tion type 1	Configur ation type 2	Configurat ion type 3	Configur ation type 4
Agents can use soft TTY to interact with clients having vocal and hearing impairments.	Yes	Yes	Yes	Yes
Agents can play a video file over established video call.	Yes	Yes	Yes	Yes
Agents can share media files.	Yes	Yes	Yes	Yes
Administrators can use an external API to make and control calls.	Yes	Yes	Yes	Yes
Agents can use an external API to receive notifications from Avaya one-X Agent.	Yes	Yes	Yes	Yes
Agents can log on from any desk (hot-desking).	No	Yes	No	Yes
Agents can use Single Sign-on (SSO) and get authentication for all available features.   <b>Note:</b> SSO works only with Central Management.	No	Yes	No	Yes

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## Security and management features

Avaya one-X Agent provides agents with secure implementation. The system stores passwords in an encrypted format.

### Silent installation

With the silent installation mode, users can use the standard install package through command line interface (CLI) without the need of a graphical user interface. The system controls the installation options through parameters on a command line.

### Secure connections through firewall

Avaya one-X Agent supports connections through a third-party, external, and VOIP-aware firewall.

### User authentication through the enterprise directory

Avaya one-X Agent integrates with the existing enterprise directory. The Avaya one-X Agent application uses the Active Directory or LDAP user records for authentication and authorization.

## Denial of Service protection

Avaya one-X Agent is protected against Denial of Service attacks.

## Support for server load balancing across gatekeepers

Administrators can distribute the registration and usage of Communication Manager across multiple C-LAN circuit packs within a network region, therefore increasing the performance and reliability for all IP endpoints.

## Secure operation

Use the Microsoft Windows Desktop applications with the most restrictive user privileges. In particular, the Avaya one-X Agent application must be used with unrestricted administrator privileges. In day-to-day operation, Avaya one-X Agent must have write access to the current user documents folder. The user documents folder is `\Documents and Settings\\Application Data\Avaya\Avaya one-X Agent\`. The user can only modify the Current User registry hive.

### Note:

Agents or other persons using extensions in remote locations must not use the Avaya one-X agent feature for emergencies because IP endpoints do not dial or connect with local emergency services when dialing from remote locations.

### Caution:

Avaya is not responsible or liable for any damages resulting from misplaced emergency calls made from an Avaya endpoint. By using this product, it indicates that you have read this advisory and agree to use an alternative telephone to dial all emergency calls from remote locations.

### Related topics:

[Additional security information](#) on page 23

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## Additional security information

For information on additional security for all Avaya products, including Avaya one-X Agent and the Avaya components that integrate with it, refer the application or technical note.

You can find information about the following:

- Avaya Product Security Vulnerability Response Policy
- Avaya Security Vulnerability Classification
- Security advisories for Avaya products
- Software patches for security issues
- Reporting a security vulnerability
- Automatic e-mail notifications of security advisories

For additional information about security practices, refer to [http://www.nsa.gov/ia/guidance/security\\_configuration\\_guides/index.shtml](http://www.nsa.gov/ia/guidance/security_configuration_guides/index.shtml).





# Chapter 3: Licensing

Avaya controls the use of Avaya one-X Agent and the optional Avaya Video Telephony Solution through licenses. Avaya one-X Agent is available with license types to match the customer contact interaction management requirements.

With the Agent license type, agents can use all the capabilities, including video and other connection modes, namely, My Computer and Other Phone with other deployment options including application virtualization. With the Supervisor license type, supervisors can monitor quality and perform contact center management. If a user does not intend to sign in to the ACD as an agent, but wants to use the features of Avaya one-X Agent, the user can use a Non-Agent license type.

## Avaya one-X Agent features by license type

Feature	Agent	Supervisor	Non-Agent
Desk Phone	✓	✓	✓
My Computer	✓	✓	✓
Other Phone	✓	✓	✓
Screen Pop	✓	✓	✓
Agent Greetings	✓	✓	
Click-to-dial	✓	✓	✓
Outlook Integration	✓	✓	✓
Internet Explorer and Mozilla Firefox Integration	✓	✓	✓
Virtualization	✓	✓	✓
Avaya Video Telephony Solution Integration (Requires a video license)	✓	✓	✓

Follow-up Work	✓	✓	
Caller Data	✓	✓	✓
VuStats	✓	✓	
Hot Desking	✓	✓	✓
LDAP Integration	✓	✓	✓
Drag-and-Drop Transfer	✓	✓	✓
Drag-and-Drop Conferencing	✓	✓	✓
Work Log	✓	✓	✓
Contact List	✓	✓	✓
Launch Application	✓	✓	✓
Observe agent		✓	
Quick Alert		✓	
Coach		✓	
Barge In or Listen In		✓	
Service Observe		✓	

# Chapter 4: Documentation and Training

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## Product documentation

The following are the documents available for Avaya one-X Agent:

- *Avaya one-X<sup>®</sup> Agent Overview (this guide)*
- *Installing and Configuring Avaya one-X<sup>®</sup> Agent*
- *Administering Communication Manager for Avaya one-X<sup>®</sup> Agent*
- *Using Avaya one-X<sup>®</sup> Agent*
- *Avaya one-X<sup>®</sup> Agent Quick Reference Card*
- *Maintaining and Troubleshooting Avaya one-X<sup>®</sup> Agent*
- *Installing Server Applications for Avaya one-X<sup>®</sup> Agent*
- *Administering Avaya one-X Agent<sup>®</sup> with Central Management*
- *Avaya one-X<sup>®</sup> Agent 2.5 API Documentation*
- *Avaya one-X<sup>®</sup> Agent Documentation Library*
- *Migrating Server Applications from Avaya one-X<sup>®</sup> Agent 2.0 to 2.5*

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## Training

The following table lists all courses available for Avaya one-X Agent:

Course Title	Course Code	Course Media
<b>Avaya One-X Agent 2.5</b>	2C00015O	Knowledge Session
<b>Avaya one-X Agent Implementation and Maintenance</b>	ATA01690VEN	Virtual Instructor Led Training (vILT)
<b>Using Avaya one-X Agent 2.5</b>		Flash tutorials integrated with online help system



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