

#### Avaya Solution & Interoperability Test Lab

# 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**

**Clifford Lane** 

# **Rsi Cms Shadow Manual:**

**Database** ,2002 **POMS, Program Operations Manual System** United States. Social Security Administration. Office of Operational Policy and Procedures,1989

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