AVAYA AURA® 7 VIRTUALIZATION
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#AvayaATF
VIRTUALIZING REAL TIME COLLABORATION

Virtualization in Avaya Aura® 7.0

Appliance Virtualization Platform

Virtualized Environment Updates in Avaya Aura® 7.0
AVAYA AURA® 7.0 VIRTUALIZATION

**6.X**

- **System Platform**
  - Avaya Supplied Server
  - Avaya System Platform
  - Fixed Templates

- **Virtualized Environment**
  - Customer Supplied VMware and Servers

- **Collaboration Pod**
  - Avaya Supplied VMware Servers, networking, storage pre-installed applications

**7.0**

- **Virtual Appliance**
  - Avaya Supplied Server
  - Appliance Virtualization Platform
  - Flexible Application Choices

- **Virtualized Environment**
  - Customer Supplied VMware and Servers

- **Collaboration Pod**
  - Avaya Supplied VMware Servers, networking, storage pre-installed applications
<table>
<thead>
<tr>
<th>Offer Element</th>
<th>Virtual Appliance</th>
<th>Virtualized Environment</th>
<th>Collaboration Pod</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server Provided By:</td>
<td>Avaya</td>
<td>Customer</td>
<td>Avaya</td>
</tr>
<tr>
<td>Hypervisor</td>
<td>Avaya Provided Appliance Virtualization Platform (AVP)</td>
<td>Customer Provided VMware</td>
<td>Avaya provided VMware-based hypervisor</td>
</tr>
<tr>
<td>VMware Licenses</td>
<td>Included in Virtual Appliance offer from Avaya</td>
<td>Customer Provided</td>
<td>Included in offer from Avaya</td>
</tr>
<tr>
<td>Server and Virtualization Management</td>
<td>Solution Deployment Manager (System Manager)</td>
<td>VMware vCenter and Solution Deployment Manager</td>
<td>Pod Orchestration Suite, vCenter and System Manager</td>
</tr>
<tr>
<td>VMware Training required</td>
<td>none</td>
<td>VMware Certification</td>
<td>Recommended but not mandatory</td>
</tr>
</tbody>
</table>
Benefit: Flexible virtualization allowing fit for purpose configurations and smaller footprint

- **Data Center**: Single application per server for maximum scale. Example:
  - Communication Manager
  - Session Manager
  - System Manager
  - Application Enablement Services

- **Regional Office**: Multiple applications on multiple servers to balance scale with hardware footprint. Example:
  - Communication Manager
  - Session Manager
  - System Manager
  - Application Enablement Services

- **Branch Office**: Multiple applications on a single server to minimize hardware footprint. Example:
  - Communication Manager (LSP)
  - Branch Session Manager (BSM)
  - Utility Services
  - Media Server
  - Application Enablement Services
APPLIANCE VIRTUALIZATION PLATFORM (AVP)

OVERVIEW

- Extends VMware to Avaya’s appliance model
- With Avaya Aura 7.0 all existing System Platform offers, plus Session Manager will move to AVP
- VMware Knowledge / Training NOT required
  - Based on a customized OEM version of VMware (ESXi 5.5)
  - AVP management will be via System Manager (vCenter is not needed nor supported with AVP)
- NEW: SYSTEM MANAGER IS REQUIRED FOR AVAYA AURA 7.0

System Platform templates replaced with customer selected applications

- Customers are free to run any combination of supported applications on Avaya servers provided the server has sufficient resources
- Sales tools and installation tools will be able to size solutions to server hardware

Supported Hardware

- Avaya Common Server Releases 1 and 2 (Including migration path for Midsized Enterprise)
- S8300D and S8300E
AVP Setup details

- **AVP 7.0 - ESXi 5.5 update 2** (update 3 in AA 7.0.1, ESXi 6.0 in AA 7.2)
- Local server disk used for storage, no network storage
- Avaya management application control only, vCenter is not used
- Low cost VMware licence enabling basic virtualization features only (no vMotion)
- High Availability provided at the application level
  - VMware HA (minutes to failover) and VMware Multicore Fault Tolerance (MCFT, near instant failover) planned for Avaya Aura® AVP 7.2
SOLUTION DEPLOYMENT MANAGER AND AVP

- Solution Deployment Manager (SDM)
  - The new Solution Deployment Manager (SDM) is a service that is provided by System Manager.
  - It enables customers to reduce TCO with a single, centralized management tool to deploy Avaya Aura® applications, and deliver feature/service packs. It also provides a simpler way to keep the Avaya Aura® solution current.
  - SDM is a centralized management tool that is used for both AVP and Virtualized Environment (VE)
  - Solution Deployment Manager (SDM) replaces AVAM (Avaya Virtual Application Manager) and supports:
    - Deployment of Avaya Aura® 7.0 OVAs
    - Migrating Applications to VE: SDM provides a simplified process for migrating System Platform based CM, BSM and SM applications to VMware in the VE offer
    - Applying Updates: Service Packs, Feature Packs and Patches to Avaya Aura® Applications and the Appliance Virtualization Platform.
      - Communication Manager and Adjuncts (Media Modules, TN Boards and Media Gateways)
      - Session Manager
      - Branch Session Manager
      - Utility Services
      - Appliance Virtualization Platform (AVP)
System Platform is being replaced by the Appliance Virtualization Platform (AVP) in Avaya Aura® 7.0

### In Avaya Aura® 6.x with System Platform vs In Avaya Aura® 7 with AVP and SDM

<table>
<thead>
<tr>
<th>In Avaya Aura® 6.x with System Platform</th>
<th>In Avaya Aura® 7 with AVP and SDM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xen Hypervisor for virtualization</td>
<td>The hypervisor will be AVP – based on VMware</td>
</tr>
<tr>
<td>Common Services (CDOM)</td>
<td>Most functionality will be provided by Solution Deployment Manager (SDM) (which is a component of System Manager) or other System Manager provided Functionality.</td>
</tr>
</tbody>
</table>

*Note that System Manager (SMGR) must be installed somewhere in the customer solution in order to manage the Release 7.0 Applications.*
## AVAYA AURA 7.0: CONTINUING TO BUILD IN ENTERPRISE REDUNDANCY AND RELIABILITY

### Avaya Aura® 6.2 Feature Pack 4

### Avaya Aura® 7.0

<table>
<thead>
<tr>
<th>Component</th>
<th>Avaya Aura® 6.2 Feature Pack 4</th>
<th>Avaya Aura® 7.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMUNICATION MANAGER</td>
<td>Software Duplication for Local transparent instantaneous failover</td>
<td>Survivable Core for Geo Redundancy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Geo Redundant Active-Active clustering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N+M routing</td>
</tr>
<tr>
<td>SESSION MANAGER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SYSTEM MANAGER</td>
<td>System Manager High Availability (based on System Platform FRHA)</td>
<td>SMGR HA Not supported in 7.0 (VMware HA Avaya Aura® 7.2)</td>
</tr>
<tr>
<td></td>
<td>• System Manager Geo Redundancy</td>
<td>• System Manager Geo Redundancy IS supported</td>
</tr>
<tr>
<td>PRESENCE</td>
<td>• N+1 Active Standby</td>
<td>• N+1 Active/Active High Availability.</td>
</tr>
<tr>
<td>AES</td>
<td>• AES HA (based on System Platform FRHA)</td>
<td>• Equivalent functionality available from AES Geographic Redundancy</td>
</tr>
<tr>
<td></td>
<td>• AES MPHA (based on System Platform)</td>
<td>• AES MPHA not supported in 7.0 (MCFT HA Avaya Aura® 7.2)</td>
</tr>
<tr>
<td></td>
<td>• AES Geographic Redundancy</td>
<td>• AES Geographic Redundancy</td>
</tr>
<tr>
<td>MIDSIZE ENTERPRISE</td>
<td>• Platform Level HA supported (System Platform FRHA)</td>
<td>• FRHA not supported in 7.0 (VMware HA Avaya Aura® 7.2)</td>
</tr>
<tr>
<td></td>
<td>• Application level availability features are NOT supported</td>
<td>+ Application level availability features will be supported (similar to VE configuration)</td>
</tr>
</tbody>
</table>
AVP AND UTILITY SERVICES

- Utility Services will be provisioned with every Virtual Appliance, and should be deployed first right after AVP installation.
- In Avaya Aura® 7.0 the services port connection that was previously run via dom0 on System Platform will be provided by Utility Services.
- The services port in Utility Services will:
  - Allow connection of a PC directly to Ethernet 1 on an appliance server and allow that laptop to connect to any of the applications management interfaces that reside on that AVP host.
  - Support ASG logins and the loading of a customer ASG file onto the system.
  - Incorporate the Serviceability Agent from SMGR for alarming and log collection.
  - Provide server hardware alarming, and additional security for AVP host access.
  - The management IP addresses of the VMs on the host will be obtainable from the services port.
UTILITY SERVICES MODES OF OPERATION

- It is possible to select several modes of operation for Utility Services at the time of deployment:
  - Selection will be made at deployment time and cannot be altered later. Changing the mode would require Services Port VM to be deleted and redeployed.
- Utility Services modes:
  - Full Functionality (Utility Services and Services Port)
  - Utility Services only
  - Services Port only
NEW VIRTUAL APPLIANCE ORDER OPTIONS FOR AVAYA COMMON SERVERS

- SMALL
- MEDIUM
- LARGE
- SPECIAL LARGE for High Capacity Duplex for CM

Customer selects:
- Required Applications
- Capacity Requirements

ASD will determine how many servers/server size that are required to support these applications for the specified number of users, devices, etc.
The Avaya Aura® platform applications each provide several resource profiles, that allow for reduced server resources in lower scale deployments for VE or AVP.

Benefits
- Reduces server resource needs for many deployments
The maximum number of users/devices etc. that can be supported is determined by the Resource Profile that is selected for that application.

Each application has a number of resource footprints that support different capabilities.

<table>
<thead>
<tr>
<th>Resource Profile</th>
<th>Profile characteristics</th>
<th>Server Resources Required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Maximum Number of Users</td>
<td>vCPU</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager CM Simplex1 Max users 2400</td>
<td>2,400</td>
<td>Simplex</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager CM Simplex2 Max users 36000</td>
<td>36,000</td>
<td>Simplex</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager CM Duplex Max users 30000</td>
<td>30,000</td>
<td>Duplex</td>
</tr>
<tr>
<td>Avaya Aura® Communication Manager CM High Duplex Max users 36000</td>
<td>36,000</td>
<td>Duplex</td>
</tr>
</tbody>
</table>

1 Upgrade Hard disk: This value is only used for deployments with Appliance Virtualization Platform (AVP). The upgrade hard disk size is the hard disk space this application needs to be able to upgrade. The server should have hard disk free equal to the largest required upgrade space of any of the applications. Example if CM requires 16 GB to upgrade and AES requires 50GB, 50 GB free hard disk space would be required on the system after the applications are installed.
OVA FILES AND RESOURCE FOOTPRINTS

The software for each application is delivered as one or more pre-packaged Open Virtualization Appliance (OVA) files that are posted on the Avaya Product Licensing and Download System (PLDS).

Each OVA contains the following components:
• The application software and operating system
• Preinstalled VMware tools
• Preset configuration details for:
  • RAM and CPU values and reservations for one or more supported deployment sizes
  • Storage requirements
  • Network Interface Card (NIC)

*The resource profiles are defined in the OVF file which is part of the OVA – and can be selected when deploying the application.*
### AVP SERVER CONSTRUCTS - COMMON SERVER 2 & 3

#### CSR2 servers

<table>
<thead>
<tr>
<th>Server Name</th>
<th>CPU</th>
<th>VCPU</th>
<th>CPU Reservation</th>
<th>Memory(GB)</th>
<th>Hard disk(GB)</th>
<th>Clock speed (MHz)</th>
<th>NICs</th>
<th>Size value</th>
<th>CSR Version</th>
<th>Material code</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSR2 Small</td>
<td>6</td>
<td>12</td>
<td>13800</td>
<td>16</td>
<td>278</td>
<td>2300</td>
<td>6</td>
<td>10</td>
<td>2</td>
<td>HP 380764 G8</td>
</tr>
<tr>
<td>CSR2 Medium</td>
<td>12</td>
<td>24</td>
<td>27600</td>
<td>32</td>
<td>558</td>
<td>2300</td>
<td>6</td>
<td>13</td>
<td>2</td>
<td>HP 380763 G8</td>
</tr>
<tr>
<td>CSR2 Large</td>
<td>12</td>
<td>24</td>
<td>34800</td>
<td>64</td>
<td>838</td>
<td>2900</td>
<td>8</td>
<td>25</td>
<td>2</td>
<td>HP 380762 G8</td>
</tr>
<tr>
<td>CSR2 CM High Duplex</td>
<td>6</td>
<td>12</td>
<td>17400</td>
<td>16</td>
<td>270</td>
<td>2900</td>
<td>6</td>
<td>12</td>
<td>2</td>
<td>HP 380765 G8</td>
</tr>
</tbody>
</table>

#### CSR3 servers DRAFT ONLY

<table>
<thead>
<tr>
<th>Server Name</th>
<th>CPU</th>
<th>VCPU</th>
<th>CPU Reservation</th>
<th>Memory(GB)</th>
<th>Hard disk(GB)</th>
<th>Clock speed (MHz)</th>
<th>NICs</th>
<th>Size Value</th>
<th>CSR Version</th>
<th>Material code</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSR3 ELP#1 Small</td>
<td>6</td>
<td>12</td>
<td>14400</td>
<td>16</td>
<td>270</td>
<td>2400</td>
<td>6</td>
<td>10</td>
<td>3</td>
<td>700510964</td>
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<tr>
<td>CSR3 ELP#2 Small</td>
<td>6</td>
<td>12</td>
<td>14400</td>
<td>32</td>
<td>270</td>
<td>2400</td>
<td>6</td>
<td>10</td>
<td>3</td>
<td>700510966</td>
</tr>
<tr>
<td>CSR3 CM High Duplex</td>
<td>8</td>
<td>16</td>
<td>20800</td>
<td>16</td>
<td>270</td>
<td>2600</td>
<td>6</td>
<td>12</td>
<td>3</td>
<td>700510971</td>
</tr>
<tr>
<td>CSR3 MLP_DC Medium</td>
<td>12</td>
<td>24</td>
<td>28800</td>
<td>32</td>
<td>550</td>
<td>2400</td>
<td>6</td>
<td>13</td>
<td>3</td>
<td>700510969</td>
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<td>CSR3 HLP Large</td>
<td>16</td>
<td>32</td>
<td>41600</td>
<td>48</td>
<td>550</td>
<td>2600</td>
<td>6</td>
<td>25</td>
<td>3</td>
<td>700510971</td>
</tr>
</tbody>
</table>
NEW VIRTUAL APPLIANCE ORDER EXAMPLE: COMMON SERVERS

- This is a new order example, where the customer would like to order CM, SM, SMGR and PS on a Virtual Appliance on Release 7.0.

- Customers will select the applications that they want to order, and ASD will determine how many servers/server size that are required to support these applications for the specified number of users, devices, etc.

Server Options for New Orders

<table>
<thead>
<tr>
<th>Material Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>380762</td>
<td>DL360PG8 SRVR LARGE AVP</td>
</tr>
<tr>
<td>380763</td>
<td>DL360PG8 SRVR MEDIUM AVP</td>
</tr>
<tr>
<td>380764</td>
<td>DL360PG8 SRVR SMALL AVP</td>
</tr>
<tr>
<td>380765</td>
<td>DL360PG8 SERVER CM HIGH DUPLX AVP</td>
</tr>
</tbody>
</table>

Note: if a user selects CM Hi Duplex in a Avaya Provided Server – Shared deployment, the DL360PG8 SRVR LARGE AVP server will be provisioned, since it has more resource capacity for shared mode. If a user selects CM Hi Duplex in a Avaya Provided Server – Standalone Mode, the DL360PG8 SERVER CM HIGH DUPLX AVP will be provisioned, since it is tailored for this deployment type.
NEW VIRTUAL APPLIANCE ORDER EXAMPLE

Identify Customer Requested Applications and Specifications

- Avaya Aura® Communication Manager - Large Simplex Main/Survivable for 3000 users
- Avaya Aura® System Manager for 3000 Users
- Avaya Aura® Session Manager 4500 Devices
- Avaya Aura® Presence Services for 3000 Users

Specify Deployment Type, Location and other requirements in ASD

Provision Utility Services, SAL as per Customer Input

ASD Algorithm “looks up” the resource requirements for the specifications and application list to determine the server requirements

- Server 1: CSR2 Medium
  - US
  - CM
  - SM
  - SMGR
  - SAL

- Server 2: CSR2 Large
  - US
  - PS on EDP

ASD will provision the required servers, Appliance Virtualization Platform (AVP) software, AVP Server enablement, and OVAs

Note: The server selection is based on the following criteria:
- the smallest server that can accommodate the applications with the specified resource profile
- If they cannot all fit on a single server, then the smallest number of servers
- If multiple servers are required, then the lowest cost mix of servers is chosen
When new servers are provisioned in ASD, the ASD Config Report shows the applications and Resource Profiles that are provisioned for each server.

**Location 1, Physical Location 1**

**Avaya Virtual Appliance:**

**Application List:**
- Avaya Aura® Utility Services Default Resources - Full functionality
- Avaya Aura® Communication Manager CM Simplex2 Max users 36000
- Avaya Aura® Session Manager SM 7.0 Profile 2 Max Devices 4,500
- Avaya Secure Access Link - SAL
- Avaya Aura® System Manager SMGR Profile 1 Max User 35K
- Avaya Aura® Presence Services EDP 3.1 Profile 4, 8/16

**Server List:**

- **CSR2 Medium**

  Applications to be installed on this server:
  
  - Avaya Virtualization Platform – Installation via CD directly onto server
  - Avaya Aura® Utility Services – Default – Full Functionality (1vCPU, 1 GB memory)
  - Avaya Aura® Communication Manager - CM Simplex2 Max users 36000 (2 vCPU, 4.5 GB memory)
  - Avaya Aura® Session Manager - SM 7.0 Profile 2 Max Devices 4,500 (5 vCPU, 5 GB memory)
  - Avaya Secure Access Link – SAL (1 vCPU, 1 GB memory)
  - Avaya Aura® System Manager - SMGR Profile 1 Max User 35K (4 vCPU, 9 GB memory)

- **CSR2 Large**

  Applications to be installed on this server:
  
  - Avaya Virtualization Platform – Installation via CD directly onto server
  - Avaya Aura® Utility Services – Default Resources – Services Port only (1 vCPU, 1 GB memory)
  - Avaya Aura® Presence Services EDP 3.1 Profile 4, 8/16 (8 vCPU, 16 GB memory)

**Installation notes**

Install AVP via AVP installation CD first, then deploy Utility Services, then deploy the rest of the applications to the server. Installation of OVAs is via Solution Deployment Manager Windows client or as part of System Manager. Please consult installation documentation for further details.
The S8300D and S8300E servers will be supported with Avaya Aura® 7.0.

Although the Embedded Servers are virtualized with Appliance Virtualization Platform (AVP) in Avaya Aura® 7.0, because of the limited resources available on this server, flexible virtualization is not permitted.

Instead, these servers support the following fixed deployment options:

- **Embedded Main**
  - Utility Services (US), Communication Manager (CM), Communication Manager Messaging (CMM)\(^1\), and SAL\(^2\)

- **Embedded Survivable Remote**
  - Utility Services (US), Branch Session Manager (BSM)\(^1\), Communication Manager (CM) and SAL\(^2\)

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1 Resource requirements of Release 7.0 mean that the S8300D does not have sufficient resources to run the applications and SAL. If required, SAL should be moved to a separate server.

2 CMM and BSM are optional and included only if user selects them in ASD.
The S8300E Embedded Server supports the following deployment options:

- **Embedded Main**
  - Utility Services (US)
  - Communication Manager (CM)
  - Communication Manager Messaging (CMM)
  - SAL

- **Embedded Survivable Remote**
  - Utility Services (US)
  - Communication Manager (CM)
  - Communication Manager Messaging (CMM)
  - SAL

The S8300D supports the following deployment options:

- **Embedded Main**
  - Utility Services (US)
  - Communication Manager (CM)
  - Communication Manager Messaging (CMM)

- **Embedded Survivable Remote**
  - Utility Services (US)
  - Communication Manager (CM)
  - Branch Session Manager (BSM)

- **Appliance Virtualization Platform**

The Embedded Main includes Utility Services (US), Communication Manager (CM), Communication Manager Messaging (CMM), and SAL (Note: CMM is optional and included only if user selects it in ASD)

- The Embedded Survivable Remote includes Utility Services (US), Branch Session Manager (BSM), Communication Manager Messaging (CMM), and SAL

- Supports the same deployment options as the S8300E with the following exception: Resource requirements of Release 7.0 mean that the S8300D does not have sufficient resources to run the applications and SAL. If required, SAL if used should be moved to a separate server.
AVP SUPPORTED APPLICATIONS

- Session Manager (SM) 7.0
- Branch Session Manager (BSM) 7.0
- System Manager (SMGR) 7.0
- Application Enablement Service (AES) 7.0
- Utility Services (US) 7.0
- Communications Manager (CM) 7.0
- CM Messaging (CMM) 7.0
- Engagement Development Platform (EDP) (Only when deploying Presence) 3.1
- Avaya Aura® Media Server (AAMS) 7.7
- WebLM 7.0
- SAL 2.5
VIRTUALIZED ENVIRONMENT UPDATES IN AVAYA AURA® 7.0

- Solution Deployment Manager (SDM)
  - SDM is a centralized management tool that is used for both appliance model (AVP) and Virtualized Environment (VE)
  - Solution Deployment Manager (SDM) replaces AVAM and supports:
    - Deployment of Avaya Aura® 7.0 OVAs
    - Migrating Applications to VE: SDM provides a simplified process for migrating System Platform based CM, BSM and SM applications to VMware in the VE offer
    - Applying Updates: Service Packs, Feature Packs and Patches to Avaya Aura® Applications and the Appliance Virtualization Platform.
      - Communication Manager and Adjuncts (Media Modules, TN Boards and Media Gateways
      - Session Manager
      - Branch Session Manager
      - Utility Server
      - Avaya Virtual Platform (AVP)
SDM can deploy Avaya Aura® 7.0 Application OVAs to both Avaya Aura® Virtualized Environments and Avaya Provided Appliance environments (with AVP):

- Session Manager (SM) 7.0
- Branch Session Manager (BSM) 7.0
- System Manager (SMGR) 7.0
- Application Enablement Service (AES) 7.0
- Utility Services (US) 7.0
- Communications Manager (CM) 7.0
- CM Messaging (CMM) 7.0
- Engagement Development Platform (EDP) (including Presence) 3.1
- Avaya Aura® Media Server (AAMS) 7.7
- WebLM 7.0
- SAL 2.5
VIRTUALIZED ENVIRONMENT UPDATES IN AVAYA AURA® 7.0

- **New Applications Supported:**
  - The Branch Session Manager (BSM) is now supported in AAVE

- **Flexible Footprint**
  - Additional Resource Profiles added for several applications to provide better granularity
    - Communication Manager
    - Session Manager
    - Branch Session Manager
    - System Manager
  - CPU reservations reduced in the CM resource profiles

- **Presence Services now delivered as a snap-in on Engagement Development Platform**

- **Avaya Aura® Media Services OVA now supported with Communication Manager**
Avaya Virtualized

Avaya Team Engagement

- Communication Manager
- Session Manager
- Presence Services
- System Manager
- Utility Server
- Secure Access Link
- WebLM
- Application Enablement Server
- Engagement Development Platform

Avaya Aura Conferencing
- IP Office 9.0

Avaya Aura Messaging
- Avaya Virtual Application Manager

Avaya Aura CMM
- Avaya ACE

Identity Engine

Avaya Session Border Controller for Enterprise
- WLAN Orchestration
- IP Flow

Media Server
- Diagnostic Server

Avaya Customer Engagement

- Call Center Elite
- Call Center Elite Multichannel
- Call Center Elite Experience Portal
- Call Center Elite CMS

Control Manager
- Avaya Aura Contact Center

Workforce Optimization
- Workforce Optimization
Avaya collaboration solutions combine the best of virtualization with the real time requirements of UC.

Virtualized infrastructure is driving next generation of collaboration solutions.

Avaya Aura UC applications as virtual appliances on VMware.

Flexible deployment options.

Avaya Aura® Virtualization.
# Visit Our Smart City

## Expo Hours

<table>
<thead>
<tr>
<th>Monday, April 4</th>
<th>Tuesday, April 5</th>
<th>Wednesday, April 6</th>
<th>Thursday, April 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30pm</td>
<td>7:00am</td>
<td>7:00am</td>
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<td></td>
<td>6:00pm</td>
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<td>(Expo closes after breakfast)</td>
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</tbody>
</table>
Complete your survey at the end of the session in the Mobile App