



Avaya Aura® Application Enablement Services

Employees need tools to take an active role in creating value, delighting customers and engaging colleagues using flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya has developed the Avaya Aura Platform – a set of seamless components that come together to provide comprehensive team and customer engagement solutions that deliver a meaningful impact to your business.

Avaya Aura Application Enablement Services extends the value of the Avaya Aura Platform by providing application programming interfaces (APIs) that leverage the powerful call processing, media, and administrative features available in Avaya Aura Communication Manager. This makes full-functionality customization capabilities accessible to corporate application developers, third party independent software vendors (ISVs), authorized business partners, and systems integrators.

Avaya Aura Application Enablement Services provides an enhanced set of telephony application programming interfaces (APIs), protocols, Web Services, and direct IP access to media that expose Avaya Aura Communication Manager features. It supports standards such as Computer Supported Telecommunications Applications (CSTA), Java Telephony API (JTAPI), Telephony Server API (TSAPI) and Device and Media control API's (DMCC) to allow Avaya customers to compose their Avaya Aura Platform to their specific needs. All of these services are integrated into a single, scalable, software application with management, redundancy and fail-over capabilities that support mission-critical business needs

Using Avaya Aura Application Enablement Services, software developers can write client applications in the programming language or protocol of their choice — enabling customers, ISVs, Business Partners, and DevConnect partners to integrate with the Avaya Aura infrastructure with hundreds of communications and business applications.



Extending Avaya Aura application development and customization capabilities to corporate application developers, third party independent software vendors, authorized business partners, and systems integrators.

Avaya Aura Application Enablement Services provides a server-based software solution that enables 3rd party applications from IBM, Microsoft and other vendors to leverage the capabilities of Avaya Aura Communication Manager software. By integrating with the Avaya Aura Application Enablement Services platform in the customer's enterprise network, end users can access the set of "click to communicate" features provided by Avaya with seamless integration into their chosen desktop environment. AES also serves cloud based customers as part of our OneCloud Platform.

Avaya Aura Application Enablement Services also integrates Avaya Aura Communication Manager with Avaya's contact center products including Avaya Contact Center Elite, Avaya Aura Contact Center, Avaya Interaction Center, Avaya Proactive Contact, Workspaces (for Elite Oceana, OneCloud Private) and Avaya Voice Portal, to deliver best in class contact center solutions. Using Avaya Aura Application Enablement Services, software developers can deliver added value by developing their own complementary contact center applications. AES is taking further steps to offer communication APIs as "REST APIs" such that new applications can leverage on REST APIs' for cloud and internet use cases.

Key Customer Benefits

- Improve worker efficiency and productivity by eliminating manual dialing and driving all communication operations to a single desktop interface.
- Enable business for cloud application integration to meet customer/business specific use cases.
- More efficiently develop and integrate applications for business solutions by leveraging Web Services interfaces.
- Favorably impact Total Cost of Ownership with the latest IP-based call recording solutions.
- Customers can Benefit using CTI Package (add-on) with CC Basic Voice bundle.
- Enterprises can create their own applications using Software Development Kits (SDKs), training, tools, documentation, and developer support from Avaya.

Feature Summary

Redundancy: Application Enablement Services supports a Geographic Redundant High Availability option which can be deployed on standalone servers or servers deployed in a virtual environment. This capability provides a hot standby server, connected via the LAN or WAN, that automatically replaces the primary server in the event of failure. In addition, to further manage system resiliency, Application Enablement Services offers Software Duplication capability with Avaya Aura Communication Manager creating a quicker synchronization between applications. A VMware Fault Tolerant option is now supported for High Availability.



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Third-Party Call Control: Provides adjunct control of telephone calls (e.g. third-party call control) through its call control APIs (TSAPI, JTAPI, CallVisor LAN (CVLAN), DMCC and DEFINITY LAN Gateway (DLG)) to complete adjunct routing of incoming calls, report various events to an adjunct, provide notification/control for a specific station/call, perform adjunct invocation of switch features and respond to adjunct queries for information.

TSAPI/JTAPI Service: Avaya Aura Application Enablement Services with Avaya Aura Communication Manager and Avaya Aura Session Manager provides the ability to control Avaya SIP, H.323, and TDM endpoints via TSAPI/JTAPI.

Device and Media Control/Fundamental Third-Party Call Control: Device, Media and Call Control (DMCC) exposes the powerful feature set of your Avaya telephony server through an open, standards based, Java, .NET, and Extensible Markup Language (XML) programming interface.

Web Services: Provides the ability for traditional IT application developers to interface with Avaya Aura Communication Manager through standard Web services via Simple Object Access Protocol (SOAP)/XML, TWS and SMS methods. This provides developers with a familiar way of implementing new and innovative solutions.

System Management Service: Provides a way for applications to programmatically access and administer a subset of administration objects on Avaya Aura Communication Manager. This enables a wide range of applications that can provide value by provisioning Avaya Aura Communication Manager features. System Management Service (SMS) also supports vectors, allowing third-party developers to create SMS applications to administer vectors.



Using Avaya Aura Application Enablement Services, software developers can write client applications in the programming language or protocol of their choice.

Additional Features

Computer Telephony Integration: Exposes multiple computer telephony integration (CTI) server platforms through a single server while supporting the leading industry APIs including TSAPI, JTAPI, Avaya CVLAN API, DMCC API and DLG. Complete backwards compatibility for all of these APIs helps ensure the Avaya Aura Application Enablement Services platform will serve legacy, as well as current and future application needs.

Software Development Kits: Consists of client API libraries, XML Schema Definitions (XSDs), Web Service Definition Language (WSDL), Java/ XML programmer guides, extensive sample applications, and other development tools.

Simple Network Management Protocol Support: Provides a standard interface allowing data to be collected by the customer's SNMP Management application, allowing the customer to view performance data from multiple Avaya Aura Application Enablement Services instances along with data from other elements in the customer's network.

Security and High Availability: Provides transport between Avaya Aura Communication Manager and the Avaya Aura Application Enablement Services platform. This application link improves network security and reliability by providing link encryption, redundancy, automatic load balancing and transparent link failover. The application link capabilities are standard with Avaya Aura Application Enablement Services. This greatly enhances end-to-end solution reliability by adding link resiliency to preserve application session continuity during link outages of up to 30 seconds.

Technical Specifications

Deployment Options

- **Software Only:** Includes the various APIs and High Availability
- **Application Enablement Services on Appliance Virtualization Platform:** Includes the Avaya Aura Application Enablement Services software and operating system deployed Avaya Common Server platforms from HP and Dell.
- **Virtualization of Application Enablement Services on VMware** Includes the OVA file and software for installation on supported hypervisors. **Virtualization of Application Server on Microsoft Hyper-V and KVM / Nutanix:** Includes the software for installation. See the appropriate deployment guides for resource specifications and options.
- **Infrastructure as a Service (IaaS):** vCloud deployments on Amazon Web Services, Microsoft Azure and Google Cloud.



Leveraging the powerful capabilities of Avaya Aura® Communication Manager for your specific enterprise needs.

Requirements and Supported Systems

- Servers: Avaya Common Servers
- Operating System: Red Hat Enterprise Linux 8.4
- TLS 1.3
- Third-Party Integration:
 - Microsoft Lync Server 2013 (Remote Call Control interface)
 - Support for TSAPI clients on:
 - Microsoft Windows 10 Professional Edition
 - Microsoft Windows Server 2012 R2 Standard Edition
 - Microsoft Windows Server 2016 Standard Edition
 - Microsoft Windows Server 2019 Standard Edition

Capacity

- 2,000 CTI messages per second
- 8,000 Device Media Call Control (DMCC) clients
- 8 Domain Control Associations
- Microsoft Office Communicator: 20,000 concurrent client applications at 24,000 BHCC (with dedicated Avaya Aura Application Enablement Services server)

Learn More

To learn more about Avaya Aura Application Enablement Services, talk to your Avaya Account Manager or Authorized Partner. Also, visit us at www.avaya.com.



About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter.

Learn more at www.avaya.com.