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Avaya Documentation

TSAPI (or CVCT) Client v12 or later for Avaya configuration can be found in Avaya's documentation, which is available on the Avaya website You should always use the appropriate manuals or guides Application Notes for CallCopy with Avaya Communication ... For administration of basic connectivity to Avaya AES and contact center devices, refer

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Avaya Aura® Application Enablement Services Overview and ...

Videos and Tips on using the Avaya Support Website can be found here. Use the Support by Product short-cut at the top of each page, and select your product and release to find the latest Product and Support Notices, the latest and top documentation, latest downloads, and the Top Solutions that agents are using to close customer tickets.

Avaya Support - Documents

Overview Avaya Aura® Application Enablement Services (AE Services) is a server-based software solution that provides an enhanced set of telephony APIs (Application Programming Interfaces), protocols, and Web Services.

Avaya Aura® Application Enablement Services Overview

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Avaya Support

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Avaya Aura® Application Enablement Services Overview and ...

Avaya Aura® Application Enablement Services is a server-based software solution that provides an enhanced set of telephony APIs, protocols, Web Services, and direct IP access to media, and supports standards such as CSTA, JTAPI and TSAPI that expose Avaya Aura® Communication Manager features.

Avaya Support - Products - Avaya Aura® Application ...

In Avaya Aura AE Services Release 5.2, SMS introduced a new XML representation of model and field data. The new XML formatted interface provides access to the same models, operations and fields as the existing pipe-delimited string formatted interface.

Avaya Aura® AE Services SMS Web Service

Avaya Aura® Application Enablement Services (AE Services) Release 8.0.1 was made generally available in December 2018 as part of Avaya Aura Platform Release 8.0.1. Documentation presented under Downloads below is latest available, applicable to current 8.0.1 release.

Avaya Aura® Application Enablement Services Release 8.0.1

Includes new MTCTI-3 API for 3rd party call control, CDR & SMDR updates for data privacy info, Avaya IX Workplace Client SDK 4.5 support, a range of Avaya IX Workplace Client 3.8 features, IP Office soft console IM support via Avaya Spaces...

Avaya DevConnect

Avaya Aura® Application Enablement Services (AE Services) Release 8.1.2 was made generally available in March 2020 as part of Avaya Aura Platform Release 8.1.2. Documentation presented under Downloads below is latest available, applicable to current 8.1.2 release. This is the latest AE Services release and is recommended for all new development.

Avaya Aura® Application Enablement Services Release 8.1

The Avaya Application Enablement Services (AES) server enables Computer Telephony Interface (CTI) applications to control and monitor telephony resources on Avaya Communication Manager. The Avaya Application Enablement Services (AES) server receives requests from CTI applications, and forwards them to Avaya Communication Manager.

Configure Avaya AES for recording - Verint Verba 9.5 ...

About Pegasystems Pegasystems is the leader in cloud software for customer engagement and operational excellence. If you've driven a car, used a credit card, called a company for service, opened an account, flown on a plane, submitted a claim, or performed countless other everyday tasks, chances are you've interacted with Pega.

Pega Call Configuration and Operations Guide for CTI Link ...

public final class V7DeviceHistoryEntry extends java.lang.Object. an entry that represents a connection that was formerly on a call. This provides equivalent content to the Avaya TSAPI service implementation of CSTA3 DeviceHistory parameter (see ECMA-269 Edition 5, "12.2.13 DeviceHistory").

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