



# AVAYA

## FACT SHEET

### Application Enablement Services

## DMCC Dashboard

The DMCC Dashboard incorporates an intuitive user interface that allows developers and other users to exercise, observe and learn about the Device, Media, and Call Control (DMCC) capabilities supported by Avaya Communication Manager. The DMCC Dashboard accesses the Communication Manager's DMCC functionality using the services available via the Application Enablement (AE) Services DMCC Software Development Kit (SDK).

- Use the DMCC Dashboard to exercise, observe and learn about the Device, Media, and Call Control (DMCC) capabilities supported by Communication Manager

- The DMCC Dashboard accesses the Communication Manager's DMCC functionality using the AE Services DMCC service

- The DMCC Dashboard assists in the development, testing and prototyping of DMCC applications

### Overview of the DMCC Dashboard

The DMCC Dashboard is a .NET application that gives developers the ability to generate and monitor the exchange of requests and events supported by the AE Services Device, Media, and Call Control service. The user friendly graphical interface makes it easy to learn about the functionality provided by the DMCC service.

The DMCC Dashboard is a valuable tool for developers using any of the DMCC SDKs.

### Main Benefits and Uses

The DMCC Dashboard can be used to:

- Exercise, observe and learn about the DMCC capabilities supported by Avaya Communication Manager
- Assist in the development and prototyping of applications written in the .NET, Java and C programming languages.
- Help test and troubleshoot applications under development by providing an alternative method of validating behavior-specific DMCC API calls against a runtime AE server.

### Capabilities Exercised by the Dashboard

The DMCC Dashboard is used to exercise Avaya Communication Manager device, media and call control functionality:

- Device control: manipulate and monitor the physical aspects of devices, such as buttons, lamps, the display and the ringer. Also, simulate manual actions on devices and obtain the status of their physical elements.

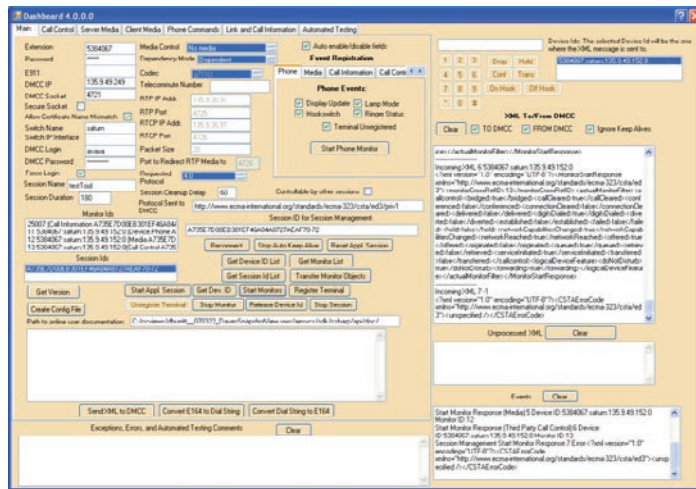


Figure 1. The DMCC Dashboard Thick Client GUI

- Server and client media control: access voice stream RTP data for the purposes of recording or analysis.
- Call control: perform third party call control. The following call control options are supported:
  - Alternate Call
  - Answer Call
  - Clear Call
  - Clear Connection
  - Conference Call
  - Consultation Call
  - Deflect Call
  - Generate Digits
  - Get Third Party Device Id
  - Hold Call
  - Make Call
  - Reconnect Call
  - Retrieve Call
  - Single Step Conference Call
  - Single Step Transfer Call
  - Snapshot Call
  - Get Do Not Disturb
  - Get Forwarding
  - Set Display
  - Set Do Not Disturb
  - Set Forwarding

### Available Versions

The DMCC Dashboard is provided in two versions: a Windows-based thick client and an Internet Explorer-based thin client web application. Both versions have similar features and demonstrate similar DMCC capabilities.

The thick client GUI offers a series of tabbed pages designed to make clear which operations are available in each of the supported media modes.

## About the Avaya DevConnect Program:

The Avaya DevConnect Program provides a wide range of developer-oriented resources from Avaya, including access to APIs and SDKs, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions.

To learn more, or register for membership, please visit <http://www.avaya.com/devconnect>.

## Summary of Features

The DMCC Dashboard:

- Exposes the functionality of the DMCC service in a single application.
- Includes tool tips that provide quick information on every interface.
- Provides context-sensitive links to detailed information on every interface.
- Provides the ability to record actions and save them to a script which can then be loaded and executed on the Dashboard to facilitate automated testing.
- Provides the ability to send any XML message to the DMCC service. This ability is particularly valuable to C programmers using the raw XML interface to the DMCC service.
- Provides the ability to monitor all XML messages going to and from the DMCC service.
- Can receive raw RTP/RTCP data.
- Can set monitors to notify developers when particular events occur.
- Allows users to view XML messages that arrive during a specified time period.
- Supports the transfer of devices and monitors from one session to another.
- Can simultaneously communicate with multiple DMCC services and with multiple devices.

## Obtaining and Running the DMCC Dashboard

The DMCC Dashboard is packaged with the AE Services DMCC .NET SDK, which can be downloaded free from the Avaya DevConnect portal (registration required).

To use the DMCC Dashboard, users need:

- A Windows server or PC on which to install the tool.
- Access to a runtime installation of AE Services and Communication Manager, or to the DevConnect Remote Labs, or to the Avaya IP Communications Development Environment (IPCoDE).

## Additional AE Services Resources for Developers

The DevConnect program offers members a range of additional resources to aid development and testing activities, including:

- Free downloads of AE Services SDKs and Clients.
- Free community-based support Forums and FAQs are available to all registered DevConnect members. Gold & Platinum members may also be eligible for enhanced technical support via the DevConnect portal.
- Free remote lab access to Avaya Communication Manager and AE Services configurations.
- Sample applications, which can be used to aid the development of new applications.
- Discounted procurement options for Gold and Platinum members.

### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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