Avaya Application Enablement Services provides an enhanced set of Application Programming Interfaces (APIs), protocols, and Web services that makes the full functionality customization capabilities of Avaya communication solutions accessible to corporate application developers, third-party Independent Software Vendors (ISVs), BusinessPartners, and System Integrators.

This open standards-based solution runs on a Linux server and is tightly integrated with Avaya Communication Manager and Avaya Customer Interaction Suite. As part of the Avaya Converged Communications Server platform, Application Enablement Services provides a new, open environment for supporting existing applications, as well as a catalyst for creating the next generation of applications and business communications solutions for your end customers.

**Key Features**

- **Avaya-Microsoft Telephony Integration (LCS/OCS)** — Avaya provides a server based software solution that will enable Microsoft Office Communicator to leverage the rich capabilities of Avaya Communication Manager IP Telephony Software. By integrating the Avaya Application Enablement Services platform in the customer's enterprise network along with Microsoft Office Communicator (OC), end-users can add robust enterprise telephony features to the rich communications functionality provided by Microsoft Office Communicator and Office Communications Server (Previously released as Live Communications Server). It will also enable Office Communicator to place, receive and control a call from any Avaya IP or digital telephone, analog phone, mobile phone, IP Softphone or Avaya one-X™ Portal connected to Avaya Communication Manager. It will integrate PC presence with telephony presence (i.e. “on the phone”) whether the user is using their office phone, softphone, or mobile device. Hence users of Office Communicator and applications using Smart Tags such as SharePoint and Outlook can see a unified presence and click-to-call.
• **Web Services** — provides the ability for traditional IT data application developers to interface with Avaya Communication Manager through standard Web services via SOAP/XML methods. This enables integration of business and communication applications to leverage the power of real time telephony and system management functions of Avaya Communication Manager. Application Enablement Services makes these functions accessible via Web services, providing a standard and familiar method for implementing new and innovative solutions.

• **CTI Integration** — consolidates multiple CTI server platforms onto a single server while supporting the leading industry APIs including TSAPI, JTAPI, Avaya CallVisor LAN (CVLAN) API, Device Media and Call Control API (DMCC) and DLG. Complete backwards compatibility for all of these APIs helps to ensure that the Application Enablement Services platform will serve legacy as well as current and future application needs.

• **New Bundled Server** — available as a software-only solution including all APIs, SDKs and web services. Application Enablement Services is also available as a bundled hardware/software solution, with the application and operating system software deployed on a Dell 1950 server platform which increases system capacity. The bundled offering improves installation time and accuracy of platform implementation in your network.

• **Secure Application Link** — provides transport between Avaya Communication Manager 3.x and later and the Application Enablement Services platform. This Application Link greatly improves network security and reliability by providing link encryption, redundancy, automatic load balancing, and transparent link failover. The application link capabilities are standard with the Application Enablement Services platform. Application Enablement Services 3.1 greatly enhanced end-to-end solution reliability by adding link resiliency to preserve application session continuity during link outages of up to 30 seconds. New in 4.1, DMCC provides new capabilities for enabling high availability of the client application in the event of a client or Application Enablement Services server failure. **Note** — this is not automatic failover of the Application Enablement Server, but is achieved through redundancy and session management capabilities.

• **Software Development Kits (SDKs)** — consist of client API libraries, XSDs, WSDL, Java/XML programmer guides, extensive sample applications, and other development tools. There are three SDKs: IP Communications SDK (DMCC), TSAPI/UTAPI SDK, and Web Services SDK. In addition, there is a .NET for DMCC, as well as the JAVA and XML SDKs.

• **Section 508 Compliance** — Application Enablement Services DMCC now supports Section 508 requirements by enabling the sending and receiving of TTY characters over an IP link to Communication Manager. This allows developers to create Section 508 compliant applications for the handicapped.

**DevConnect Developer Program Support**

The Avaya DevConnect Developer Program provides access to the software/SDKs, training, development tools, documentation, and other developer support for participating ISVs, SIs and corporate customers. See [www.devconnectprogram.com](http://www.devconnectprogram.com) for more information.

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**About Avaya**

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace 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](http://www.avaya.com).

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