



IP Telephony

Contact Centers

Mobility

Services

## FACT SHEET

# Application Enablement Services

Avaya Application Enablement Services provides an enhanced set of Application Programming Interfaces (APIs), protocols and web services that expose the functionality of Avaya communication solutions 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. It is part of the Avaya Converged Communications Server platform, and 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.

## Key Features

- **Web Services exposes key functions** – provides the ability for traditional IT data application developers to interface to 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 exposes these functions via a Web Service, providing a standard and familiar method for IT data application developers to implement 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 and the Avaya Communication Manager API (CMAPI). This platform provides complete backwards compatibility for all these APIs ensuring that the Application Enablement Services platform will serve legacy, current and future application needs.
- **New Bundled Server** – available as a software only solution, which includes various APIs and SDKs. It is also available as a bundled hardware/software solution, with the application and operating system software deployed on an IBM x306 Server platform. This bundled offering improves the installation time and accuracy of platform implementation in the customer's network.
- **Secure Application Link** – provides transport between Avaya Communication Manager 3.0 and the Application Enablement Services platform. This Application Link greatly improves the customer's network security and reliability by providing link encryption, redundancy, automatic load balancing and transparent link failover. All standard with the Application Enablement Services platform.
- **Software Development Kits (SDKs)** – these consist of the client API libraries, XSDs, WSDL, Java/XML programmer's guides, extensive sample applications and other development tools. There are three SDKs; IP Communications SDK (CMAPI), TSAPI/JTAPI SDK and Web Services SDK.

## Technical Specifications

Name/Group	Description
Server Requirements: (Customer Provided for Software Only Solution) Hardware Requirements	<p><b>Processor:</b> 2.4-GHz Single-processor Pentium IV or higher  <b>Memory:</b> 1GB RAM (minimum)  <b>Hard Drive:</b> 60GB  <b>Drive/s:</b> CDROM  <b>NIC/s:</b> (2)* 10/100 Ethernet Network Interface Card/s (NIC)  <b>Modem:</b> Red Hat Enterprise v3.0 Compatible (Remote Support)  <b>OS:</b> Red Hat Enterprise v3.0 ES Update 4 or later.  <b>Note:</b> *While the Server can work with just one NIC, the recommended Avaya configuration is dual NICs.</p>
Server Requirements: (Avaya Provided for Bundled Server Solution) Hardware Requirements	The Application Enablement Services Bundled Server option provides an IBM x306 Server (same as the Avaya S8500B Media Server) with Red Hat Linux Enterprise v3.0 ES and Application Enablement Services 3.0 software. In addition, Avaya will install and maintain the Application Enablement Services Bundled Server.
Client Software Requirements	<p>Application Enablement Services supports all clients previously supported for Avaya Computer Telephony and CVLAN APIs:</p> <ul style="list-style-type: none"> <li>• Microsoft NT/W2K/XP</li> <li>• UnixWare</li> <li>• HP UX</li> <li>• Solaris Sparc</li> <li>• Solaris x86</li> <li>• JTAPI API</li> <li>• AIX</li> <li>• Internet Explorer</li> <li>• TSAPI API</li> <li>• Netscape</li> <li>• Microsoft NT/W2K/XP</li> </ul>

### DeveloperConnection (DevConnect)

#### Program Support

The Avaya DeveloperConnection (DevConnect) Program provides access to the software/SDKs (Software Development Kits), training, documentation and developer support for participating ISVs and corporate customers. See the [Avaya DeveloperConnect web page](#) for more information for more information.

### Learn More

For more information on Avaya Application Enablement Services contact your Avaya Client Executive or Authorized BusinessPartner, or visit [avaya.com](http://avaya.com).

### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

# AVAYA

COMMUNICATIONS  
AT THE HEART OF BUSINESS

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