



Avaya Site Administration

Best-In-Class Ease of Use for Managing Your Communications

Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

Avaya Site Administration is a software package that provides user-friendly yet mission-critical administration capabilities for managing your DEFINITY® System and the eBusiness solutions that it enables.

Avaya Site Administration allows you to manage your communications system from your desktop, using a Windows-compatible PC. The application features an easy-to-learn, easy-to-use graphical interface for making changes, adding or moving users, and performing basic analysis.



Avaya Site Administration provides a single point of management with familiar point-and-click, drag-and-drop functionality and shortcuts to commonly used tasks. You can also export data to create custom reports or make changes, then import the data back into the administration application for download into your DEFINITY System or INTUITY™ AUDIX® messaging system.

Consolidating System Management Tasks

Avaya Site Administration gives you a single point of entry for managing one DEFINITY or multiple DEFINITY communications servers, as well as adjuncts such as Avaya's INTUITY AUDIX messaging systems.

Site Administration supports a wide array of DEFINITY System releases, to protect your existing communications investments. And, Avaya Site Administration includes the ability to add users and perform moves, additions, and changes to your system setup.

It not only helps optimize your DEFINITY System by keeping all your employees' communications tools up to date—it also helps your system manager perform his or her tasks more quickly, easily, and efficiently.



An Interface That's Easy to Learn, Easy to Customize

Avaya Site Administration utilizes an intuitive graphical interface that reduces training time and costs, and increases productivity because it's so easy to learn and to use.

Training tools including online help functionality are embedded in Avaya Site Administration, for intuitive, self-guided learning. The application is also available in a choice of languages, to further reduce the learning curve and make users productive *faster*.

The Site Administration browser provides a clear, organized “tree” view of the DEFINITY server(s) and voice mail systems, and of the commands and tasks that you can administer. With familiar screens and Windows-like tabs grouped together by functions, the user can find the right commands quickly and easily. You can customize, add, or delete switch commands, and rename tabs to tailor the interface to your needs or preferences.

You can also define the look and functionality of the interface—copy, paste, text colors, fonts—for compatibility with other devices with serial or IP (Internet Protocol) connectivity, such as switches, call management systems, and interactive voice response applications.



Avaya Site Administration makes it simple to program your system telephones, using an intuitive interface for displaying the available properties and features.

Wizards for Accessing the Tasks You Use the Most

Avaya Site Administration includes icons for accessing task-based *wizards*—forms that offer shortcuts to commonly used, repetitious administrative tasks.

With wizards, you have streamlined point-and-click use of commands including add, remove, or change users.

You can also utilize wizards to create and use *templates* containing default data that can be duplicated and quickly administered whenever you need to add an object to a switch, including:

- Telephones
- Agent login IDs
- Coverage paths
- Data modules
- Hunt groups
- Trunk groups
- Bridged appearances
- Vector Directory Numbers (VDNs)

Importing and Exporting Data as Needed

Avaya Site Administration offers maximum flexibility for importing and exporting data, to help make system administration and reporting both timely and efficient. For example, you can:

- Export DEFINITY user information to an LDAP-compatible application—making it easier to maintain accurate, up-to-date directories of employees across your business.
- Export different types of information, such as vectors and authorization codes, for customized reporting
- Use export/import/find-and-replace wizards for AUDIX user data, to add or update LDAP directories with information related to your voice mail system.
- Import from a file into a data import grid.
- Import/Export any switch command as a screen capture that can be printed, e-mailed, copied to a file, or imported into a spreadsheet.

- Use call accounting filtering to selectively retrieve information from your switch, such as agent ID, trunk, station, and authorization codes.

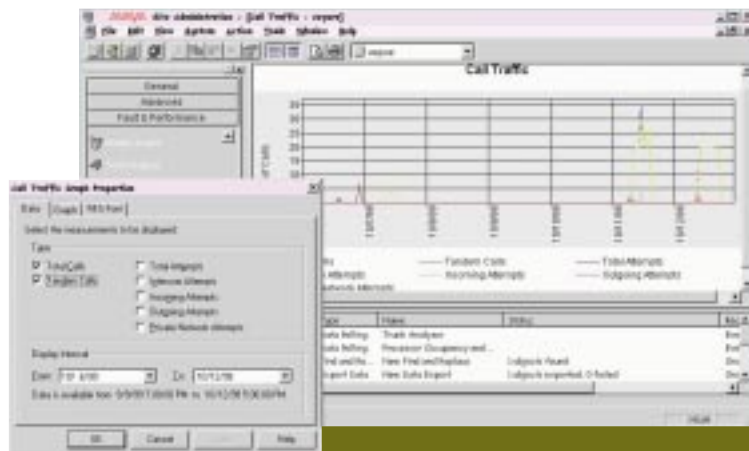
Assessing Your System Performance

Avaya Site Administration includes a variety of fault and performance monitoring tools that allow you to collect and analyze data to see how efficiently your trunks are being utilized. Simply browse to find a description of the board, identify dial ranges, and find unused ports or extensions.

- *Trunk Analyzer* lets you progressively collect a set of daily statistics to track performance and capacity of trunk groups, then determine if you need more or fewer trunks to handle traffic demands.
- *Processor Occupancy and Call Traffic Charting* help you monitor the performance of your DEFINITY System over time and under different traffic conditions, to help with load balancing.
- *Alarm Monitor* periodically checks for and automatically reports/records DEFINITY alarms and errors, so that you don't have to manually monitor your system.
- *Hardware Manager* gives you a "snapshot," graphical display of your cabinet hardware configuration and current alarm/error status—including the board type, number of free ports, and extensions assigned to a port.
- *System Capacity* provides a simple mechanism for notifying you when your DEFINITY System is reaching capacity—for example, when all coverage paths are in use—so you can make adjustments.
- *DEFINITY Audit* automatically surveys your system to determine if there is redundant or missing data administered on the switch—so you can make adjustments or corrections, to use your resources more efficiently.

Commands Performed Correctly, Right on Schedule

With Avaya Site Administration and its Schedule Viewer, you can schedule tasks and monitor their progress. For example, you can schedule commands to be executed outside of normal



Avaya Site Administration lets you import, export, and display data in whatever way is most helpful to you.

business hours, to maximize communications uptime and ensure that changes have been made before you open for business the next day.

Avaya Site Administration allows you to schedule administration not only of telephones but also of network commands such as routing, announcements, vectors, and maintenance functions.

The application even creates a log that displays feedback from your DEFINITY server or voice mail system, showing the "history" of any tasks that Avaya Site Administration has performed or attempted. This log shows any errors that occur in downloading changes to the server or system, helping you to easily determine what needs to be corrected.

The information in the history can be sorted by severity, date/time, system, or description. You can clear the history log, export it to another application, or print it, with just the click of your PC mouse. Once an error has been corrected, the command can easily be rescheduled or be downloaded immediately—whichever is best for your needs.

Making System Phones Easier to Use

Avaya Site Administration includes a button label printing function, allowing you to print customized labels for employees' telephones. You

can easily print any text from a template, and create and store label files for any number of switches or departments.

The label printing capability saves you the time and effort of repeatedly inputting labels. In addition, it frees you from using one label format for all telephone users or switches. You can view the labels on-screen prior to printing; this helps to ensure that they are correct.

Best of all, employees will be able to use their telephone features more effectively, with the help of accurate button labels.

Enhancing Your Communications

To learn more about how Avaya Site Administration will enhance your ability to use and manage your DEFINITY System, contact your Avaya representative. Or, visit our Web site.

avaya.com/solutions



With Avaya Site Administration, you can track processor occupancy to monitor system performance over time and under different traffic conditions.

SPECIFICATIONS

- **Processor**—486/Pentium
- **Operating System**—minimum Windows 95 or 98, optimum Windows NT 4.0 or Windows 2000
- **Graphics Adapter**—SVGA with minimum screen resolution of 800 x 600
- **RAM**—minimum 32 MB, optimum 64 MB
- **Floppy Disk Drive**—3.5 inch, high density (1.44 MB)
- **CD ROM**—2x or faster drive
- **Available Hard Disk Space**—minimum 50 MB of free hard disk space; actual requirements vary depending on size and number of DEFINITY Systems supported
- **Printer**—standard PC printer port or LAN printer required to produce reports and telephone button labels
- **Free Serial Ports**—one for connection to the DEFINITY System, and a second for simultaneous connection to a messaging system
- **NIC card** for TCP/IP connectivity
- **DEFINITY Solutions Supported**—DEFINITY ProLogix™ Solutions; DEFINITY ONE™ System; Avaya IP600; DEFINITY BCS; GuestWorks® System; DEFINITY ECS R5, R6, R7, R8 and R9; DEFINITY G3V3 and G3V4
- **Languages Supported***—English, French, German, Italian, Portuguese, Spanish

*Avaya Site Administration version 1.5 only.

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