



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Resource Software International Shadow Call Management System with Avaya IP Office Server Edition – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Resource Software International Shadow Call Management System (Shadow CMS) to interoperate with Avaya IP Office Server Edition. Resource Software International (RSI) Shadow CMS is a call reporting application.

In the compliance testing, RSI Shadow CMS used the DevLink3 interface from Avaya IP Office to monitor agent users and provided real-time agent status and cradle to grave reporting.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.



# Rsi Shadow Cms User Guide

**J Spring**





## **Rsi Shadow Cms User Guide:**

CMS Distribution Subsystem User's Guide John D. Gash, Frank L. Greitzer, L. D. Hatfield, Michael H. Portwood, Cynthia R. Turney, Pacific Northwest Laboratory, United States. Air Force, 1993      **CMS Preprocessing Subsystem User's Guide** Brett T. Didier, John D. Gash, Frank L. Greitzer, Susan L. Havre, James V. Ramsdell (Jr.), Pacific Northwest Laboratory, United States. Air Force, 1993      **The CMS User's Guide** Paul Hoffman, G. Mack Hicks, 1989      **CMS User's Guide** IBM., 1986  
**OS PL** ,1976 Software Programmiersprache Betriessystem EDV      CMS User's Guide IBM., 1991      *CMS User's Guide* International Business Machines Corporation, 1988      *CMS XEDIT* University of Connecticut. University Computer Center. User Services Group, 1984      *Student CMS User's Guide* University of Waterloo. Department of Computing Services, 1982  
*CMS* ,1992      **Shadowpack - P. C. R. J. Peckham**, Commission of the European Communities. Joint Research Centre, 1990      *Virtual Machine/System Product* ,1986      *Virtual Machine/System Product* ,1985      Introduction to CMS and the CMS Editor ,1982



## The Enigmatic Realm of **Rsi Shadow Cms User Guide**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing lacking extraordinary. Within the captivating pages of **Rsi Shadow Cms User Guide** a literary masterpiece penned by way of a renowned author, readers set about a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting impact on the hearts and minds of those who partake in its reading experience.

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