



FACT SHEET

- More intelligent business processes with reduced human latency driving competitive advantage
- Open standard software platform intelligently orchestrates real-time communications invoked by business process events or manually
- Loosely-coupled, composite communication web services simplify implementation and reuse
- Closed-loop interactions adjust processes based on feedback, with tracking and reporting

Avaya Communications Process Manager

Automating real-time, multi-channel communications invoked from business process events or exceptions.

Communications Process Manager is a software solution that enables integration of Intelligent Communications into business applications and processes to reduce human latency and to create competitive advantage. It enables easy integration of multi-channel communications capabilities into an organization's existing business applications and processes.

A key part of the Avaya Communications Enabled Business Processes (CEBP) Solution — along with Avaya Event Processor and Avaya Global Services — Communications Process Manager executes and orchestrates all of the communication activities required when an event in a business process requires contact with one or many key individuals. It seamlessly finds the right people and contacts them in real-time through any or all means available (email, SMS, office phone, mobile phone, etc.)

Recipients of notifications can interact with Communications Process Manager via voice or web portal. They can respond, update, and complete work items. This provides accurate tracking and fully closed loop communications to the originating business application and quicker reaction to mission-critical events, more effective problem resolution, and a clear ROI. Communications Process Manager, based on a Service Oriented Architecture (SOA), exposes composite communication web services. This simplifies what once would have been expensive and proprietary development and allows flexible reuse, reducing the time, cost and skills required for creating process-driven communications.

Communication Web Services

Based on events or triggers in the workflow or business applications, open standard messages are sent to Communications Process Manager to invoke loose-coupled high level composite communication web services. Business rules are defined in the business applications, while the rules of how to intelligently communicate to process owners, stakeholders, and other end users are stored in Communications Process Manager. Corporate LDAP directories can be leveraged to provide the contact data. Depending on what communication web services are part of the Avaya CEBP Solution, different Avaya communication resources are utilized. Avaya Communications Process Manager leverages existing investments in highly reliable and secure Avaya solutions including Communication Manager, Voice Portal, and Meeting Exchange.

Advisory Service — Sends an advisory with a subject and text message to selected recipients. Based on user preference settings, the advisory is delivered by phone or email (including email to SMS gateway). The user acknowledges receipt of advisory via phone or web portal. Originator receives notification of who acknowledged the advisory.

Notify & Respond Service — Notifies users about a business event and prompts for a response, which can then be sent back to the originating application to trigger other activities such as escalations or delegations. The notification can include context information (subject, text message and possible responses) about the issue.

Find & Call Service — Locates users trying multiple devices according to user contact preferences and then sets up a call.

Notify & Conference Service — Sends a notification to designated recipients inviting them to join a conference. Recipients can respond via phone if they wish to join and are then automatically connected to the conference; they can respond via web portal providing a callback number for contact to bring them into the conference; or they can call into Communications Process Manager to join the conference.

Notify with Task List Service (Future) — Assigns tasks to a set of users via their preferred communication and tracks progress.

Key Communications Process Manager Sub-Components

Communications Process Manager Administration — a web based (thin client) user interface enabling a system administrator to configure Communications Process Manager and connectivity to Avaya communication resources.

Communications Process Manager User Portal — a web based (thin client) user interface enabling end users to setup contact rules with notification based on their preferences and availability. This User Portal integrates with Enterprise LDAP Directories (e.g. Active Directory) and allows user information to be automatically synchronized. Portal components use the eXtensible Stylesheet Language (XSLT) to enable multi-modal rendering of interactive content via web user interface (in HTML) or telephone user interface (in voicexml). Alternatively, a customer specific user interface can be designed (this would be part of an Avaya Global Services engagement.)

Communications Process Manager Installer — a Red Hat Package Manager based command line tool that installs all Communications Process Manager components: server, adaptors, web services, and other underlying platform services.

Avaya Global Services

Avaya Communications Process Manager is backed by a full suite of Avaya lifecycle services. Avaya Communications Enabled Business Processes solution starts with a consulting engagement to help identify process candidates for communication enablement. Other services include solution design & integration, custom software development, and ongoing support.

Communications Process Manager 2.1

Communications Process Manager 2.1 is available in Controlled Release in the US to both direct and indirect channels.

Roll-out to additional markets will be based on customer opportunity. Communications Process Manager 2.1 includes:

- Simplification through a solution starter package
- Addition of a high availability server option
- Integration of Event Processor capabilities
- Availability of an SDK (Software Development Kit) for customer and partner application development
- Addition of transient users licensing (ad hoc users who are not registered)
- Removal of the requirement for SIP Enablement Services
- Selection of server platforms (published specifications)
- Enhancement of reporting capability
- Enabling localizability of the user interface

Implementation	System Requirements	System Administration
<ul style="list-style-type: none"> • Self-extracting bash shell archive • Single box installation • Contents deployed via Red Hat Package Manager (RPM) • Console-based: X-windows not required • Minimal user input (only passwords) 	<ul style="list-style-type: none"> • Specified servers • Memory: 2 GB • Red Hat Enterprise Linux (RHEL) 4, Update 3 • Minimal or Standard Install • Symmetric Multi-processing (SMP) Kernel 2.6 • Hyperthreading enabled • Clean/Dedicated host 	<ul style="list-style-type: none"> • Provides the portal for configuring and maintaining the Communications Process Manager • Built upon Model-View-Controller (MVC) architecture, using JavaServer Faces and Struts Frameworks • Uses Java Management API for implementing the management and monitoring features

Learn more

For more information about Avaya Communications Process Manager and the Avaya CEBP Solution — including white papers, presentations, demos and more — contact your Avaya Client Executive or Avaya Authorized BusinessPartner or visit avaya.com/cebp

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 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.

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