Avaya Aura™ Session Manager

Transform existing infrastructure into on-demand services.

Overview

Avaya Aura™ Session Manager is a key enabler of Avaya's next generation Aura architecture. Avaya Aura builds on the highly-reliable and extensible IP-based Communication Manager software and brings it together with a revolutionary new SIP-based Avaya Aura Session Manager capability. This powerful combination makes it possible to unify media, modes, networks, devices, applications and real-time, actionable presence across a common infrastructure, creating the web-style, on-demand access to services and applications that users increasingly expect from their enterprise communications solution.

The result is a platform for fully exploiting the value of converged communications, satisfying the needs of employees and customers, quickly distributing the enhanced applications that deliver improved performance while driving down overall costs and simplifying system management. Avaya Aura Session Manager's SIP-based routing provides more centralized control capabilities and significant improvements in scale, enabling more cost effective and larger distributed deployments for enterprises. Avaya Aura Session Manager overlays the existing PBX infrastructure ensuring an evolutionary path forward that protects investment in today's Avaya systems and software.

In addition, Avaya Aura Session Manager delivers:

- Lower total cost of ownership
- Centralized infrastructure
- Single routing and dial plan control
- Integration of third-party equipment
- Reduction in wide area communications charges
- IMS-based foundation for new, quickly implemented applications

Key benefits of Avaya Aura Session Manager:

- Business agility driven through holistic enterprise architectures for connecting users, applications and multi-vendor solutions.
- New cost savings from SIP connectivity and reduced PSTN usage through centralized, enterprise-wide routing techniques.

- Increased customer satisfaction by better connecting people and accelerating processes in real-time across the "customer ready" enterprise.
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- Lower total cost of ownership with a centralized, easy to use management interface and introducing for the first time the ability to really deploy enterprise-wide central applications.
- Unprecedented enterprise wide scalability with support for truly global deployments of up to 25,000 locations.

Avaya Aura Session Manager Capabilities

Scale and Capacity Up to 25,000 locations and 750,000 BHCC of inter-location calling can be supported. In addition, up to 7000 SIP endpoints can register with Avaya Aura Session Manager and receive features from the Avaya Aura Communication Managers also connected to the Avaya Aura Session Manager core.

Third Party PBX Support Allows connectivity to Avaya equipment as well as Cisco, Nortel, and other third-party PBXs. In addition, the application sequencing capabilities of Session Manager can also be applied to the endpoints on the third party PBXs.

Endpoint Support Avaya SIP 96XX phones may now register to the Avaya Aura Session Manager core. This Session Manager release 5.2 is designed to be the stepping stone for large enterprise deployments that will expand quickly over time on the road to supporting up to 250,000 stations.

Avaya Aura Session Manger provides SIP proxy, registrar, location services and more to this initial set of phones in a stable, generally available environment.

SIP User Administration Now with Avaya Aura System Manager 5.2, users can be administered in a single place that will populate not only the

necessary information in Communication Manager (acting as a feature server) but also within the Session Managers in the network providing the user's information for the entire enterprise from a single point-and-click interface.

Third Party PBX Endpoint Application Sequencing Because calls to and from users on third party PBXs (non-Avaya) can be directed to the Avaya Aura Session Manager, applications can be applied to calls to and from these endpoints. Avaya Aura Session Manager provides the capability to create a profile for third party PBX users and add applications to be applied to these users to do things like blocking calls based on user preferences, directing calls to these users when they move across the Avaya Aura powered enterprise, and augmenting caller identification information for incoming and outgoing calls – all without upgrades or code modifications to existing third party PBX-equipment.

Easy Lab Setup The Avaya Solution Designer (ASD) design tool has been updated to configure a Avaya Aura Session Manager application sequencing core with complementary software to get any enterprise or developer quickly on board with Session Manager capabilities.

Security Session Manager can connect to not only to the existing SIP entities, but to every endpoint in the enterprise with encrypted Transport Layer Security (TLS) connections. In addition the new System Manager Trust Management easy to use interface makes sending and applying unique third-party security certificates to any SIP entity easy to accomplish.

SIP Connectivity Supports SIP connections to:

- Avaya Aura Communication Manager and Branch Edition
- Avaya Modular Messaging
- Avaya Meeting Exchange®
- Avaya Voice Portal and Intelligent Customer Routing
- Avaya G860 Gateway
- ACME Packets Session Border Controllers

And through SIP, Avaya Aura Session Manager interconnects with many Avaya as well as third party applications including all of the above.

Dial Plan Allows central enterprise-wide dial plans across multi-vendor PBX environments.

Network Routing Supports creation of system-wide network routing rules to cost effectively route calls using the enterprise's on-net IP network including:

- Enterprise-wide least cost routing
- Enterprise-wide alternate routing including routing around failures, following customer-provided priorities, and dynamically avoiding routes with bandwidth limits
- Enterprise-wide time of day routing
- Tail end hop off
- Toll avoidance

Application Agility - Avaya Aura Session Manager

Avaya Aura™ enhances user productivity while increasing business agility - by enabling faster, easier deployment of the right applications to targeted users and workgroups. The promise of Application Agility can now be delivered - with the appropriate collaboration, conferencing, customer handling and SIP-based applications . These applications are available to ALL business users across the enterprise, regardless of which system or phone the user is on – 3rd party PBX, Avaya or Legacy systems, as well as Avaya SIP phones directly connected to Avaya Aura Session Manager. Leveraging individual user profiles, a single appli-cation in the cloud, like Avaya Modular Messaging, Meeting Exchange or Voice Portal, can be mapped to users across all business units. Thus – quick, simple deployment and central management of fewer applications saves costs and requires less IT resources – freeing precious IT staff to focus on strategic projects. Application Agility allows the addition of a new class of applications that interact and integrate with Avaya Aura ™Communication Manager. These applications can be added without any modifications to Avaya Aura Communication Manager, and are connected directly to Avaya Aura Session Manager.

Common Console Avaya Aura Session Manager is controlled from an extensible browser-based console for managing all users and system connectivity enterprise-wide.

SIP Tracing Avaya Aura Session Manager leverages the central SIP session management architecture with flexible SIP tracing and trace display.

SIP Monitoring To assist with load balancing and alternate routing, Avaya Aura Session Manager allows the configuration and implementation of monitoring controls that can be adapted and customized for each link to the Avaya Aura Session Manager core.

Active Geo-Redundancy Avaya Aura Session Manager implementations may be distributed anywhere in the world. Should it fail or become disconnected from all or part of the network, the affected network traffic is automatically moved to the remaining, functioning implementations.

Call Detail Recording Each instance of Avaya Aura Session Manager provides a third-party Call Detail Recording (CDR) interface so it can be saved and displayed by a third party CDR software solution.

Avaya Aura Session Manager Solutions

Any SIP entity may be directly connected to the Avaya Aura Session Manager core as long as it is fully compliant with SIP standards. Solutions include:

Avaya Aura Communication Manager Routing

SIP Entities Connect up to 25,000 SIP Entities together in a redundant, centralized configuration. Avaya Aura Communication Manager SIP Station Control Avaya Aura Session Manger can connect up to 3 Communication Manager R5.2.1 systems together to provide a seamless, singly managed enterprise network of SIP users with a common dialplan and feature set sourced in Avaya Aura Communication Manager. A single Avaya Aura System Manager administration vehicle displays, modifies and manages the entire solution, able to add and remove users from any location as well as administer the entire enterprise dialplan and routing algorithms.

Third Party PBX Direct Connections

Avaya Aura Session Manager not only connects to Avaya Aura Communication Manager, but also has been tested with Nortel CS1000 and Cisco UCM 5.X, 6.X, and 7.X systems with direct SIP connections to the core Avaya Aura Session Managers. Each of these third party PBXs can be programmed to let the Avaya Aura Session Manager core do the inter-PBX routing so that central dial plan, alternate and priority routing and other benefits can be enjoyed by the users of third-party PBXs as well as Avaya PBXs.

Centralized Trunking
Avaya Aura Session Manager can be used to redundantly connect to the PSTN. Connections to the PSTN can be via the G860 gateway or via an SBC to a SIP service provider.

Centralized Modular Messaging
The load balancing capabilities of Avaya Aura Session Manager and the star connectivity allows a single Modular Messaging instance to provide service (including lighting message waiting indicator lamps) for Avaya and Cisco systems.

Centralized Meeting Exchange
A common Avaya Meeting Exchange can be "shared" with the Avaya Aura Session Manager connected PBXs. Up to three Meeting Exchange systems may be connected in this fashion to expand the scalability for large conferencing needs.

Avaya Voice Portal and ICR
Geo-redundancy and load balancing capabilities can also be leveraged to provide a powerful contact center solution with Voice Portal 5.0 and the optional ICR

Learn More

To learn more about Avaya Aura Session Manager talk to your Avaya Account Manager or Authorized Partner. Also, visit us at **www.avaya.com**.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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