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Avaya CMS See Avaya Call Management System. Client A single PC that uses Avaya CMS Supervisor PC client.

Controller An Avaya CMS Supervisor PC client feature that allows the user to access. Avaya CMS reports and

operations. The Controller includes a toolbar, a menu. bar, a status bar, tooltips, and indicators.

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Administering Avaya Aura™ Communication Manager May 2009 9 About this book Overview

Avaya Aura™ Communication Manager is the centerpiece of Avaya applications. Running on a

variety of Avaya S8XXX Servers and DEFINITY Servers, and providing control to Avaya Media

Gateways and Avaya communications devices, Communication Manager can be designed to

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familiarize you with the Avaya CMS using the Avaya CMS Supervisor interface and to provide basic

instructions for accessing your system, assigning a Avaya CMS User ID, and setting user access permissions.

We recommend that you also refer to the Avaya Call Center Little Instruction Book for Advanced

Administration, 585-210-506, for more information on call centers. Managing features