

Avaya Cms Supervisor Training Manual

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This book contains the information you need for basic call center administration using the MultiVantage™ switch, Avaya™ Call Management System (CMS), and Avaya™ CMS Supervisor. Some steps may vary between the different versions of the hardware and software, but the instructions provided will help you through the basic operations.

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Avaya CMS Supervisor Clients Installation and Getting Started Release 19.0 Issue 1 June 2019

[Avaya CMS Supervisor Clients Installation And Getting ...](#)

Avaya Call Management System Supervisor is a Microsoft Windows-based application that allows you to remotely administer most aspects of the CMS server, such as defining Dictionary entries, setting user permissions, and adjusting data storage intervals and capacities and run reports to view the activity in your call center.

[Avaya Support - Products - Call Management System Supervisor](#)

Avaya CMS Supervisor includes more than 200 preformatted reports, a free custom report package and direct access to CMS data using IBM Informix® ODBC and JDBC drivers. Use a graphical user interface to access the reporting and administrative power of CMS via a PC or Web browser with Avaya CMS Supervisor. Avay CvIMngnvemtSvlssv ()irdpv (opouMohSv

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Avaya™ Call Management System (CMS) Supervisor Version 11 Report Designer User Guide 585-210-707 Comcode 700206642 Issue 1 May 2002 Compas ID 90604

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This video demonstrates how to login and run reports using the CMS Supervisor Web feature. This is a new feature in CMS r16.3. Produced by Jerri Bandt.

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