



# **Avaya Documentation Center Got a Whole New Look!**

Draft

January 2024

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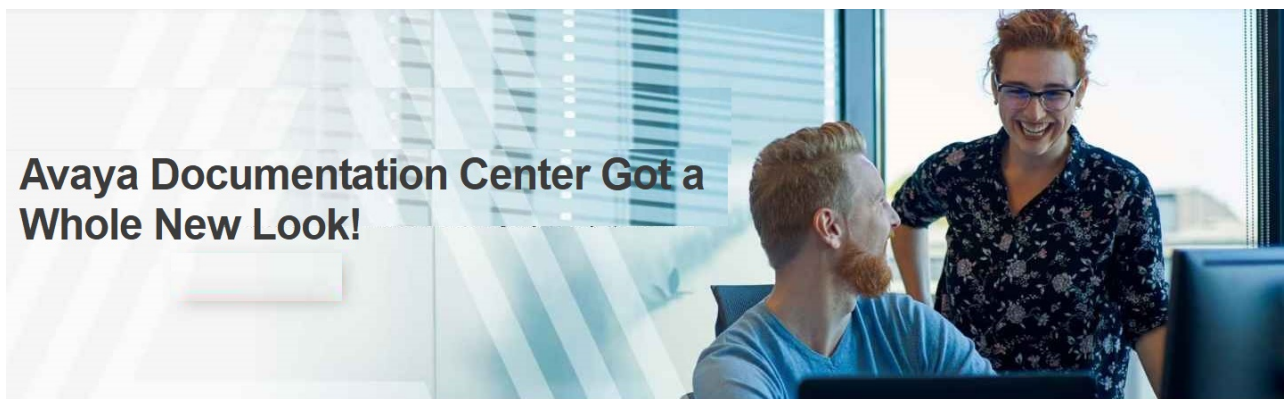
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Draft

# Chapter 1: New Avaya Documentation Center

## Avaya Documentation Center Got a Whole New Look!



[Take a Sneak Peek into the new Avaya Documentation Center](#) on page 4

### Related links

- [Feature highlights](#) on page 3
- [New Documentation Center Home](#) on page 4
- [Other pages](#) on page 6

### Feature highlights

New Avaya Documentation Center Features:

- Better navigation on the Home page and Category pages
- Search tips to refine your search and get relevant search results
- Boosts and filters to prioritize your search results
- Filters content based on user role, audience, products, solutions, and release
- Responsive Web portal for optimal usability and appearance on any device
- Instantly download the PDF files
- Collapsible Mini TOC for better space utilization

For details, see [What's new in Avaya Documentation Center](#) on page 11.

1 **Related links**

2 [Avaya Documentation Center Got a Whole New Look!](#) on page 3

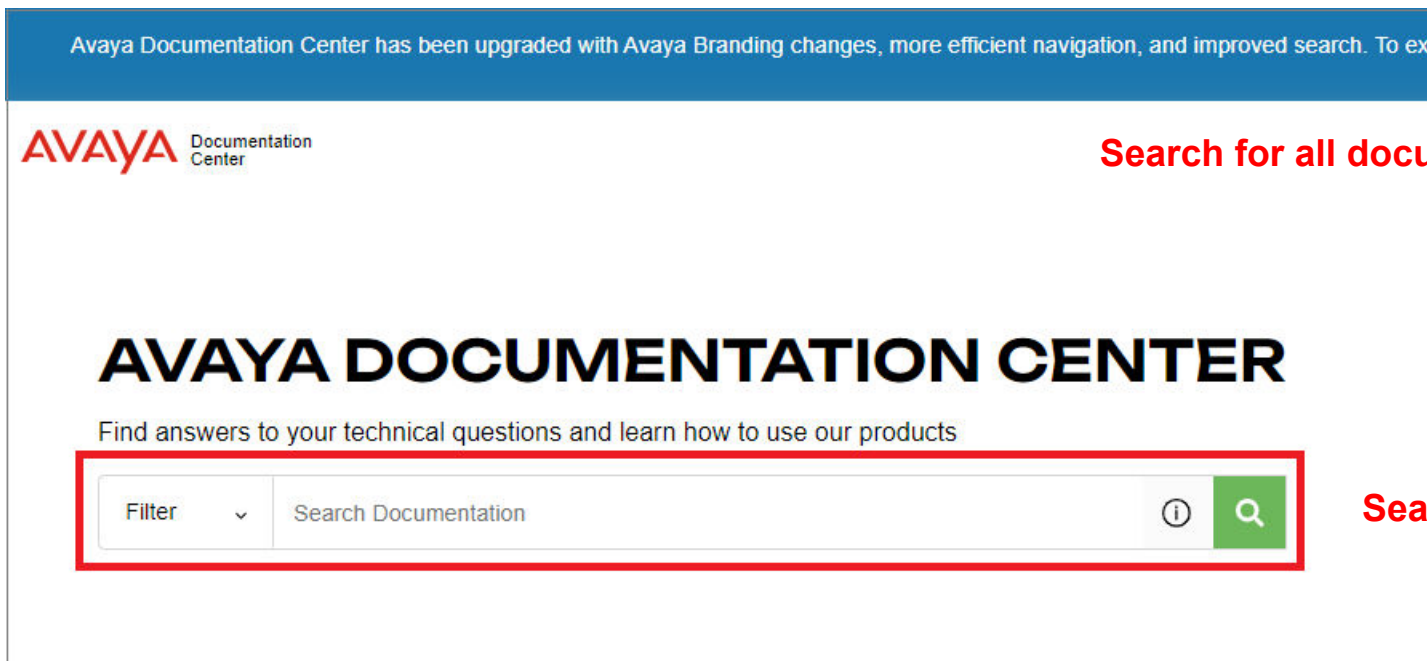
3 [New Documentation Center Home](#) on page 4

4 **New Documentation Center Home**

5 **Menu bar and Search bar**

6 Menu bar: The header has buttons to click for higher content engagement, such as a library of all  
7 publications, links to other Avaya websites, and a localized page version. An authenticated user  
8 will see their name on the right.

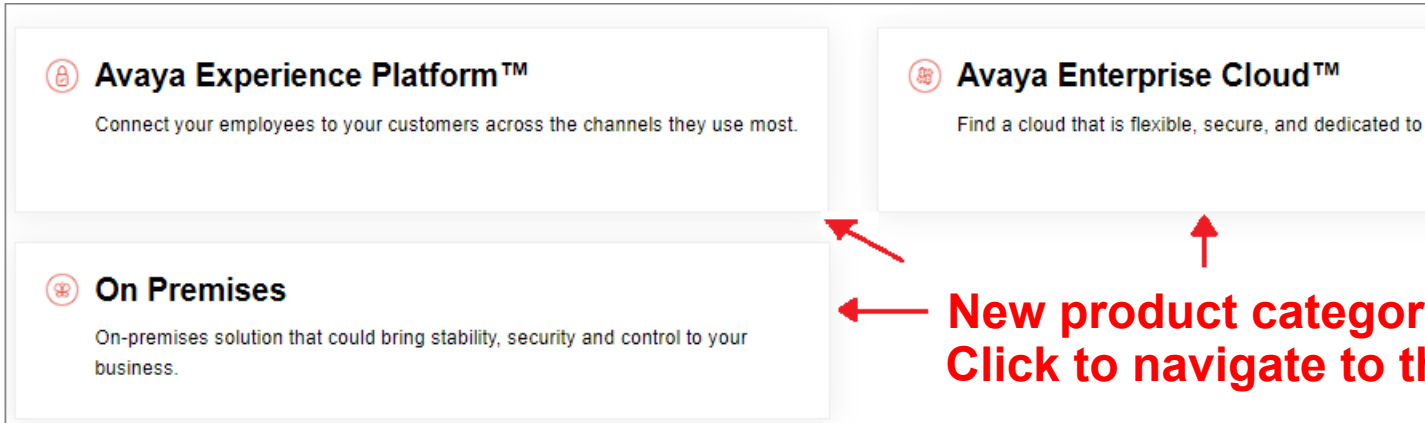
9 Search bar: The home page has a search box to type a phrase and receive a results page based  
10 on your search.



11

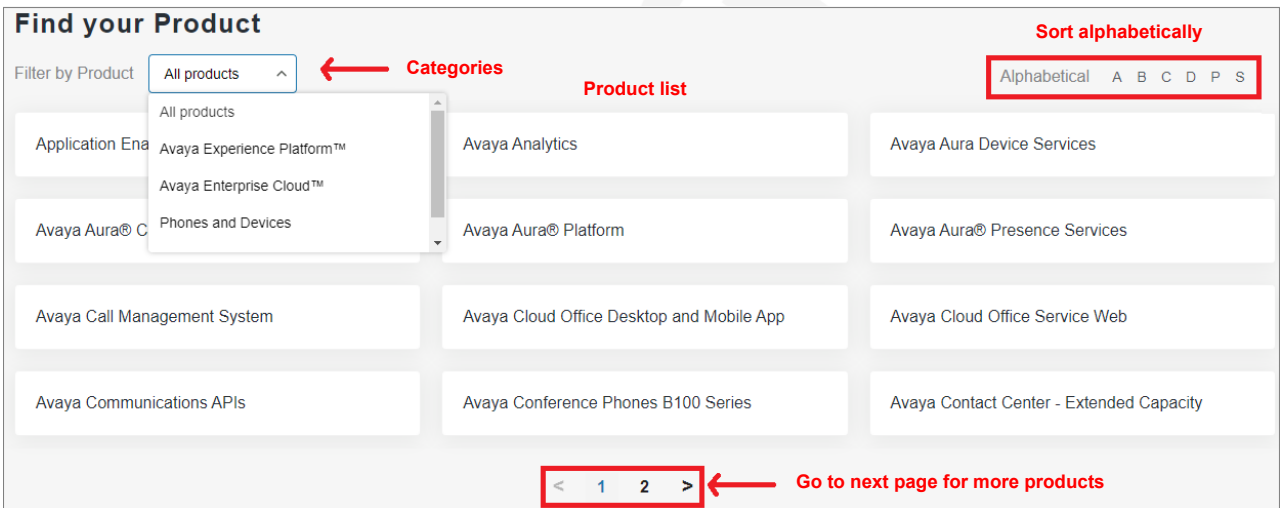
12 **Navigation tiles**

13 Navigation tiles are clickable areas on the Avaya Documentation Center home page, enabling you  
14 to navigate to different parts of the portal.



## Filter by Product

Filter by Product is another set of navigation tiles enabling you to browse through the list alphabetically or filter through the products.



## Explore Avaya

Provides the following three categories:

1. How to use the Avaya Documentation Center.
2. Enables you to view the new content.
3. View content based on the user role. For example, admin and supervisor.

# New Avaya Documentation Center

**Explore Avaya**

**Avaya Documentation Center**  
Explore Avaya Documentation Center to learn how to install, configure, and use Avaya products.  
**Help how to explore the new Documentation Center**  
[Using Avaya Documentation Center](#)  
[Build your documents](#)  
[Search functionality](#)  
[Better filtering capability](#)  
  
[View All](#) →

**What's new in Avaya Products and Solutions**  
**Latest content uploaded on Documentation Center**  
[What's New in Avaya Aura® Release 10.2.x](#)  
[Getting Started with Avaya Enterprise Cloud™](#)  
[Administering Avaya Experience Platform™](#)  
[User article](#)  
[Administering Avaya Workspaces for CRM for Avaya Experience Platform™](#)  
  
Show more

**Discover by role**  
Check content for your role  
**Explore content by role**  
[Agent](#)  
[Administrator](#)  
[Supervisor](#)  
[Implementation Engineer](#)  
[Beginner](#)  
  
Show more  
[View All](#) →

1

## Featured Videos

2

The Video Carousel is a set of featured video tiles.

3

**Featured Videos**

Understanding the Avaya J179 Phone

CCaaS Admin - Creating a Station Group

Setting Up your J179 Phone

J179 Series - Pairing a Bluetooth Headset

4

## Related links

5

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[Feature highlights](#) on page 3

7

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8

## Other pages

9

### Solution Home

10

The solution home page is a set of product navigation tiles related to a specific solution. If you click a tile on this page, you are directed to a product library.

12

[Home](#) > Avaya Experience Platform™

# Avaya Experience Platform™

Connect your employees to your customers across the channels they use most.  
[Click a category on the home screen to view products](#)

## Avaya Experience Platform™

## Avaya Experience Platform™ Connect

## Avaya Workspaces

## Avaya Analytics

## Avaya Cloud Office

## Avaya Experience Platform Workforce Engagement Select

1  
2  
3

## Product library

The product library displays a list of publications associated with a particular product.

### Library

1 - 2 of 2 publications found

Sort  Order  Per Page

#### Using Avaya Workspaces for Avaya Experience Platform™ Connect

Last Updated **01.03.2024** | [Download PDF](#) | [Avaya Experience Platform](#) [Avaya Experience Platform™ Connect](#) [Using](#)

#### Administering Avaya Experience Platform for supervisors

A sample document used to test Documentation Center features and reproduce errors.

Last Updated **01.10.2024** | [Download PDF](#) | [Avaya Experience Platform](#) [Avaya Experience Platform™ Connect](#) [Agent](#) [Beginner](#) [Product Change Notices, Product Support Notices](#)

4  
5  
6  
7

## Topic with related videos and topics

Related Links and Related Videos are a group of links directing you to additional useful content listed in the right navigation pane of the page.

## Managing user preferences on the Avaya Spaces

Last Updated 04.29.2022 | 1 minute read | Avaya Spaces Using



### About this task

On the Avaya Spaces web interface or desktop app, you can access user preferences from your dashboard. Some options are not available if you are an Essential license user.

**RELATED LINKS**

- Feature comparison for each license type

### Procedure

- To access your preferences, do one of the following:
  - Click the **Preferences** tab on the dashboard.
  - Click your profile name at the top of the screen and then click **User preferences**.

**RELATED VIDEOS**

- Configuring user preferences

1

## Topic with hideable mini TOC

2

The Mini TOC provides a list of the subheadings on the topic page. You can hide the Mini TOC to increase the reading space.

3

4

## EMP deployment checklist

Version: **Administering Avaya Experience Platform for supervisors** | Last Updated 07.28.2017 | 2 minute read |

Avaya Experience Platform Avaya Experience Platform™ Connect Agent Beginner



The following table lists the procedures required to deploy CS 1000. Use the following sections to configure EMP.

- Note:**
- [Configuration](#)
  - [Post configuration](#)

You must deploy Avaya Aura® Media Server before CS 1000.

Hide Mini TOC > **ON THIS TOPIC** ⌵ ✕

- Configuration**
- Post configuration
- Supported time zones >

5

## Personalized search preference

6

The Search Preference enables you to see search results of your preferred products promoted to the top.


7

8

# Set your search preferences

This will allow you to see search results based on the products you have selected.

[Select All](#) [Clear All](#)

Filter  

## Products & Solutions

Avaya Experience Platform	<input checked="" type="checkbox"/>
Avaya Experience Platform	<input checked="" type="checkbox"/>
Avaya Enterprise Cloud™	<input type="checkbox"/>
Avaya Enterprise Cloud	<input type="checkbox"/>
Avaya Communications APIs	<input checked="" type="checkbox"/>
Avaya Communications APIs	<input type="checkbox"/>
Phones and Devices	<input type="checkbox"/>
Conference Phones	<input checked="" type="checkbox"/>

1

2

## New feedback form

3

The Send Feedback button enables you to provide comments or feedback about a topic.

## Managing user preferences on the Avaya Spaces

Last Updated 04.29.2022 | 1 minute read | Avaya Spaces Using

### About this task

On the Avaya Spaces web interface or desktop app, you can access user preferences from your dashboard.

Some options are not available if you are an Essential license user.

### Procedure

1. To access your preferences, do one of the following:
  - Click the **Preferences** tab on the dashboard.
  - Click your profile name at the top of the screen and then click **User preferences**.
2. In the User preferences window, click the following tabs on the left to configure your preferences:
  - General
  - Notifications
  - Theme

[Send Feedback](#)

→ Open the Avaya feedback form

### Avaya Documentation Feedback

\* Topic title  
Managing user preferences on the Avaya Spaces web in

\* Topic URL  
/bundle/UsingAvayaSpaces/page/Managing\_preferences


\* Select the option that applies  
The content is incorrect

\* Name  
Peter

\* Email  
xyz@xyz.com

\* Confirm Email  
xyz@xyz.com

\* Description  
The navigation is incorrect.

I'm not a robot 

Submit

1

### 2 Related links

3 [Avaya Documentation Center Got a Whole New Look!](#) on page 3

4 [New Documentation Center Home](#) on page 4

## 5 What's new in Avaya Documentation Center

6 New Avaya Documentation Center features:

- 7 • Enhance site navigation with category tiles and subtiles and better content classification.
- 8 • Search tips to help you understand how the search works and provide guidelines on how to
- 9 optimize the search query.
- 10 • Enhance search experience by facilitating the user to select content that must boost to the
- 11 top of search results.
- 12 • Responsive Web portal for optimal usability and appearance on any device
- 13 • Instantly download the PDF files
- 14 • Collapsible Mini TOC for better space utilization
- 15 • A new **Library** option that lists all documents available on Avaya Documentation Center. You
- 16 can use filters to refine the results further.
- 17 • Search for a document using keywords from **Library**.
- 18 • Download the PDF of the document from **Library** instantly.

- Comply with the new Avaya branding guidelines.
- Align Avaya solutions and products with the new Avaya Experience Platform™ and Avaya Enterprise Cloud™ solution changes.
- Filter, sort, and hide columns in a table.
- Sticky left filtering panel in the Search Results and Library pages to help users refine their search results.
- Search the product documentation by solution from Find Your Product.
- Better filtering capability by user role, such as administrator, supervisor, and agent.
- Better filtering capability by audience, such as beginner, intermediate, and expert.
- Better filtering capability by solutions and products.
- Better filtering capability by product release.

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## Features

With Avaya Documentation Center, you can accomplish the following:

- Get a list of all documents
- Search content
- Personalize content
- Get notified when content changes
- Generate PDF
- Share content
- Share feedback on content

### Search content

- Search documents by solutions and portfolio from Find Your Product.
- Search content using the solution, product, release, user roles, audience, and document type filters.
- Sort the search results by the last updated date and relevance.
- Sort the search results by ascending or descending order.
- Search tips to refine your search and get relevant search results.
- Personalize your search experience by choosing the content type that must appear at the top of search results.

### Personalize content

- Add topics to your collection and use them later.

- 1 • Manage collections:
  - 2 - Add a new collection.
  - 3 - Rename a collection.
  - 4 - Reorder topics in a collection.
  - 5 - Delete a collection.
- 6 • Generate the PDF output of the content in a collection.

### 7 **Get notified when content changes**

- 8 • Add topics to your watch list so you get notified when the content is updated or removed.

### 9 **Generate PDF**

- 10 • Generate a PDF output of topics or the entire publication using the **Add to My Topics** option.
- 11 • Generate a PDF output of topics in a collection from **My Topics**.
- 12 • Generate a PDF output of a publication directly from the **Library** page.

### 13 **Share content**

- 14 • Share topics with others over email.
- 15 • Copy URL of the topic that you can share with others.

### 16 **Share feedback on content**

- 17 • Provide detail feedback on the content.

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