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This book contains the information you need for basic call center

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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.

[Avaya Call Center Little Instruction Book for basic ...](#)

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,

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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. 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.

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Avaya CMS Supervisor

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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