

## MANUFACTURERS

## CATEGORIES

- Avaya IP Office & Partner
- Avaya Phones
- Avaya IP Office Peripherals
- Avaya One-X Quick Edition
- Cisco
- Nortel Phones
- Nortel BCM
- Nortel Norstar MICS / CICS
- ShoreTel
- Audio Conferencing
- Headsets
- Technical Support
- Wireless Handsets
- Call Accounting
- CallXpress AVST Voice Mail
- Switches

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Advanced Search

## Avaya IP Office Peripherals



Take a look at some of these AMAZING applications. Truly the best product on the market. Check out some of these add-ons that can be added to the IP Office product - just to give you a sample - here is a screen shot of the **Call Center Reporting** software.

## CCC: Real-Time Supervisor Information

The screenshot displays several windows from the Call Center Reporting software:

- Percentage Time in State:** A pie chart for Fiona Macintosh - 4120 showing time distribution across different states.
- Queue Monitor:** A grid showing real-time status for various queues like Tech Support, ACD Agent, Corporate, etc.
- Agent Log Points:** A detailed view for Group 207-201 showing task in state and queue and other metrics for various agents.
- Management of queues:** A window showing queue details and management options.
- Management of teams:** A window showing team member status and management options.
- Management of callbacks:** A window showing callback details and management options.

Overlaid on the screenshot is a dark box with the text: **All managed by exception**.

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#### Contact Center

Avaya IP Office peripherals from Digitcom Canada. Equipped to support the Compact Contact Center (CCC) application, is our leading customer service platform for small and medium businesses.

#### Phone Manager Pro

Avaya IP Office Peripherals. Phone Manager Pro from Digitcom Canada. The Phone Manager application offers control of the telephone from the user's PC. Phone Manager is available in three versions: Phone Manager Lite, Phone Manager Pro and Phone Manager PC Softphone (VoIP mode).

#### PRI Modules

Avaya IP Office Peripherals. PRI Modules from Digitcom Canada

#### Soft Console

Avaya IP Office Peripherals. Soft Console from Digitcom Canada. The operator has the choice of both traditional console and software based console. Similar to Phone Manager, Soft Console delivers all the traditional features of a hardware based console.

#### VCM (IP Gateways)

Avaya IP Office Peripherals. VCM (IP Gateways) from Digitcom Canada.

#### Voice Mail Pro

Avaya IP Office Peripherals. Voice Mail Pro from Digitcom Canada. Provides more advanced voice processing functionality for contact centers. It builds on the features and facilities offered by VoiceMail Lite and can be tailored to meet the individual needs of a business.

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Avaya IP Dect 3711

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