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Avaya IP Office Peripherals: Contact Center

Avaya IP Office, equipped to support the Compact Contact Center (CCC) application, is our leading customer service platform for small and medium businesses. CCC is a highly modular solution designed for companies that need a sophisticated solution to their customer service needs.

What's New With This Release

A significant number of the new features within Compact Contact Center V5 increase the level of integration between **IP Office** and Microsoft CRM by providing greater flexibility in terms of reporting capabilities that empower businesses with the information they need to enhance any customer service operation. CCC V5 now supports Crystal Reports—an intuitive reporting toolkit that helps provide a fast, flexible way to transform and present data in Web and Windows applications for a dynamic, interactive end-user experience. In addition to the 75 existing pre-defined reports being converted into Crystal Reports format, the CCC V5 reporting package includes the ability to create three custom reports.

Business Benefits

- Improve customer relationships—get the call to the right person as quickly as possible.
- Enhance agent productivity with the tools and management capabilities.
- Measure your customer service performance—always know how well calls are being handled.

FEATURES

- Management by exception
- Customer Option

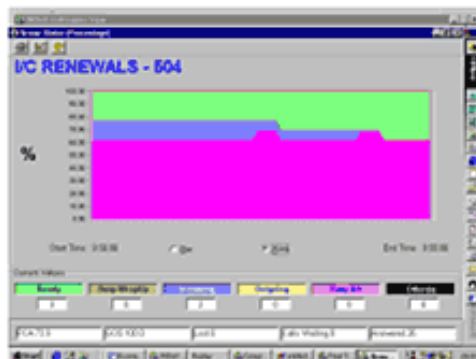
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- Managing customer expectations



Management by Exception

- Team leaders are notified when their attention is required
- **Red-Amber-Green** Alarm levels

- You have more than 3 calls waiting
- The longest waiting call exceeds 30 seconds
- The percent of calls answered has dropped below 80%
- An email has not been answered for 15 minutes

Real-time performance information

- View performance of individuals, teams and the entire business as a whole

Scaling from 5 to 75 agents, IP Office CCC offers the ability for contact centers and customer-facing departments of all sizes to benefit from the advantages of measuring key performance indicators. By reducing the average duration of each call, major efficiency gains can be made, typically resulting in a pay-back period of only a few months.

CCC: Real-Time Supervisor Information

The screenshot displays the CCC Real-Time Supervisor Information interface, which is divided into several functional areas:

- Percentage Time in State:** A pie chart showing the distribution of time spent in different states for agent Fiona Macintosh (4120). The chart is divided into five segments: 36.85% (blue), 12.28% (yellow), 44.16% (green), 1.24% (red), and 5.41% (purple).
- Queue Monitor:** A grid of monitors for various queues, including Tech Support (584), ACD Agent (684), Corporate Call (408), and others. Each monitor shows metrics like W, LW, and Awa.
- Agent Top Points:** A central window for managing agents, showing a list of agents with their current status (e.g., Incoming, Outgoing, Ready, Busy, Logged Off) and a color-coded bar indicating their state.
- Management of queues:** A section for managing queue settings and configurations.
- Management of teams:** A section for managing team assignments and configurations.
- Management of callbacks:** A section for managing callback settings and configurations.

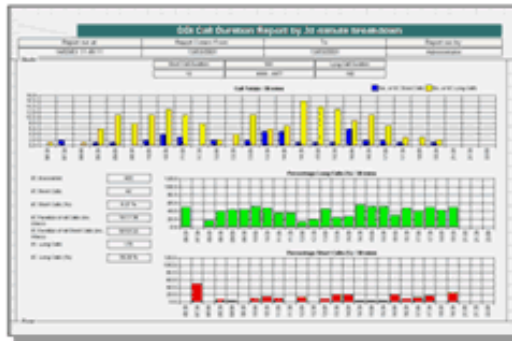
Overlaid on the interface are three text boxes with orange text:

- Management of queues** (top right)
- Management of teams** (bottom left)
- Management of callbacks** (bottom right)

A central grey box with orange text reads: **All managed by exception**.

By focusing on management by exception, CCC enables busy managers and supervisors to concentrate on other aspects of their responsibilities. Call Center View does the work and only informs the supervisor when a problem has or is about to occur. The comprehensive and highly professional graphical reports can be run over any period of time, and provide a detailed view of all contact center activity. The wallboard facility enables both fixed wallboards and pc-based wallboards to be deployed within the business, allowing managers to issue motivational and informational messages where they are most needed.

CCC: Historical Management Information



A set of 70 "management-ready" reports

Detailed data stored

- Audit trail allowing investigation of any contact

Report scheduling

- Automatic report generation to printer or file

Integrated reporting

- Reporting on complete caller experience including voice processing and comfort messaging

Customized, exportable reports

- Designer module available to support tailored customer reporting
- Post reports onto a Web site or send them by e-mail via HTML.

CCC offers a full and comprehensive solution to the customer contact needs of small and medium-sized enterprises, by providing high-end contact center functionality, whilst retaining the ease of use and configuration that SME customers demand.

Compact Business Center is an entry-level management tool for small customer facing departments. It provides simple real-time and historical analysis for organizations who do business over the phone. Providing real-time graphs on up to three departments or hunt groups, and the entire system, managers can quickly what improvements might be made to improve their customer service.

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