



IP Office Fact Sheet

# Contact Center Applications

Supporting Customer Sales and Service



## Overview

Avaya IP Office Contact Center applications are specifically designed for the needs and budgets of small to medium businesses. Contact Center applications include the Compact Business Center (with basic routing and reporting capabilities) and the more advanced Compact Contact Center, delivering advanced routing, custom reporting and multimedia integration.

## Capabilities

- IP Office Compact Business Center—An entry-level management tool for small customer-facing departments, typically handling from 2 to 15 agents. It provides reports on real-time and historical information (up to 31 days) for up to three groups, as well as providing information on the operation of the system as a whole. It provides information on key performance indicators of the business - lost calls, trunks free, agents free, queuing time and more.
- Compact Contact Center—A highly modular contact center solution for all contact center sizes from 2 to 75 agents. Compact Contact Center delivers a robust set of sophisticated capabilities, including:
  - Real-time management, historical reporting and multimedia capabilities
  - Wallboards and instant alarms
  - Desktop tools and wizards to help your staff do their jobs productively
  - Self-service options to allow customers to help themselves
  - Call routing, queuing and call coverage to get each call through to the right person every time

Integration with Microsoft® Business Solutions CRM enables customer and historical sales information to be linked directly to incoming and outgoing calls, making it easier than ever to personalize service, adapt call routing patterns and pinpoint service and performance issues. Multimedia capability (e-mail, Web chat) can be added at any time and all reporting and management capabilities that work for voice communications will work for other interactions as well.

## Benefits

- Improve customer relationships—get the call to the right person as quickly as possible.
- Better prioritize customers—taking advantage of intelligent call routing (i.e., based on Caller ID or Caller Line Identification) that lets you identify key customers or callers.
- Enhance agent productivity with the tools and management capabilities.
- Maximize your resources—through extensive reporting that lets you allocate personnel and other resources as cost-effectively as possible.
- Measure your customer service performance—always know how well calls are being handled.

### Avaya Advantage

IP Office Contact Center applications deliver advanced capabilities in solutions designed for growing businesses.

## Avaya IP Office Provides Two Contact Center Options

	Compact Business Center	Compact Contact Center
<b>Format</b>	CD-ROM	CD-ROM
<b>System Requirements:</b>	Server PC (Delta Server): Windows 2000 (SP2 and later)/XP Profesional/2000 Professional (SP2 and later); Ethernet Attached PC: Pentium III 500MHz or higher; 10GByte hard disk; 256 MB of RAM min.	Server PC (Delta Server): Windows 2000 (SP2 and later)/NT Server SP6/2000 Professional (SP2 and later)*; Ethernet Attached PC: Pentium III 800MHz or higher; 10GByte hard disk; 256 MB of RAM min.
<b>User Requirements</b>	Any IP Office Telephone  Client PC: Windows 2000 Server (SP2 and later)/XP Professional/ XP Home/2000 Professional (SP2 and later)/NT Workstation SP6/98. Ethernet Attached PC: Pentium III 500MHz or higher; 128 MB of RAM min.	Any IP Office Telephone  Client PC: Windows 2000 Server (SP2 and later)/XP Professional/2000 Professional (SP2 and later)*/NT Workstation SP6/98. Ethernet Attached PC: Pentium III 500MHz or higher; 1GByte hard disk; 128 MB of RAM min.
*Use of Windows 2000 Professional is recommended only in small contact centers (10 agents) that have low call volumes (300-500 calls per day).		

Feature Detail	Compact Business Center	Compact Contact Center
Real time screens	1	18
Real time graphs	4	By Group/Agent
Variables	3 of 13	N/A
Reporting period	24 hours	24 hours
Historical data	31 days	12 months +
Pre-defined reports	None	70 +
Call Center View	Not available	Included
Report Manager	Not available	Included
Wallboard Manager	Not available	Included
Networked Administrator	Not available	Included
Remote Management	Not available	Via RAS
System	Win 2000	Win 2000
PC Wallboard	Not available	Optional - up to 75
Report Designer	Not available	Optional
WFM Interface	Not available	Optional
Agents	N/A	75
Supervisor	3	21 (CCC v5)

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