

## IP Office Customer Service for Agents and Supervisors

### Improve Agent Productivity and Customer Intelligence

#### Overview

Businesses that understand how communications can enhance customer service and productivity will appreciate the powerful information IP Office Customer Service applications for Agents and Supervisors can deliver.

Whether a business has a traditional call center or simply people who answer phones, valuable data in customer calls can help improve customers' experiences and deliver greater revenue and more satisfied and loyal customers.

Available with IP Office *Advanced Edition*, Customer Service for Agents and Supervisors provides a wealth of information through intuitive, easy-to-use interfaces and tools.

#### Capabilities

**Real-time Access to Information** – Supervisors get point and click, drag and drop convenience for real-time information by agent or group of agents or to set alarm notifications and automatically deliver customized reports.

Through customizable views set by their supervisor, agents can see a wide range of information to help them budget their time based on workload, call queues and agent availability, including number of calls on hold or in progress, lost calls, number of agents logged in/out, and more.

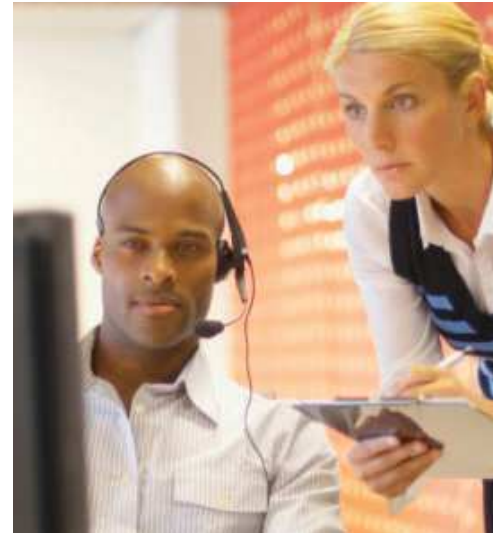
When an agent knows that no callers are waiting in queue, he or she can spend more time with customers building relationships, generating more revenue, and enhancing overall customer satisfaction and loyalty.

Display vital information, such as calls waiting, answered calls, on large screens throughout the call center so agents get real-time status they can act upon to increase their productivity.

**Desktop Call Control** – IP Office makes it easy for Agents to log in and out of one or multiple groups, enter reason codes and more, right from their PC with an intuitive browser based PC interface.

**Customizable Reports** – Customer Service Supervisor offers easily customized reports to display specific information that is most relevant to the business:

- Create a caller identification report to see where the most (or fewest) calls originate from (by area code, country code, prefix, etc.)
- See how many calls have been taken over a period of time, the length of calls, and more



- Set and adjust thresholds to trigger alarms to suit changing objectives and campaign targets
- Schedule automatic report delivery in preferred formats

Detailed, actionable data helps Supervisors schedule staffing for peak times, provide relevant agent training (including recording and archiving of calls for later review) and to improve overall business performance.

#### Benefits

- **Improve customer experience** – provide highly personalized customer service with speed and efficiency.
- **Manage staff more effectively** – understand the peaks and valleys of call volumes so you can staff accordingly and communicate to agents via wallboards.
- **Improve training** – make better use of agent call recordings to enhance sales techniques and service skills.
- **Grow revenue** – detailed data on calling patterns helps drive more effective sales campaigns and day-to-day selling performance.

## Specifications

<b>Format</b>	<ul style="list-style-type: none"><li>• Included with IP Office Advanced Edition</li></ul>
<b>System Requirements</b>	<ul style="list-style-type: none"><li>• IP Office 500</li><li>• The following Server Operating system Microsoft Windows Server 2003 (32-bit), Small Business Server 2003 (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), Windows Server 2008 R2</li></ul> <p>For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.</p>
<b>User Requirements</b>	<ul style="list-style-type: none"><li>• Any IP Office telephone</li><li>• Microsoft Internet Explorer, version 8.0 and above</li><li>• Mozilla Firefox, version 3.5 and above</li><li>• Apple Safari, version 3.2 and above</li><li>• Windows Safari, version 3.2 and above</li></ul>
<b>Feature Detail</b>	<ul style="list-style-type: none"><li>• Browser Based, Drag &amp; Drop application</li><li>• View statistics: Agent States, Agent ACW, Agents Available, Agents Logged On, agents Present, Agents Ringing, Answered Calls, Answered External (non-queue), Answered Internal (non-queue and queue), Average Answer %, Average Answer Time, Average Wait Time, Busy Not Available, Calls Waiting, Current Wait Time, Grade of Service, Longest Wait Time, Lost Calls, New Messages, No Answer, Outbound Calls (external), Overflowed Answered, Overflowed Calls, Overflowed Calls Waiting, Overflowed Lost, Queue State, Queue State Time, Routed to Other, Routed to Voicemail, Transferred</li><li>• Display statistics, show top agent 'leader', provide motivational messages to agents on external optional LCD</li><li>• Customize LCD with company logo and colors</li><li>• Supervisor Alarm setting and Notification by agent and group</li><li>• Change in color indicates state of Alarm: White for Normal state, Yellow for Caution, Red for Alarm, Blue for Alarm Acknowledge</li><li>• Historical Call Reporting using templates: Agent Summary Report, Call Details Report, Call Summary Report, Trace Reports, Alarm Reports, Voicemail Reports</li><li>• Customize over 100 reports using common fields (Name, Subject, Call Type, Reporting Period, etc) and through use of wildcards</li><li>• Report format (Adobe, Word, Excel, Rich Text, or Crystal)</li><li>• Email report in format of recipients choice</li></ul>

### About Avaya

Avaya is a global leader in business communications systems. The company provides unified communications, contact centers, data solutions and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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