



IP Office Contact Center

Presales overview

Agenda

- ▶ Overview
- ▶ Solution architecture
 - Capacities, requirements, IP Office integration, licensing
- ▶ GUI
 - Agent, Supervisor and Administrator desktop
- ▶ Operation and features
- ▶ Realtime reporting
- ▶ Historical reporting
- ▶ Additional information
 - Where to find more information

IPOCC Overview

Avaya Contact Center Solutions for IP Office

Midmarket

▶ **Midmarket = Opportunity**



AVAYA
The Power of We™

The fastest growing segment of Contact Center is the midmarket

Experience Management value propositions are just as important in midmarket

Simplified offers across segments, means Avaya has the right offer for every customer

Simplified offer, easy accreditation and fast install improves partner profitability

Avaya Contact Center Solutions for IP Office

Customer Experience has evolved

82%

BUY MORE from companies that make it easy to do business



73%

Millennials will stop doing business with a company after one bad experience

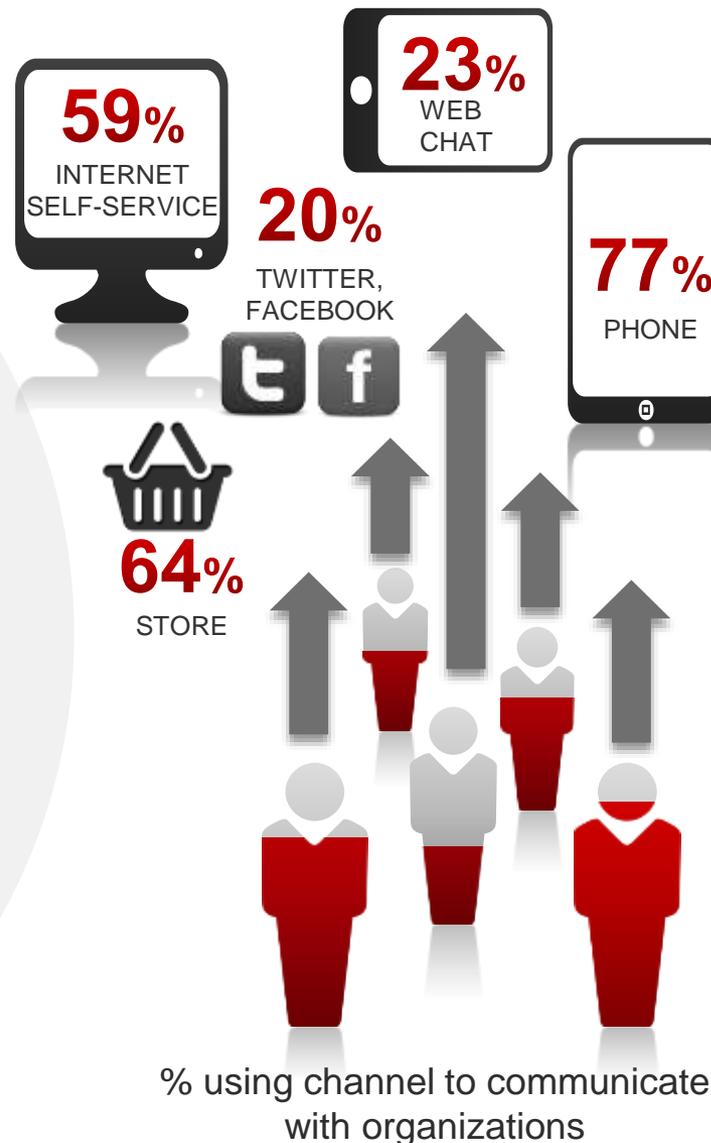


50%

say they constantly change how they deal with organizations

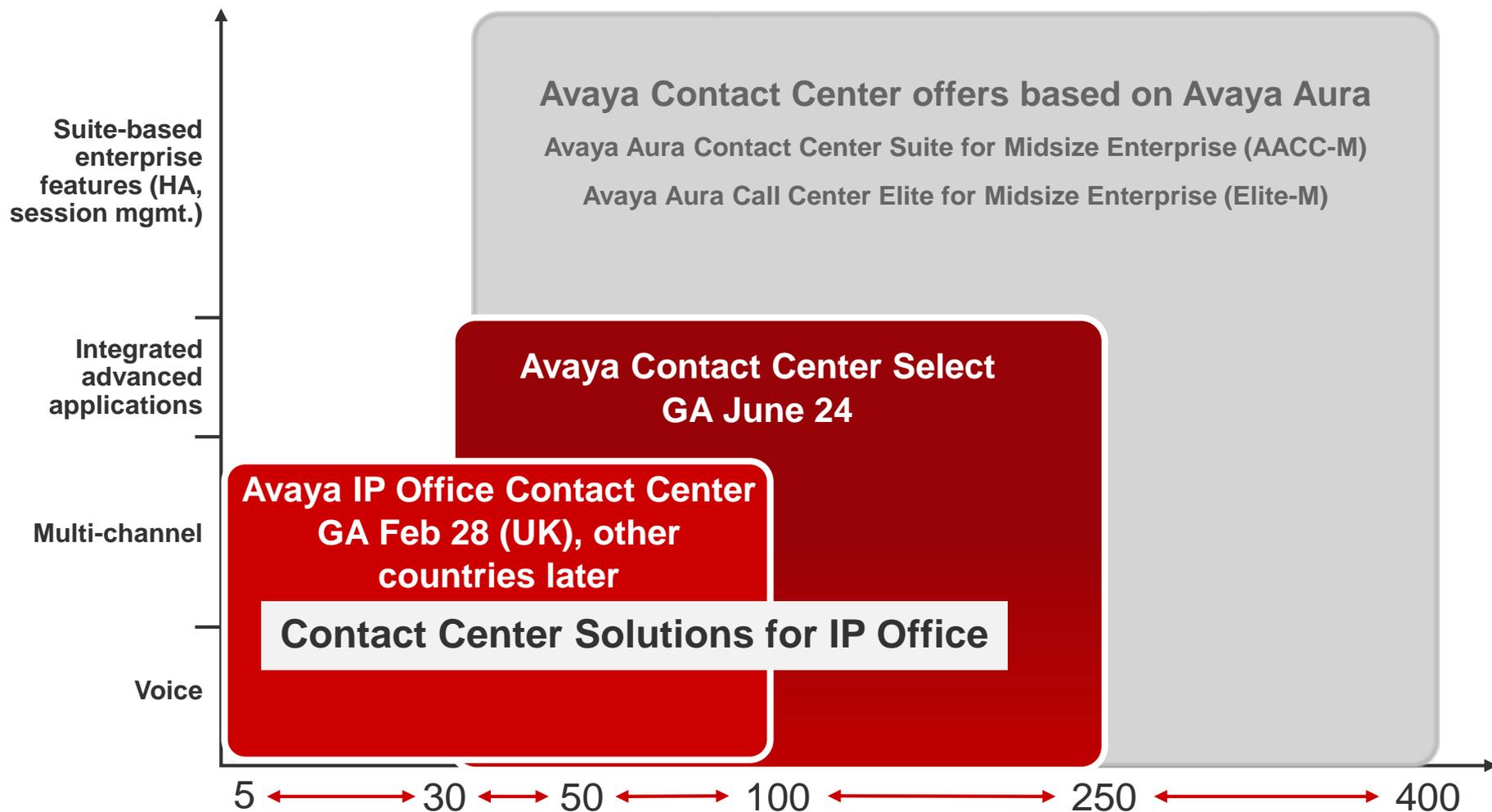
9 of 10

9 of 10 consumers want support while online



Avaya Contact Center Solutions for IP Office

Offer positioning



Avaya Contact Center Solutions for IP Office

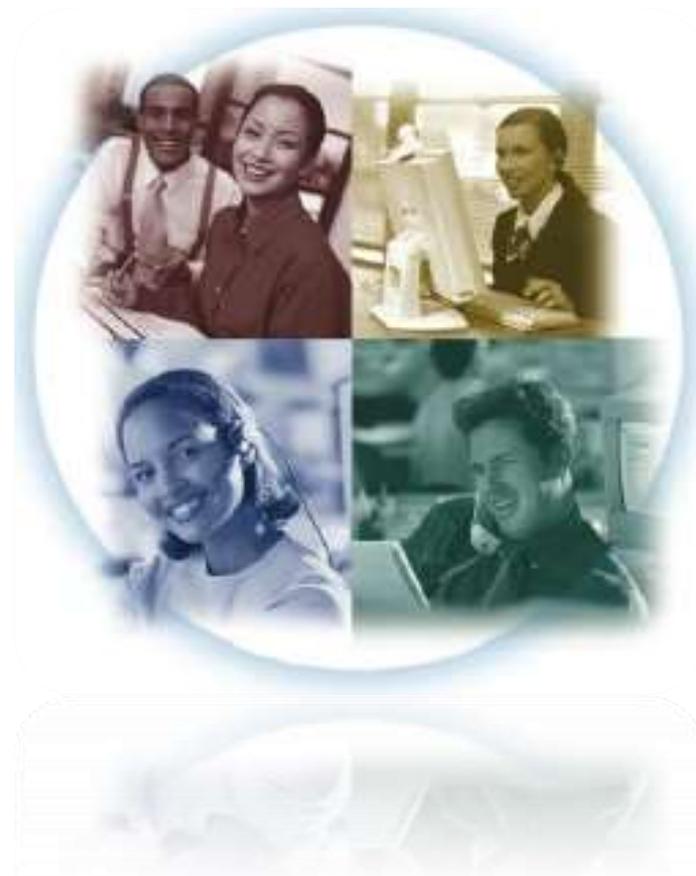
IPOCC versus ACCS

| Avaya IP Office Contact Center | Avaya Contact Center Select |
|---|---|
| voice, email, web chat 5-100 agents | voice, email, web chat, SMS, fax 30 – 250 agents |
| Preview / progressive outbound calling Local or remote agents Skills-based routing Supervisors, reporting (real-time and historical), call recording Database directed routing | |
| English only | G14 languages |
| Futures under consideration: <ul style="list-style-type: none"> ▶ Expanded localization ▶ Turnkey H/W Appliance ▶ SMS/Fax gateways ▶ Expand to 250 agents ▶ Postgres SQL Database | Futures under consideration: <ul style="list-style-type: none"> ▶ Advanced open interfaces ▶ Applications (POM, AEP, WFO) ▶ Social media integration ▶ High availability ▶ Enterprise management capabilities |
| <small>POM=Proactive Outreach Manager, AEP=Avaya Experience Portal, WFO=Work Force Optimization</small> | |

Avaya IP Office Contact Center

Scalable

- ▶ Targets customers with up to 2000 employees, 5 to 100 agents
 - In the office
 - Remote
- ▶ Single site or multiple locations across the enterprise
 - In the office
 - Remote
- ▶ Supported on
 - IP500v2: single site, max 30 agents
 - Server Edition: up to 32 sites, max 100 agents



Avaya IP Office Contact Center

Multichannel

Customer / prospects

-  **Voice**
-  **Email**
-  **Chat, Call Back**



Contact Management

Universal Queue

Media-specific Skills-based routing and Channel prioritization

Contact Center Resources

-  **Agent Groups**
-  **Agents**
-  **External Destination**
-  **Waiting Announcements**
-  **IVR Agents**

IP Office Contact Center

Powerful features

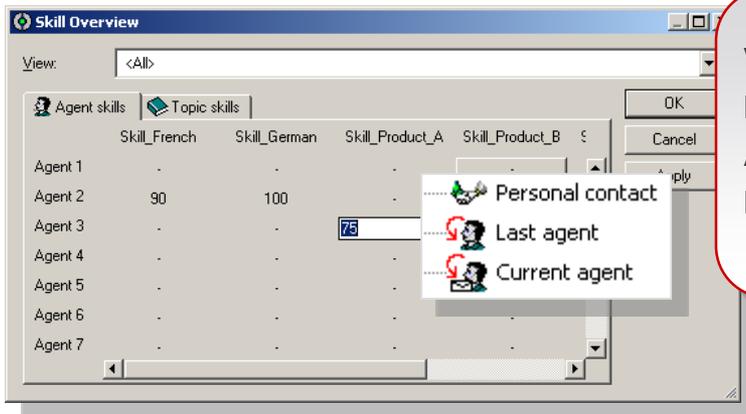
- ▶ Real time & historical reports
 - email/web/voice transactions
- ▶ Powerful, customizable agent desktop
 - click to call, multichannel view etc
- ▶ Call recording for every Agent and Supervisor
 - Improves agent performance, eliminate conflicts
- ▶ Built in IVR promotes self service
 - Reduce agent handle time
- ▶ Outbound dialer



Increase your First Call Resolution

Connect the right agent with the right customer

- ▶ Answer all calls quickly with skills-based routing
- ▶ No transfers from agent to agent before talking to the right person
- ▶ No need for customers to explain many times why they are calling

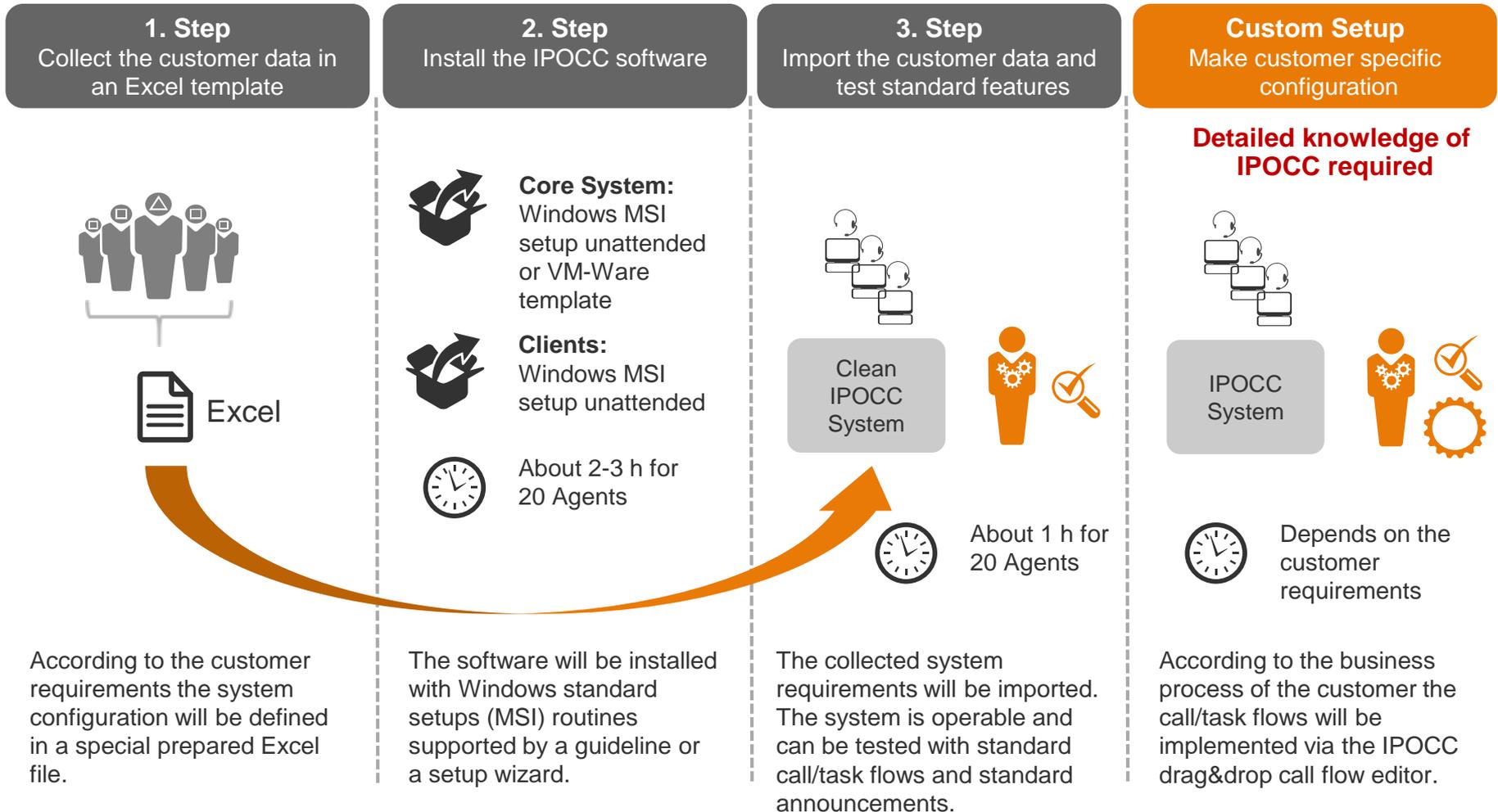


VIP customers
Prospects
ABC customers
Business partner

Expert Sales person
Technical hotline
Presales

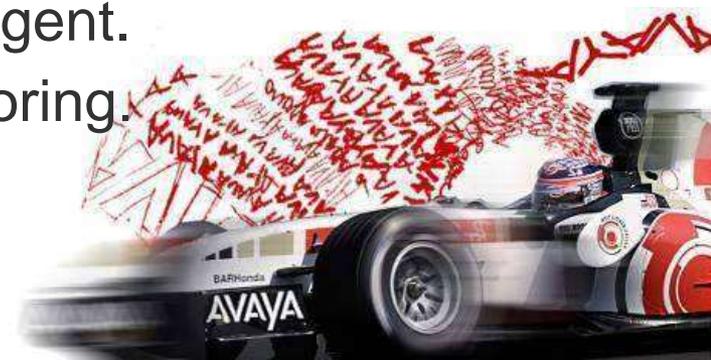
IPOCC setup process

Installation in less than 4 hours



IPO CC Key Differentiators

- ▶ Single User Interface
 - Permissions define capabilities per User.
 - Profiles allow easy administration.
- ▶ Flexible User Interface configuration by Drag & Drop
 - Home Screen / First Screen
 - Real Time Reporting
 - Historical Reporting
- ▶ Integrated Microsoft Internet Explorer
 - Used e.g. for In- and Outbound Scripting, Screen pop or Displaying any web based information.
- ▶ Channel prioritization and definition of user workload.
- ▶ Personal Representative and Current Agent.
- ▶ “Scenario Controls” in Real Time Monitoring.



The main content of the slide is centered and consists of two lines of red text. The first line is "IPOCC solution architecture" in a large, bold, sans-serif font. The second line is "Capacities, requirements, IP Office integration, licensing" in a slightly smaller, bold, sans-serif font. The text is positioned between two thick red horizontal bars, one above and one below, which span the width of the slide.

Avaya IP Office Contact Center Solution

Capacities and configuration

IP Office 500v2 R9.0.2



Application server
VM PRO/contact
recorder



Single site
**5 to 30 logged-in
agents**
150 configured agents



Partner provided server
or virtualized
Runs IPOCC

IP Office Server Edition
R9.0.2 Multilocation



Partner provided server
or virtualized
Runs IPOCC

Up to 32 locations
**5 to 100 logged-in
agents**
500 configured agents

IP Office Contact Center Configuration Options

Configuration and requirements

| Capacity | Call Server | IPOCC Contact Center <i>Sold as software – ISO or OVA</i> |
|---|--|---|
| <p>Up to 30 Agents</p> <p>No Multisite support over SCN</p> | <p>IPO 500V2</p>  <p>Partner Provided Application Server</p>  <ul style="list-style-type: none"> - VMPro - Contact Store - Provision additional hard drive for Contact Store | <p>Partner Provided IPO CC Server</p>  <p><u>IPO CC Server Requirement</u></p> <ul style="list-style-type: none"> -Intel Xeon E3 Quadcore 3.1GHz server, 8GB DDR3 ECC -2* Seagate ST500DM002 500GB 7200 Rpm, SATA 6G 16MB Cache Raid 1 -Raid Controller Intel C202 onboard -2x NIC 1 GB <p>IPO CC OS</p> <p>Windows 2008R2 or 2012R2 Server</p> <p>Example Servers</p> <ul style="list-style-type: none"> -Dell R210 /220 or -Fujitsu Primergy TX1000S3p  <p><u>IPO CC Client Requirement</u></p> <ul style="list-style-type: none"> -Hardware: PC 2.4 GHz, 2GB RAM, 10GB free storage capacity -OS: Windows 7 or Windows 8.1 <p><i>Citrix and Windows Terminal Services are supported</i></p> |
| <p>Up to 100 Agents for IPOCC</p> <p>IPO SE Primary Server and up to 32 nodes</p> | <p>IPO SE</p>  <ul style="list-style-type: none"> - Contact Store loaded on IPO SE - Provision additional hard drive for Contact Store | <p><u>IPO CC Client Requirement</u></p> <ul style="list-style-type: none"> -Hardware: PC 2.4 GHz, 2GB RAM, 10GB free storage capacity -OS: Windows 7 or Windows 8.1 <p><i>Citrix and Windows Terminal Services are supported</i></p> |
| <p>Licenses</p> | <p>ADI VMPro ports Contact Recorder CTI Pro SIP (Avaya) IP endpoint</p> | <p>PLDS - Base 30/100, Voice , Multichannel, Supervisor, Upgrade Base30 to 100</p> |

IP Office Integration

IPOCC agents – IP Office users



- ▶ IPOCC uses IPO Users for IPOCC agents.
 - Agent needs to login to the phone and to the IPOCC agent desktop application
 - Only phones which are configured in IPOCC database are monitored
- ▶ If an agent is logging in (or out) to a phone a message can be send to the phone display. This is a configurable option using a system-wide variable.
- ▶ All major telephony functions can be controlled with the agent userinterface in IPOCC
 - SignON/Off, Pause, Aftercallwork, Ordercode, login/logout can only be done from the IPOCC Userinterface
- ▶ If a call is distributed to the agent , the topic name and caller name is sent to the phone display.
- ▶ When an agent is logged in, the following telephony functions will be disabled:
 - Forwarding - DoNotDisturb

IP Office Integration

IP Office supported phones

- ▶ The following IP Office phones are supported with IPOCC:
 - IP phones: 1608, 1616-I, 9608, 9611, 9621, 9630, 9640, 9641, 9660
 - Digital phones: 9504, 9508
 - IP Office Softphone: Rel. 3.2.3.49 and up
 - DECT Phone: Agents logged in on DECT phone, call can be answered and ended. Hold, retrieve & twinning are not currently supported

Avaya IP Office Contact Center

Licensing

| SAP | Item | Description | Avaya Price List |
|--------|-----------------------------------|---|------------------|
| 306493 | IPO R9 IPOCC BASE IPO 500 V2 LIC | IPOCC Base System Software Appliance ISO or OVA for IPO 500v2 (Base 30) | \$2255.00 |
| 306640 | IPO R9 IPOCC BASE SE LIC | IPOCC Base System Software Appliance ISO or OVA for IPO Server Edition (Base 100) | \$2255.00 |
| 306641 | IPO R9 IPOCC IPO 500 V2 TO SE LIC | Migrate IPOCC from IP500v2 to SE | No Charge |
| 306495 | IPO R9 IPOCC VCE AGT LIC | 1x Contact Center - Voice Agent License -(includes Call Recording port) | \$670.00 |
| 306496 | IPO R9 IPOCC MULTI CH AGT LIC | 1x Contact Center - Multichannel Agent License (must be added to Voice Agent License) | \$402.00 |
| 306497 | IPO R9 IPOCC SPV LIC | 1x Contact Center -Supervisor License (Includes Voice & Multichannel & Call Recording) | \$1205.00 |

- ▶ Agent / Supervisor licensing is concurrent
- ▶ Voice license also includes outbound functionality
- ▶ Included IP Office licenses:
 - Avaya IP endpoint, CTI Pro, Contact Recorder (in BASE licenses)
 - VM Pro ports (with each Voice Agent / Supervisor license)

Avaya IP Office Contact Center

IPOSS

- ▶ IPOSS is a mandatory attach for IPOCC
- ▶ Core IP Office servers also require IPOSS if IPOCC is added. Service coverage level must be the same for both
- ▶ IPOSS licensing follows the agent/supervisor licensing. For each of the following codes an IPOSS code should be ordered. See next slides for the IPOSS codes & coverage options
 - 306495 – IPOCC Voice Agent
 - 306496 – IPOCC Multi Channel Agent
 - 306497 – IPOCC Supervisor

IPOCC GUI

Agent, Supervisor and Administrator desktop

Single GUI for agents, supervisors and admin

Easy to use and intuitive User Interface

- Single, permissions based, customizable User Interface for all Users.
 - Privilege: which Application is the user allowed to start
 - Authorization: which Objects (Topics, Agents, AG, ...) is the user allowed to see or to configure
- Historical and Real Time Reporting for all task types.
- Graphical 'workflow' editor.
- Integrated Internet Explorer
- Windows 7 or Windows 8.1
 - Citrix and Windows Terminal Services are supported
- Single sign-on option using Windows login



Agent Desktop

Overview

- ▶ Full agent control:
 - Sign in/out Agent Groups
 - View history
- ▶ Fully customizable to define size and information visible
- ▶ Access to available Tasks and Media functions
- ▶ Organize views in tabs and make use of hyperlinks
- ▶ Integrated Internet Explorer option for metadata driven searches and/or access to web ticketing

The screenshot displays the Avaya IP Office Contact Center Agent Desktop interface. The window title is "IP Office Contact Center". The top bar includes a menu with "File", "Go to", and "Help", a timer showing "0:22 / 0:00", and status icons for call, chat, and email. The user is identified as "Bob (3415)".

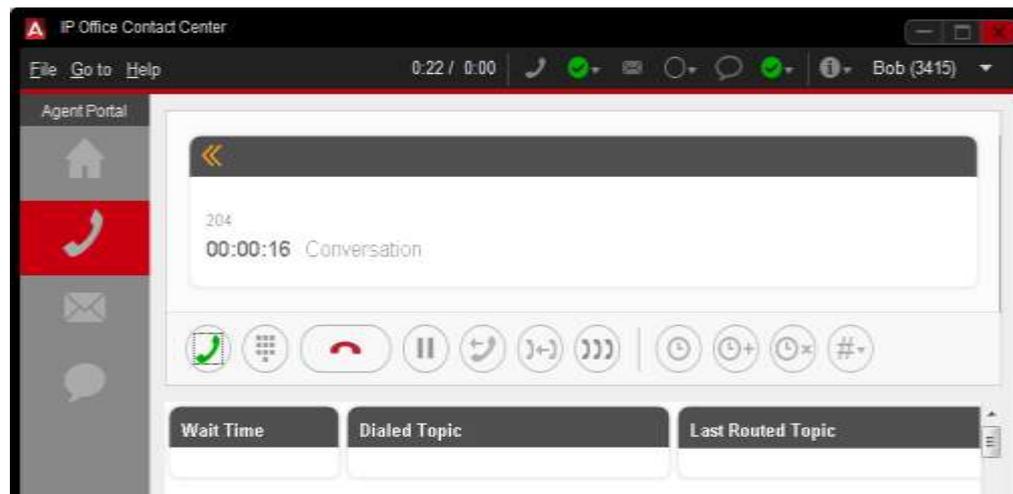
The main interface is divided into several sections:

- Agent Portal:** A vertical sidebar on the left with navigation icons for home, call, email, and chat.
- Conversation Window:** A central window showing a call with ID "204" and duration "00:00:16". Below the call information is a control bar with icons for call, hold, transfer, and other functions.
- Wait Time:** A section with three empty boxes labeled "Wait Time", "Dialed Topic", and "Last Routed Topic".
- Message-Board (Global):** A section with a message: "Morning everyone - Remember the customer is always right, but may not be fully informed!".
- Agent Statistics:** A table showing performance metrics for the agent.
- Bob - Out of office notice:** A section with the text "In the office".

| Agent Statistics | | Bob - Out of office notice | |
|---------------------|---------|----------------------------|---------|
| Break Time: | 0:00:16 | Signed On Time: | 0:28:35 |
| Calls: offered: | 0 | completed: | 0 |
| E-Mails: completed: | 0 | | |

Agent Desktop

Applications



Home – Landing page after login. Contents is configurable with a subset of real time statistic elements



Telephony - Application where Agents process calls and view real time statistics



Email - Application where Agents process emails



Chat - Application where Agents process chats

Agent Desktop

Minimized view

- ▶ Minimizes as a fully functional side bar allowing for other PC work to continue
- ▶ Expand, contract or maximize to larger User Interface as needed
- ▶ Define size and information visible

Sidebar View

Agent Status
per Task

Task type – Audio,
Email, Chat



Expanded View

Full Call Control



Agent Desktop

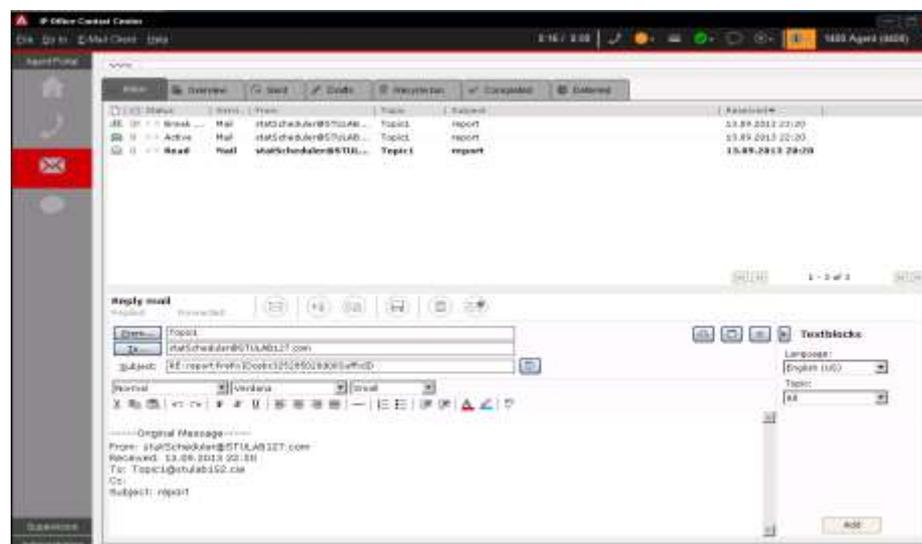
Realtime information

- ▶ Quick overview of contact center status
- ▶ Individual monitoring screen with integrated telephony function
- ▶ Agents, team leaders and supervisor information
- ▶ Waiting queue of all tasks including Email & Chat
- ▶ Service level information
- ▶ Wallboard functionality

Agent Desktop

Email processing

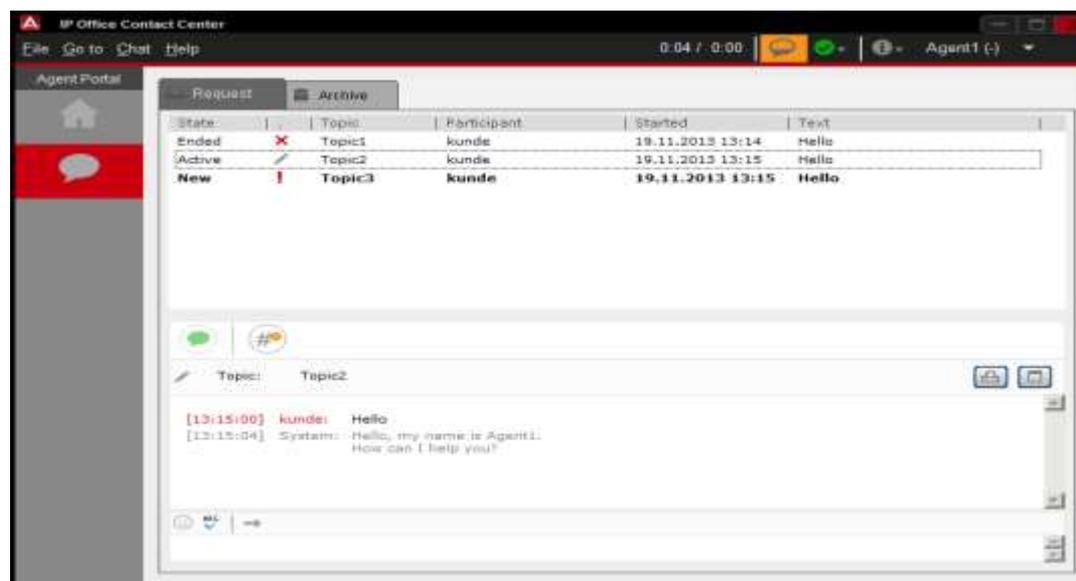
- ▶ Integrated Email
- ▶ Answer, create, postpone and forward
- ▶ Integrated address book
- ▶ Text blocks definable to assure high quality answers and speed
- ▶ Channel prioritization and definable workload per Agent
- ▶ Fully integrated in real time and historical reporting.



Agent Desktop

Chat processing

- ▶ Same routing capabilities /logic as for telephony
- ▶ Chat inbound service only...
- ▶ Chat scripts to give information the chat participants
- ▶ Fully integrated in real time and historical reporting
- ▶ Archive of chat messages



Supervisor Desktop

Overview - key functions

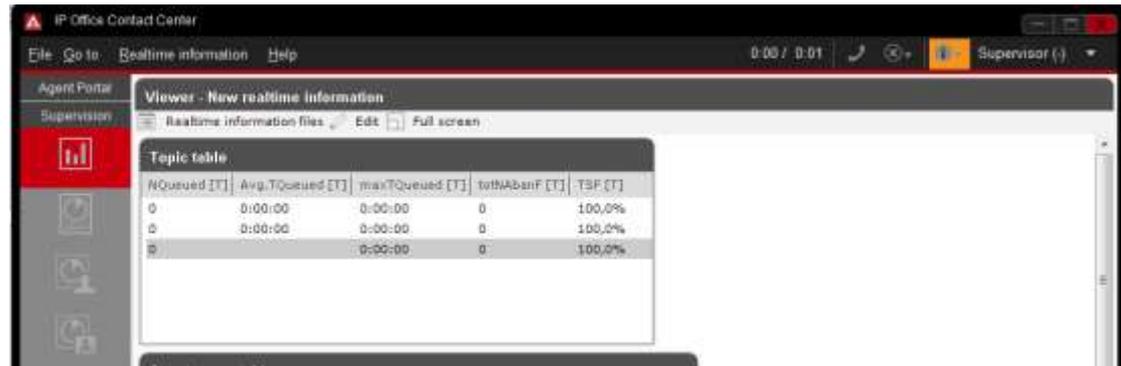
- ▶ Supervisor can remotely log on/off and sign on/off agents from Agent group (remote functions)
- ▶ Supervisor silent monitoring & supervisor emergency
- ▶ Fully customizable, drag and drop feature rich interface
- ▶ Pickup and delegate calls
- ▶ Reports

The screenshot displays the 'Internal Support - Agent status (AG) (E-mail)' window. It features a grid of agent status buttons, each with an 'X' icon, indicating they are currently offline. The agents listed include Agent2, Agent3, Agent4, Bob, EBC Agent 1, EBC Agent 2, EBC Agent 3, EBC Supervisor, Field Agent 1 (highlighted with a green checkmark), Field Agent 2, Field Agent 3, Field Supervisor, IPOPM Agent 3, Marge, Ron Callan, and Supervisor. Below the agent grid, there are performance metrics: 'maxTQueued[T]' with a value of 0, 'Avg.Act.ag.[T]' with a value of 0, and 'T max TQueued[...]' with a value of 0:00:00. At the bottom, an 'Agent group table' is visible, showing columns for 'Agent group' and 'Break Time ag. [T]'. The table lists 'Internal Support' and 'Technical Support' with a break time of 0.

| Agent group | Break Time ag. [T] |
|-------------------|--------------------|
| Internal Support | 0 |
| Technical Support | 0 |
| | 0 |

Supervisor Desktop

Applications



Real Time Information – View, manage & configure real-time Contact Center statistics



Reporting - Manage, configure & view historical, counter based Contact Center statistics



Agent Status Report - Configure & view statistical information about agent activities that are **not** concerning call or e-mail handling.



Contact Details Report - Configure and view statistical information about single contacts (calls or e-mails).

Supervisor Desktop

Realtime information dashboard

- ▶ Agent state per Agent Group/Team
 - Integrated Telephony functions
 - Remote login/logoff, sign on/sign off

- ▶ Waiting queue of all channels including Emails and Chats
 - Lists of waiting calls/emails...
 - Service level
 - Thresholds

AG_ACM - Agent status list for AG [Telephony]

| Name | Login s... | W.state dura. | W.state | TNo. | Pause code |
|--------|------------|---------------|---------|------|------------|
| agent1 | Si-on | 00:00:28 | Avail. | 1501 | |
| agent3 | | | | | |
| agent0 | | | | | |
| agent2 | | | | | |
| ... | | | | | |

AG_ACM - Agent status for AG (grid) (Telephony)

Martin

agent0

agent1

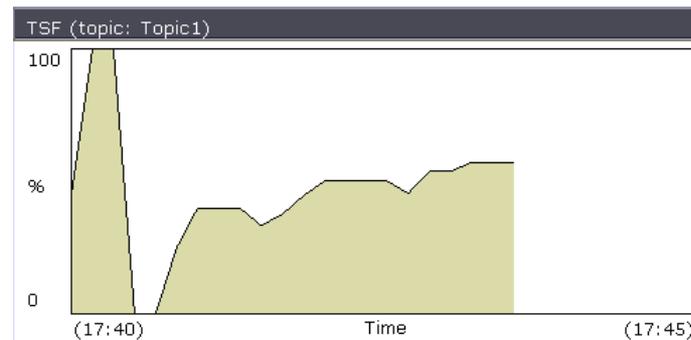
agent2

agent3

Sign on to AG
 Sign off from AG
 Login
 Logout
 Call
 Pick-up

Topic1 - Calls in the queue [Telephony]

| TT | TCS | No. | Annou... | Announc. sc... | CCK_Caller_N... |
|----------|----------|------|----------|----------------|-----------------|
| 00:00:10 | 00:00:01 | 3105 | interr. | dream | Rathof |
| 00:00:06 | 00:00:01 | 3110 | Welco... | Guten Tag | Stolz |
| 00:00:01 | 00:00:01 | 3115 | none | | Knakowski |



TSF[T]

57%

Supervisor Desktop

Historical reporting

Reporting display: topic1

Name: topic1
Date created: 11/14/2013 10:07
Owner: System
Period: 03/30/2013 00:00 to 03/31/2013 23:59

| Date | from | to | Topic | totNNew [Tel] | totNConvAg [Tel] | totNAban [Tel] | TSF [Tel] | totNConvWaitC=N [Tel] | tot |
|------------|-------|-------|--------|------------------|---------------------|-------------------|--------------|--------------------------|-----|
| 03/30/2013 | 00:00 | 01:00 | Topic1 | 357 | 333 | 27 | 91.88% | 271 | |
| | 01:00 | 02:00 | Topic1 | 357 | 330 | 26 | 92.44% | 272 | |
| | 02:00 | 03:00 | Topic1 | 356 | 333 | 24 | 92.70% | 276 | |
| | 03:00 | 04:00 | Topic1 | 357 | 328 | 29 | 91.04% | 273 | |
| | 04:00 | 05:00 | Topic1 | 357 | 338 | 20 | 93.28% | 281 | |
| | 05:00 | 06:00 | Topic1 | 357 | 300 | 28 | 92.13% | 264 | |
| | 06:00 | 07:00 | Topic1 | 357 | 332 | 26 | 92.18% | 260 | |
| | 07:00 | 08:00 | Topic1 | 358 | 334 | 24 | 92.98% | 287 | |
| | 08:00 | 09:00 | Topic1 | 357 | 336 | 21 | 91.88% | 279 | |
| | 09:00 | 10:00 | Topic1 | 357 | 341 | 17 | 94.68% | 289 | |
| | 10:00 | 11:00 | Topic1 | 357 | 341 | 18 | 94.12% | 287 | |
| | 11:00 | 12:00 | Topic1 | 357 | 346 | 12 | 96.63% | 295 | |
| | 12:00 | 13:00 | Topic1 | 356 | 329 | 27 | 91.04% | 279 | |

- ▶ Historical reporting uses counter based reports
 - Configurable parameters per report
 - Timescale, Duration, Counter type (agent, topic, media), Report type (manual, automatic)
 - Individual reports
 - Predefined Reports

Supervisor Desktop

Agent status and Contact detail reporting

Agent Status Report: Non-Task related events

| Agent name | Time stamp | Login/logout | Sign on/sign off | Break Time | Wrap Up without call | Additional info | Task Type |
|------------|----------------------|--------------|------------------|------------|----------------------|-----------------|-----------|
| Agent1 | 11/14/13 12:29:04 PM | Login | | | | 225 | Voice |
| Agent1 | 11/14/13 12:29:04 PM | | Sign on | | | Group 1 | Voice |
| Agent1 | 11/14/13 12:29:14 PM | Login | | | | STU111271 | E-mail |
| Agent1 | 11/14/13 12:29:14 PM | | Sign on | | | Group 1 | E-mail |
| Agent1 | 11/14/13 12:29:34 PM | | Sign off | | | Group 1 | Voice |
| Agent1 | 11/14/13 12:29:34 PM | | Sign off | | | Group 1 | E-mail |
| Agent1 | 11/14/13 12:29:34 PM | Logout | | | | | Voice |
| Agent1 | 11/14/13 12:29:34 PM | Logout | | | | | E-mail |
| Agent1 | 11/14/13 1:00:32 PM | Login | | | | 225 | Voice |
| Agent1 | 11/14/13 1:00:32 PM | | Sign on | | | Group 1 | Voice |
| Aqent1 | 11/14/13 1:00:40 PM | Loqin | | | | STU111271 | E-mail |

Contact and Customer Details Report

| Details | Time stamp | Task type | Caller/Sender | Selected address | Original topic | Connection status |
|---------|----------------------|-----------|--------------------------------|------------------------|----------------|-------------------------|
| | 11/13/13 2:02:09 PM | Telephone | 8759 | 5001 | Topic1 | AbandonedQueued |
| | 11/13/13 2:46:10 PM | E-mail | SMTP@Genera.tor | Topic1@amarillo.de | Topic1 | ConnectedQueued |
| | 11/13/13 2:56:15 PM | Chat | chatcustomer@vmstulab151/19ca4 | chattopic2@vmstulab236 | Topic2 | AbandonedQueued |
| | 11/13/13 3:17:32 PM | Chat | chatcustomer@vmstulab151/19ca4 | chattopic2@vmstulab236 | Topic2 | ConnectedQueued |
| | 11/13/13 4:06:57 PM | E-mail | SMTP@Genera.tor | Topic1@amarillo.de | Topic1 | ConnectedQueued |
| | 11/14/13 12:19:37 PM | Telephone | 8759 | 5001 | Topic1 | AbandonedQueuedAnnounce |
| | 11/14/13 12:19:56 PM | Telephone | 8759 | 5001 | Topic1 | AbandonedQueuedAnnounce |
| | 11/14/13 12:20:18 PM | Telephone | 8759 | 5002 | Topic2 | AbandonedQueued |

Administrator Desktop

Key functions

- ▶ Configuration of Agents, Agent Profile & Agent Groups
 - Number of agents
 - Privileges, authorization,
 - Agent Groups
- ▶ Create Basic Task Flow & IVR Scripting
 - Inbound routing
 - Announcements
- ▶ Create Text Blocks
- ▶ Create Outbound campaigns

Administrator Desktop

Applications



Configuration - Configure main Contact Center elements



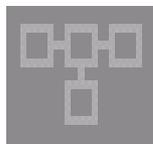
Dialer - Configure outbound dialer jobs & campaigns



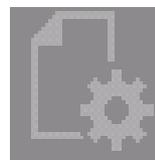
UI Configuration - Configure & assign Contact & Menu Bars, Home & Telephony features



Email - Configure email (UMR) core components



Task Flow Editor - Configure Contact Center routing rules



Text Blocks - Configure blocks of text used for Email auto reply templates



IVR Editor - Configure IVR scripts, Announcements & user response

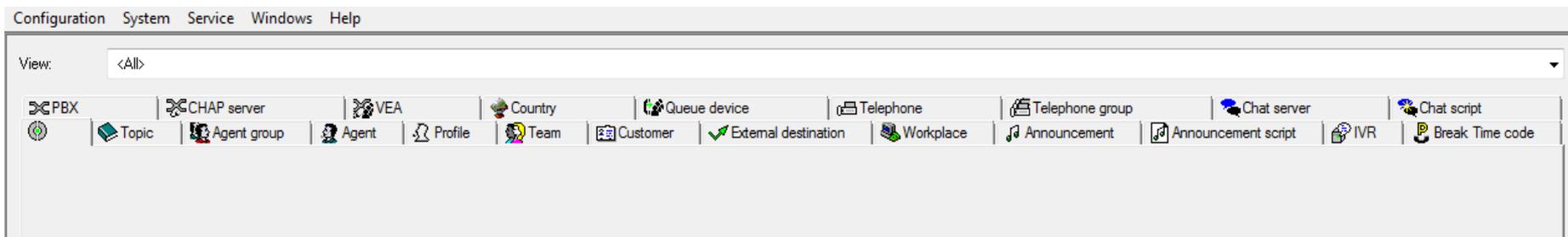


Address Book - Configure address book access and availability to Email

Administrator Desktop

Main configuration screen

- ▶ Aggregated contact center services and elements (per tab)
- ▶ Configured system connections
- ▶ Multi-modal communication elements
- ▶ Agent, Agent Groups, Teams and Topic views



IPOCC operation & features

IP Office Contact Center

Terminology

- ▶ **Task** - Represents a telephony call, email or chat
- ▶ **Task Flow** - A graphic representation of task distributions in the contact center system. Determines how tasks are handled and which procedures will be carried out.
- ▶ **Topic** - Media independent route point, essentially a virtual device that can receive multiple, simultaneous calls for redirection via a Task Flow. Tasks are queued at the Topic level first.
- ▶ **Text Block** - Homogenized responses for increase productivity. Once created, Text Blocks can be used in templates or assigned to Topics and be offered to agents when editing a message belonging to that Topic
- ▶ **Agent Group / AG** - Is a list of agents configured for the AG, destination for routing, Tasks are not queued at the AG!
- ▶ **Team** - A list of agents configured in a team, used for reporting
- ▶ **Wrap Up** – Equivalent to After Call Work, it is the time and agent uses between calls

IP Office Contact Center

Task Overview

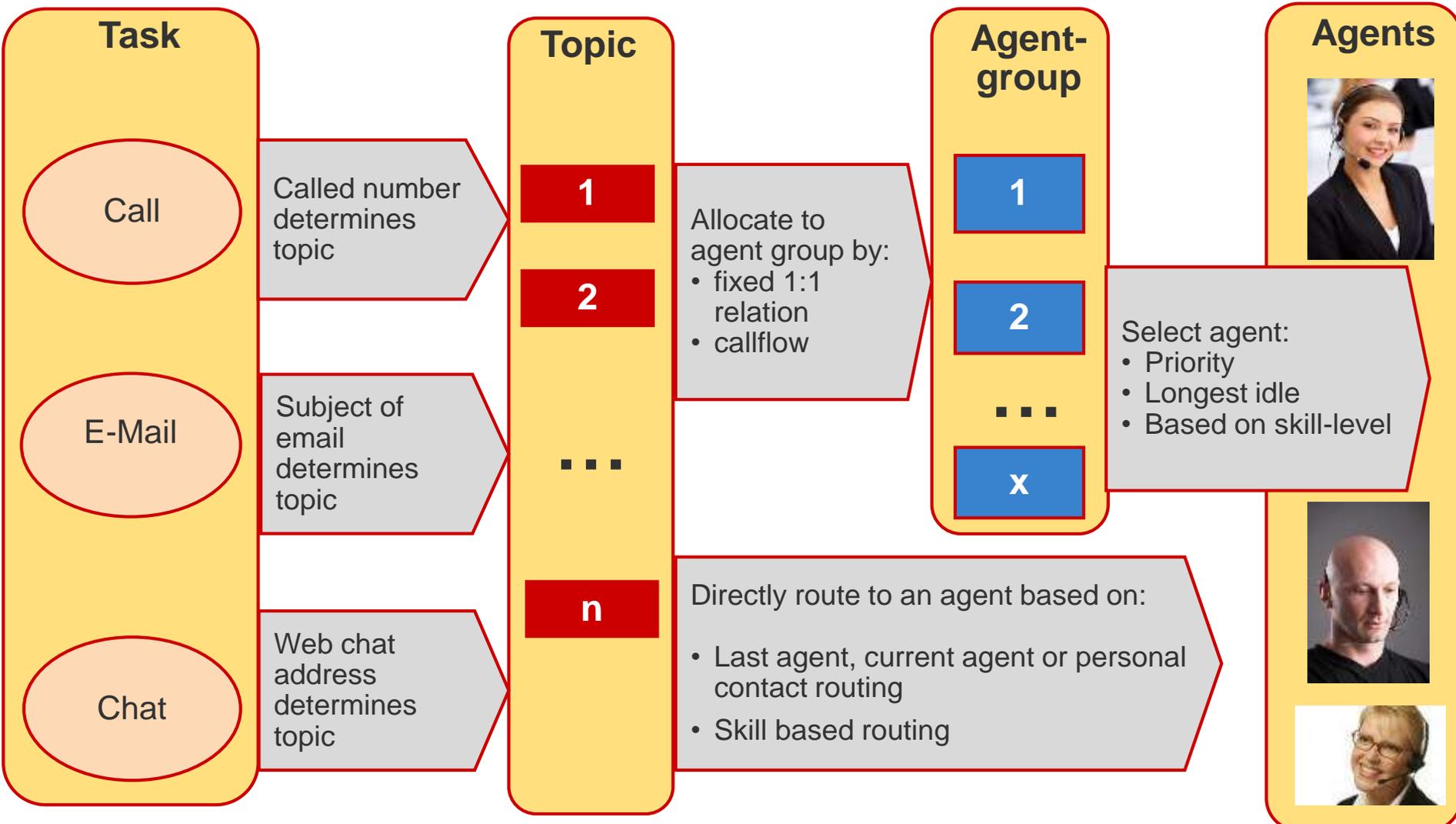
IP Office Contact Center abstracts each routable item (voice, email, chat) to a “task“ and each task has metadata attached (key/value pairing)

(Example: Key=CallingAddress, Value=“711399“, Key=CallerName, Value=“Bob Marley“ ...)

- ▶ Metadata:
 - Can be an unlimited number of key values pairs which can be used in the routing engine
 - Can be used and modified during the routing process
 - Can be displayed at the Agent desktop
 - Is stored in the report database
- ▶ Tasks are triggered by how they are arranged in a Task Flow which is set up or modified in the Administrator UI with the Task Flow Editor

IP Office Contact Center

Task Routing



IP Office Contact Center

Basic Agent Group Routing Overview

- ▶ Define a (nearly) unlimited number of agent groups
- ▶ Each agent can be member of up to 120 agent groups (per media type)
- ▶ Each Agent has its own level or priority assigned to the agent group (1-60)
- ▶ Distribution rules for an agent group:
 - priority
 - in the same priority level: longest idle time

The screenshot shows the configuration window for an agent named Bob. The window has a title bar "[Agent] Bob - Edit" and several tabs: "General", "Telephony", "E-mail", and "Chat". The "General" tab is active. The "Telephony name" field contains "Bob". There is a "Number" field which is empty. Below this, there are fields for "No of connections" (set to 1) and "Wrap Up" (set to 100 %). There is also a "Call divert logout" field which is empty. At the bottom, there is a "Group assignment" section with a table listing agent groups and their priorities. To the right of the table are buttons for "Add...", "Delete", "Up", and "Down". A "Settings..." button is also visible on the right side of the window.

| Prio | Name |
|------|---------|
| 60 | Sales |
| 50 | Support |
| 40 | Finance |
| 30 | AG01 |
| 20 | AG02 |
| 10 | AG03 |

IP Office Contact Center

Agent Group Queuing, Sign off, Overflow

- ▶ The “queue factor” determines how many calls can queue for the group. This depends on the number of signed on agents in the group:
 - *Max queued calls = queue factor X signed on agents*
- ▶ “Ring timeout” sets the time when the system will automatically log off an agent if he does not answer
- ▶ “Signoff prevention” sets the minimum number of logged-on agents in the group. Agents cannot sign off when that value is reached
- ▶ Overflow to another group is programmed at the call flow level

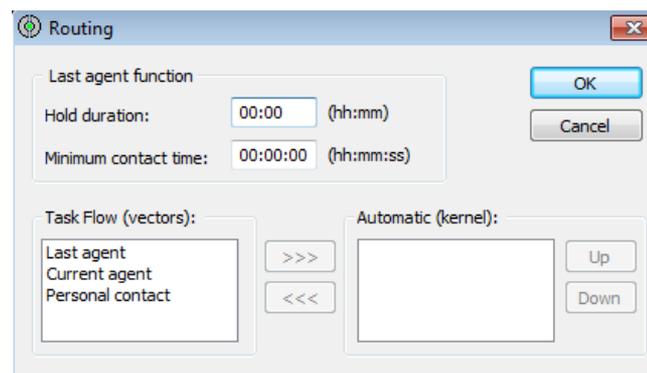


IP Office Contact Center

Direct Agent Routing

- ▶ Last agent, current agent and personal contact:
 - Last agent
 - connects caller back to the same agent, if calling again within a predefined time („holdtime“). Also available for email contacts
 - Current agent
 - connects caller to the agent that has received or is processing the customer's email
 - Personal contact
 - connects customer to the agent that has been configured as the personal contact (this can be a list of agents)

- ▶ If the agents above are not signed on or busy, calls can be distributed as usual



IP Office Contact Center

Customer Database

| Number/e-mail | Type | Kind |
|---------------|-----------|--------|
| 1403 | Telephone | Office |
| 003269453682 | Telephone | Mobile |

| Name | Number | E-mail | Dial-in topic |
|---------|--------|-----------|---------------|
| Agent41 | | Agent... | Topic1 |
| Agent42 | | Agent... | Topic1 |
| Topic2 | 2402 | Topic2... | <Ab> |

- ▶ Customer information can be stored in the IPOCC database to link data to the call and make routing decisions.
 - Information can be customer number, telephone numbers, email addresses, personal contacts etc.
 - This data can be imported using .csv files (manually or scheduled automatically)
 - This does not require external database access, so information is available immediately and can be used to make a routing decision before connecting the call
- ▶ If this customer calls in, the routing can use personal contact agents, or reroute to a new topic

IP Office Contact Center

Skills Based Routing (1 of 2)

- ▶ Skills are being assigned to Agents (skill availability) and Topics (skill requirement)
- ▶ Each Agent and each Topic gets assigned a skill level (percentage, 0 to 100%) for each skill
- ▶ There is no limit in the number of skills per Agent or per Topic
- ▶ Skill requirements can be reduced if no Agent is matching the requests
- ▶ In IPOCC, skills have nothing to do with Agent Groups

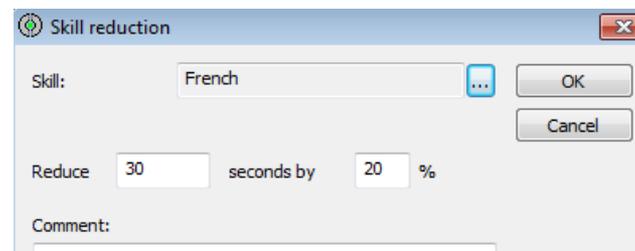


IP Office Contact Center

Skills Based Routing (2 of 2)

- ▶ Default Skills Based Routing will route the call to the best suitable agent.
 - If multiple skills are required, the following formula is used:
 - Total skill level = skill_1+skill_2+ ...+skill_n.
 - If agents lack one skill, they will be excluded from contact distribution
 - If multiple agents have the same skill level, the agent with the longest idle time will receive the contact

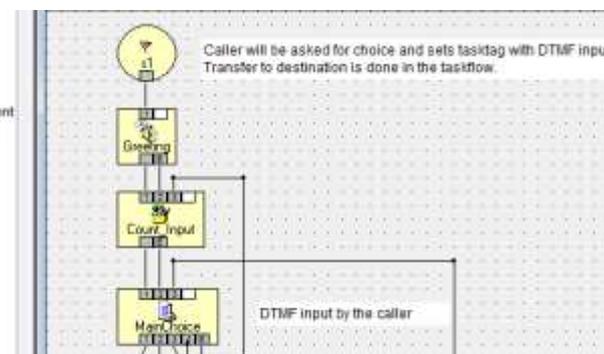
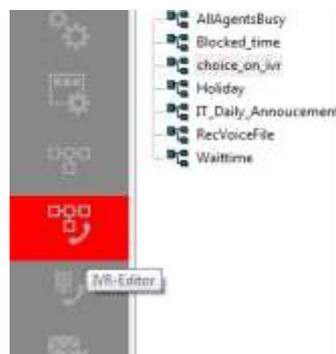
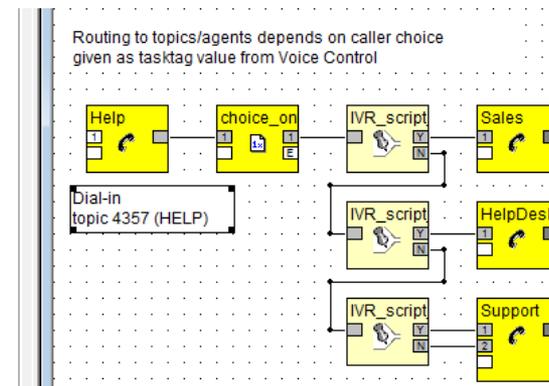
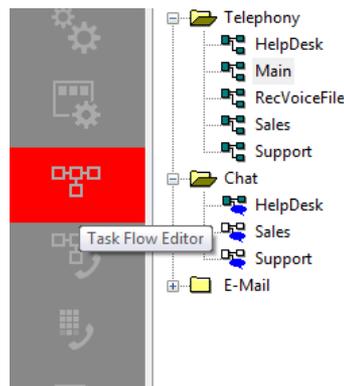
- ▶ Custom call flows can be used to:
 - route calls within a group according to ascending / descending skill level
 - dynamically reduce the skill level if no agents matched the required skill. Skill levels can be temporarily reduced after a number of seconds by a certain percentage



IP Office Contact Center

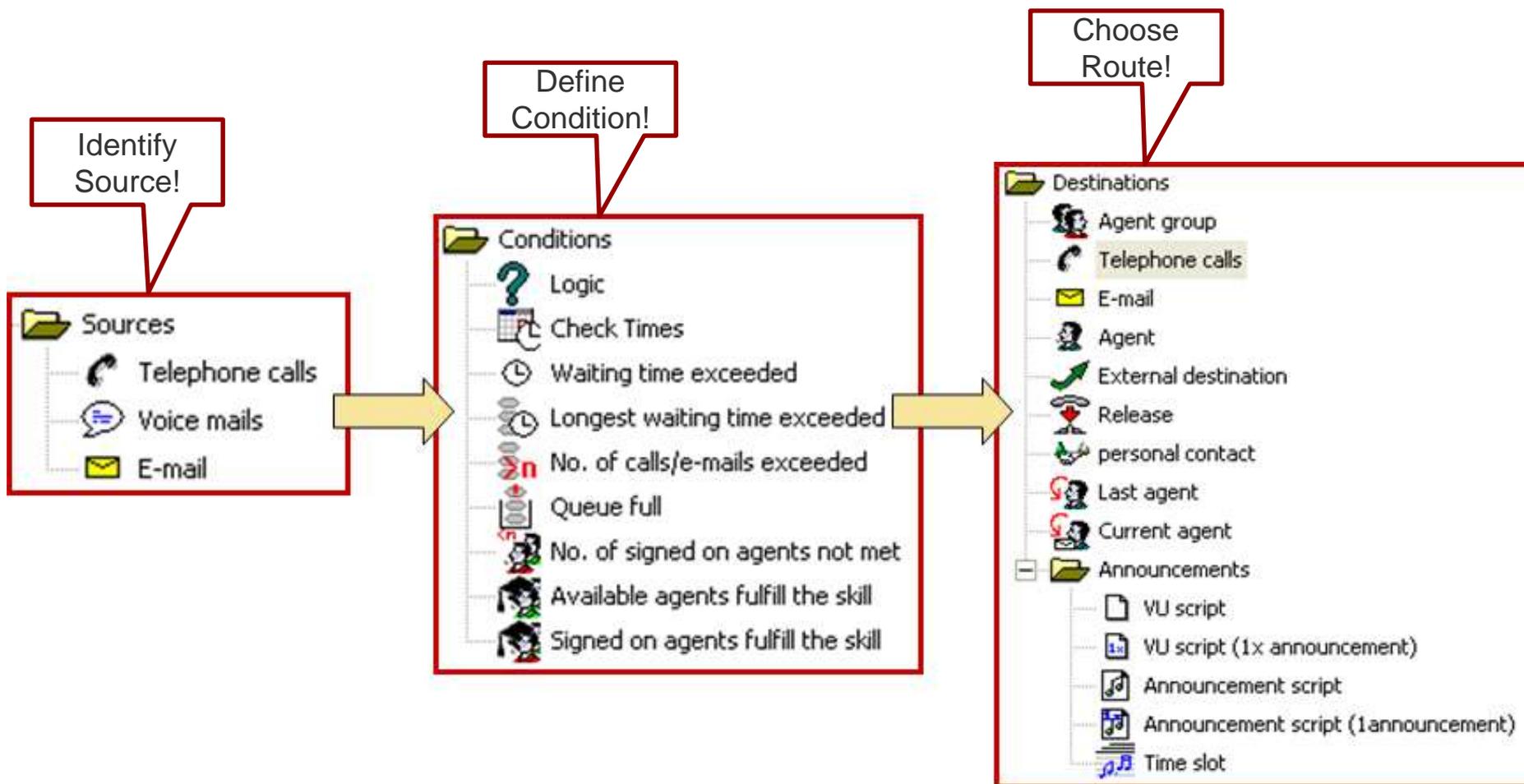
Inbound routing configuration using Task Flow & IVR editor

- ▶ Routing for inbound contacts uses TaskFlows, created with the Task Flow editor
- ▶ Part of the Task Flow can be DTMF collection or announcements. These are IVR scripts created with the IVR editor
- ▶ Task Flow and IVR editor have the same look & feel



IP Office Contact Center

Task Flow editor



IP Office Contact Center

IVR editor with database access & TTS

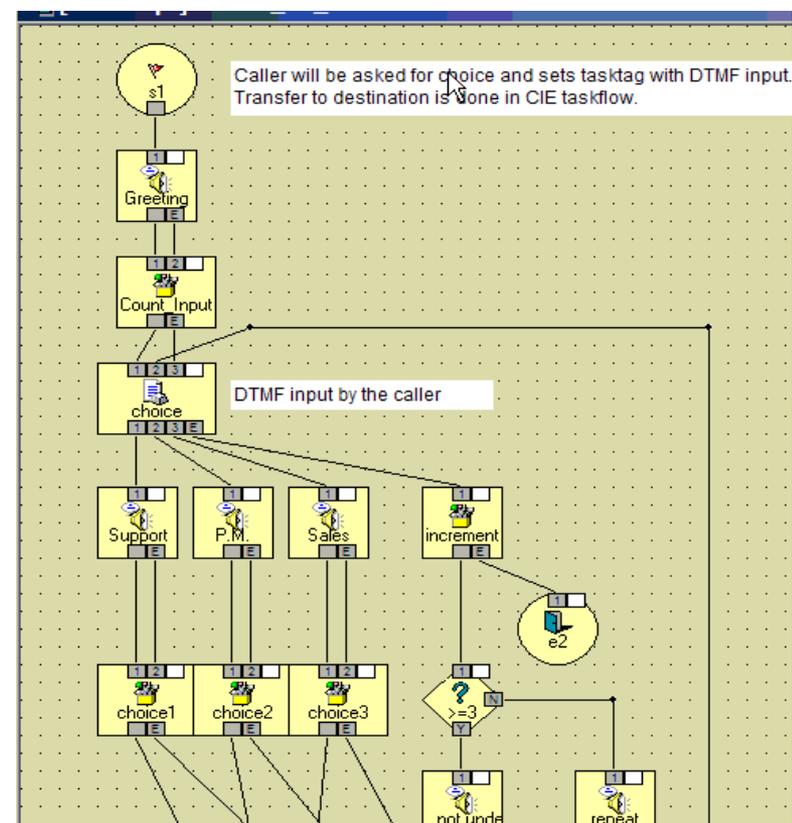
▶ Graphical tool for built in Self Service Component (IVR)

- Announcements (.wav) PCM-coded
- DTMF recognition (also: fax recognition)
- Voice messages
 - record (silence detection)
 - Email, delete
 - Routing

▶ Access to ODBC enabled databases

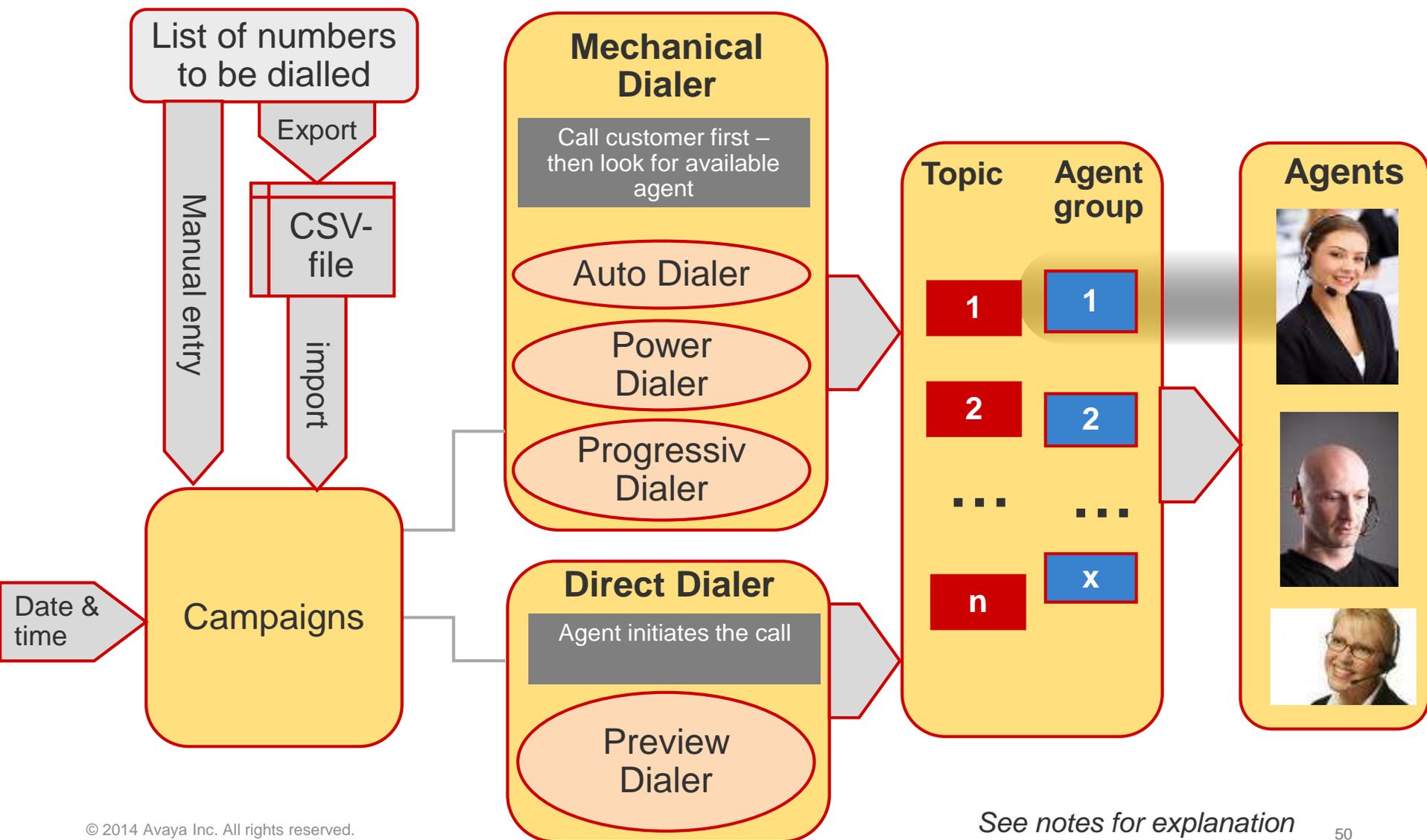
▶ Speech recognition (ASR) and Text to Speech (TTS) can be added as an option:

- Text to Speech (TTS): Nuance Vocalizer 5.0.4
- Automatic Speech Recognition: Nuance 9.0.9
- Windows built-in TTS can also be used



IP Office Contact Center

Outbound routing



IP Office Contact Center

Outbound routing overview

- ▶ Outbound dialer built in supporting preview and queuing
- ▶ Outbound calls are routed through the routing engine
 - Agents can work for inbound and outbound calls
- ▶ Integrated, concurrent campaign management
- ▶ Call back management
- ▶ Call Job creation, editing and import
- ▶ Will display called phone
- ▶ Types of Outbound diallers supported are:
 - Direct
 - Direct Preview
 - Auto Dialer
 - Power Dialer
 - Progressive Dialer

IP Office Contact Center

Outbound routing – call qualification

The screenshot shows the IP Office Contact Center interface. At the top, there is a header bar with a phone icon and the text "Topic1". Below this, the customer information is displayed: "Customer 251" and "00:04:19 Conversation". A toolbar contains various call control icons: a green phone icon, a grid icon, a red phone icon, a pause icon, a transfer icon, a hold icon, a timer icon, a timer plus icon, a timer minus icon, a hash icon, a red dot icon, a red 'X' icon, a checkmark icon, and a fax icon. Red arrows point from the text labels to the red dot, red 'X', and fax icons. Below the toolbar, there are two dialog boxes. The first is titled "RPC" and shows a "Qualification" window with a list of options: "not interested" and "Right Party Contact (success)". The second is titled "Closure" and shows a "Follow up" window with options: "Follow up", "Wrong number", "New number", and "AM". It also includes a "Start time" field with a dropdown menu set to "9.11.2013" and a time field set to "12:30", an "End time" field with a dropdown menu set to "9.11.2013" and a time field set to "14:30", and buttons for "Today" and "Tomorrow".

Topic1

Customer
251
00:04:19 Conversation

Right Party Contact (success)

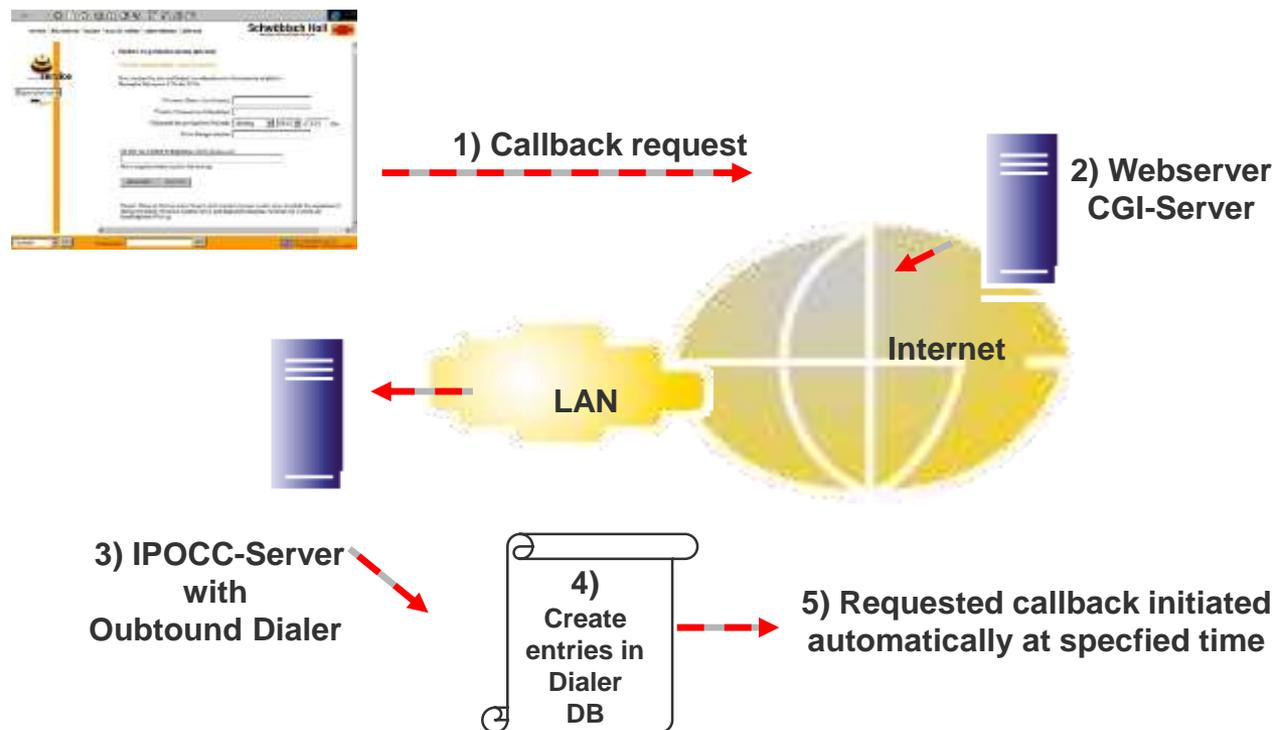
Closure qualification

Fax

- ▶ During or after (ACW) the outbound call, the agent can qualify the closure
 - Options: Right Party Contact (successful closure), wrong number or follow-up with rescheduled time, fax.
- ▶ As an option, closure tags can be added after RPC
- ▶ Campaign results can be exported. Export includes the closure tags.

IP Office Contact Center

Web Callback



- ▶ A callback request form can be integrated to the customer's website
- ▶ Customer can specify the number and the preferred time for callback
- ▶ This uses outbound dialing functionality of IPOCC

IP Office Contact Center

Call Recording

The screenshot displays the AVAYA Contact Recorder interface. At the top, there is a navigation bar with the AVAYA logo, 'Contact Recorder', a 'REFRESH' button, and links for 'System Admin', 'Help', 'Change Password', 'Logout', and 'About'. Below this is a waveform visualization of a call recording, with time markers at 11:39:00, 11:39:10, 11:39:20, and 11:39:30. On the left, there are 'Search Filters' for 'Call Start Range' (17 31 days) and 'Length'. The main area shows 'Results: 1 2 Next, Show All' and a table of call records.

| Call Start | Len | Parties | Direction | Target |
|-------------------|-------|--------------------|-----------|--------|
| 22/01/13 11:37:16 | 00:19 | 23129, 2200 | Incoming | 2200 |
| 22/01/13 11:38:25 | 00:02 | 180012341234, 2200 | Outgoing | N/A |
| 22/01/13 11:38:38 | 00:06 | 3401, 2210 | Incoming | 2567 |
| 22/01/13 11:38:56 | 00:35 | 91234567, 2200 | Outgoing | N/A |

On the right side of the interface, there is a 'Call Recording' button, which is a green circle with a red border. A red arrow points to this button, and a text label next to it reads 'Call Recording button: green = active recording'. Below the button is a control bar with various call management icons, including a green call icon, a red hang-up icon, a pause icon, a play icon, a search icon, and a red stop icon.

- ▶ IP Office Contact Recorder is used for Call Recording
- ▶ Through IPOCC configuration, calls can be recorded manually or automatically. Automatic recording can be activated (or deactivated) through a call flow or on a per topic basis.
 - Note: only the call between the agent and the customer is recorded, announcements and scripts before connecting to the agent are not recorded
- ▶ There is no direct link from an IPOCC call to the Contact Recorder record, so information such as agent/caller details & date and time have to be used to link the recording to the corresponding IPOCC contact details

IP Office Contact Center

Job Codes

The screenshot displays the Avaya IP Office Contact Center interface. At the top, a call window shows 'Topic1' with 'Joop 1402' and a duration of '00:01:22 Conversation'. Below this is a toolbar with various icons, including a green '#-' icon representing the Job Code button, which is highlighted by a red arrow and labeled 'Job Code button'. Below the toolbar, there are sections for 'Wait Time', 'Last Routed' (Topic1), and 'Customer History' for 'Joop - 1402'. The Customer History table is as follows:

| Date | Time | Called address | Original topic | Last topic | Last |
|------------|----------|----------------|----------------|------------|------|
| 21.05.2014 | 12:51:12 | 2404 | Topic4 | Topic4 | Age |
| 21.05.2014 | 12:50:57 | 2404 | Topic4 | Topic4 | Age |
| 21.05.2014 | 12:50:34 | 2404 | Topic4 | Topic4 | Age |
| 21.05.2014 | 12:50:08 | 2404 | Topic4 | Topic4 | Age |

Overlaid on the bottom right is a 'Job code' dialog box. It features two tables: 'Available:' and 'Selected:'. The 'Available:' table contains:

| Name | Code |
|----------|------|
| JobCode1 | 1 |
| JobCode2 | 2 |
| JobCode3 | 3 |

The 'Selected:' table is currently empty. Below these tables are navigation buttons: '>>>', '<<<', and '>>>'. A text input field is labeled 'Unrestricted entry (length 1):'. At the bottom of the dialog are 'Send' and 'Cancel' buttons.

- ▶ One or more Job Codes can be entered during a call or during ACW. The job codes can be selected from a predefined list or also entered manually. The max. length is predefined.
- ▶ Through configuration, Job Codes can be made mandatory. In that case the agent will stay in ACW until a Job Code has been assigned.

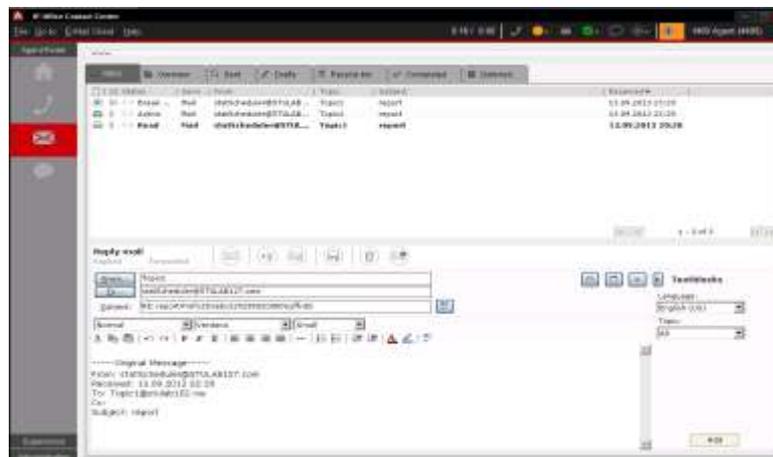
IP Office Contact Center

CTI / Screenpop

- ▶ The Agent Desktop has a built-in browser that can be launched on an incoming call with call-specific parameters being passed on to the URL. This can be used to screenpop web-based applications
 - See also Agent Desktop description
- ▶ Support of a web-services SDK is planned for the future

IP Office Contact Center

Email handling (1 of 4)



- ▶ Each incoming email represents a task. The email address determines the topic, and task routing is used to deliver the email to an agent
 - Email routing is also called UMR: Unified Mail Routing
- ▶ Emails can be checked for keywords (both in subject & email body) and routed differently if a match occurs
- ▶ A ***ticket-ID*** is assigned to each new message, allowing to logically connect several customer requests and queries relating to the same transaction

IP Office Contact Center

Email handling (2 of 4)

- ▶ Automatic replies can be defined per topic
- ▶ Text blocks can be defined, they can vary per topic and language. Agents can select from available textblocks when answering / writing emails
- ▶ A spell checker (multi-language) is built-in
- ▶ Depending on configured privileges, emails can be
 - Picked-up from the queue
 - Delegated to a topic / agent
 - Deferred to be processed at a later time
 - Forwarded (without changing the email state)
- ▶ Workload can be defined on a per agent basis:
 - How many simultaneous emails
 - Receive other tasks (calls / chat) requests while processing email

IP Office Contact Center

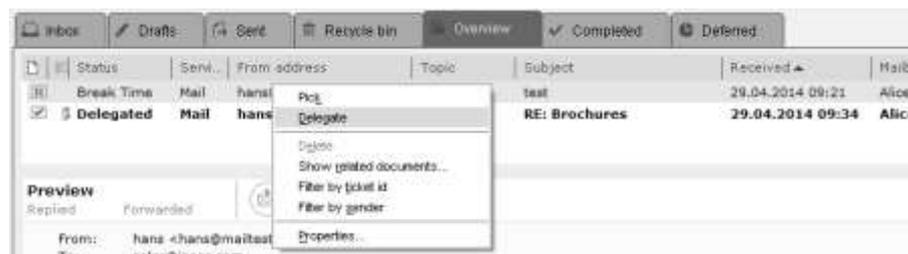
Email handling (3 of 4)

HelpDesk - Agent stat... ▾

- Alice
- Bob
- Carol
- Charlene
- Supervisor

| | |
|------------------------|---------------------------------|
| ✕ Absent | ✉ E-mail in inbox |
| ⊖ Present, signed off | ✉ E-mail in progress |
| ☕ Break Time | ✉ E-mail interrupted / deferred |
| ⊖ Signed off by system | ⊖ Logged off, e-mail in inbox |
| ✔ Available | ☕ Break Time, e-mail in inbox |
| ⊘ ACD blocked | |

- ▶ Realtime monitoring allows viewing of email handling per agent
- ▶ If emails are not accepted by the agent within a predefined time, the agent is logged off automatically and the email will be redistributed
- ▶ Supervisors can see all pending emails and delegate them to an agent / topic



IP Office Contact Center

Email handling (4 of 4)

The screenshot displays the Avaya IP Office Contact Center interface. At the top, there is a navigation bar with folders: Inbox, Deferred, Drafts (1), Sent, Recycle bin, Completed, Archive, Overview, and Outbox. Below this is a search bar with filters for 'detail', 'Subject', and 'Recipient'. A table lists tickets with columns for Ticket id, From, Topic, Subject, Job code, Received, and Mailbox. A 'Show related documents' dialog box is open, displaying a list of related documents including an email from jreus@avaya.com and a service mail. The main email content is partially visible, showing 'Hi, Could you please send me address of the store?'.

| Ticket id | From | Topic | Subject | Job code | Received | Mailbox |
|-----------------|-----------------|--------|---------------------|----------|--------------------|---------|
| 1db67d538502... | jreus@avaya.com | Topic1 | Address details | | 5/22/2014 11:03 AM | Agent41 |
| 1db67d538502... | Topic1 | Topic1 | RE: Address details | | 5/22/2014 11:04 AM | Agent41 |

Show related documents

Related documents

- 5/22/2014 11:03:53 AM From: jreus@avaya.com Subject: Address details
- 5/22/2014 11:04:43 AM Subject: RE: Address details (Sent as: Topic1 by Agent41)
- Service: Mail To: jreus@avaya.com

Preview

Replied Forwarded

From: <jreus@avaya.com>
To: Topic1@ipocc4.global.avaya.com
Subject: Address details

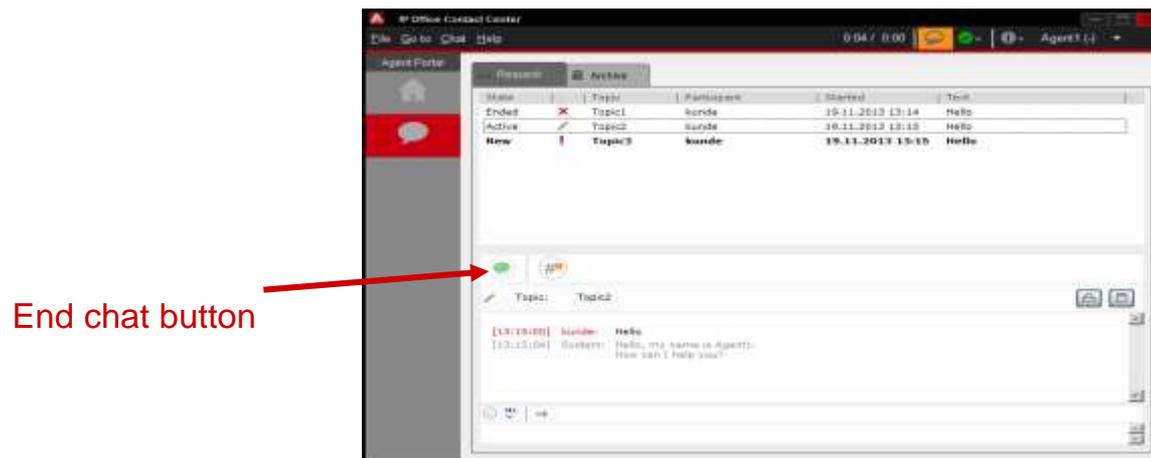
Hi,
Could you please send me address of the store?

Regards

- ▶ All email traffic is stored in a database. Email traffic can be retrieved and email content reviewed from the client

IP Office Contact Center

Chat handling (1 of 3)



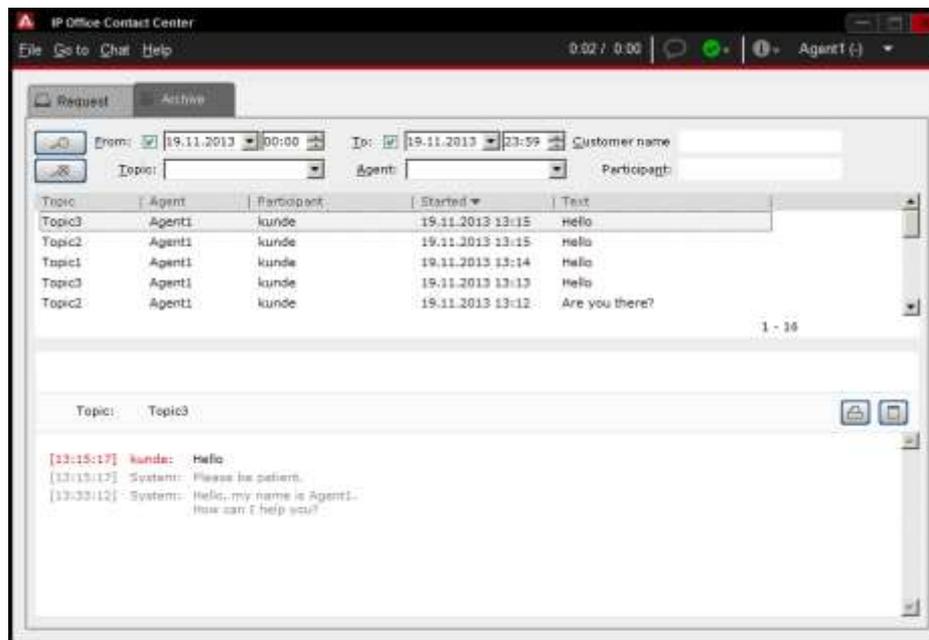
- ! New chat or message
- ✎ Customer is typing
- ✘ Ended by customer

- ▶ Each incoming chat session represents a task. The chat address determines the topic, and task routing is used to deliver the chat session to an agent
- ▶ Chat scripts (predefined text blocks) can be provided as part of the taskflow, similar to announcements for voice calls
 - If agent ends chat, an automated message can also be sent
- ▶ Workload can be defined on a per agent basis:
 - How many simultaneous chat sessions
 - Receive other tasks (calls / email) requests while processing chat

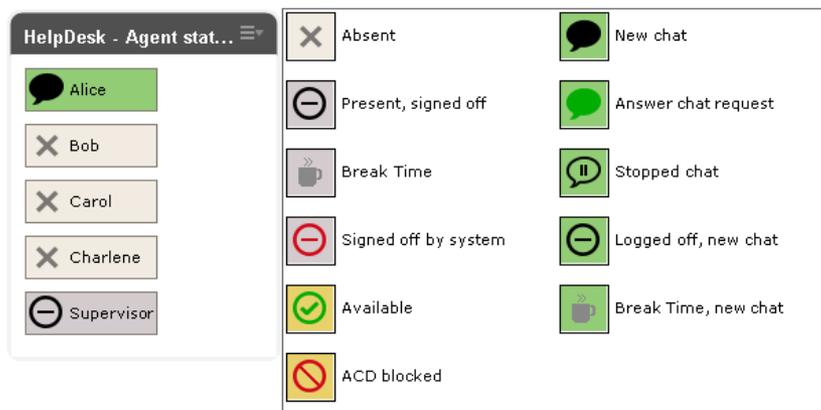
IP Office Contact Center

Chat handling (2 of 3)

- ▶ If privileges are set, chat sessions can be searched for & reviewed in the Archive tab of the chat application



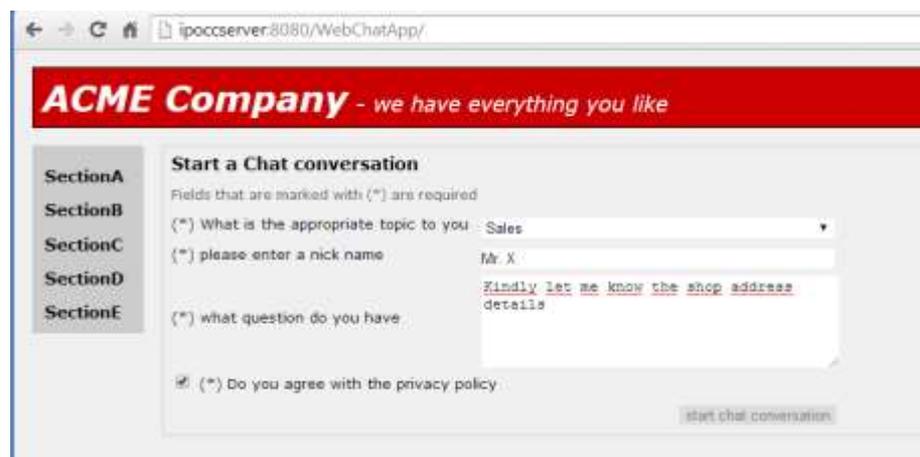
- ▶ Realtime monitoring allows viewing of chat activity per agent



IP Office Contact Center

Chat handling (3 of 3)

- ▶ IPOCC uses XMPP as the protocol for chat handling. An XMPP server is required, this can be the IP Office one-X Portal server
- ▶ Customers can use an XMPP client to access the contact center.
- ▶ Alternatively, the XMPP client can be built-in into a web page (WebChat), so the customer does not require a special client. IPOCC has a webchat proxy, which provides XMPP functionality through a library or using webservice. Examples of Java and PHP based clients, that can be easily integrated into a webpage, are provided



The screenshot shows a web browser window with the URL `ipocserver:8080/WebChatApp/`. The page header features the ACME Company logo and tagline: "ACME Company - we have everything you like". Below the header is a sidebar with five sections labeled "SectionA" through "SectionE". The main content area is titled "Start a Chat conversation" and includes a note: "Fields that are marked with (*) are required". The form contains the following fields:

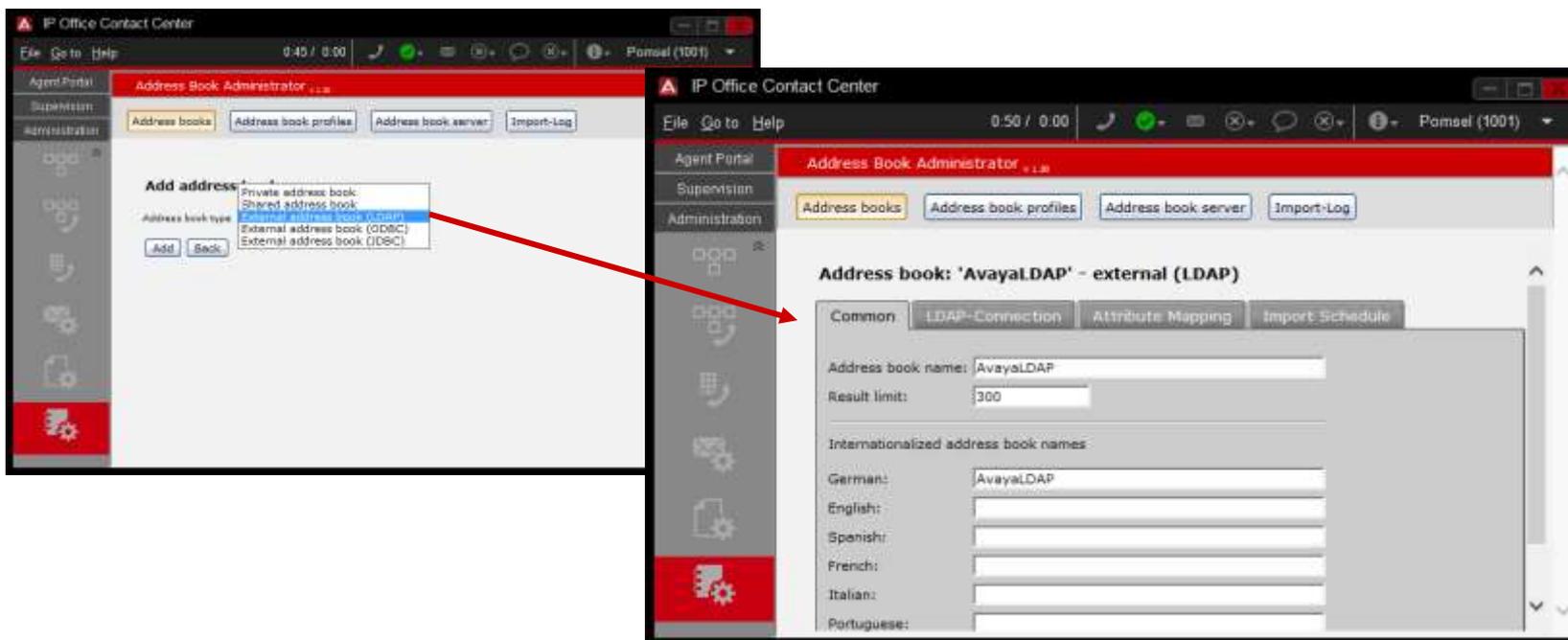
- (*) What is the appropriate topic to you: Sales (dropdown menu)
- (*) please enter a nick name: Mr. X (text input)
- (*) what question do you have: Findly let me know the shop address details (text input)
- (*) Do you agree with the privacy policy (checkbox)

A "start chat conversation" button is located at the bottom right of the form.

IP Office Contact Center

Addressbook

- ▶ IPOCC can use Address books:
 - Private address books, which are personal to the agents. Entries can be imported using .csv file format, this can be done by the agent themselves directly from the IPOCC client
 - Shared address books, which can be used by all agents, Entries can be imported using an automated schedule via LDAP, ODBC or JDBC



IPOCC Reporting

Realtime information

IPOCC Realtime reporting

Introduction

- ▶ Use of Realtime Information elements in
 - Agent Portal
 - Home and Telephony application
 - Supervision
 - Realtime Information
- ▶ Realtime information can be displayed in multiple information sheets (tabs) 
- ▶ Agent can create own real time view if privileges allow
- ▶ Elements available:
 - Lists, tables, graphical elements (pie chart, bar chart etc)
- ▶ Threshold values with changing colors can be defined

IPOCC Realtime reporting

Creating realtime views

The screenshot displays the IP Office Contact Center software interface, specifically the 'Inspector - overview' window. The interface is divided into several sections:

- Inspector - overview:** The main window title and menu bar (File, Go to, Realtime information, Help). The status bar shows '0:08 / 0:00' and 'Administrator (-)'.
- Elements:** A tree view on the left listing various UI components:
 - Text element: Label, Value element, Longest Wait Time (topic) [Telephony], Longest Wait Time (topic) [E-mail], Hyperlink, E-mail to contact, Out of office notice, Variable, Variable, Tag, Tag.
 - Lists: Agent status list (AG) [Telephony], Agent status list (AG) [E-mail], Agent status list (AG) [Chat], Agent status list (team) [Telephony], Agent status list (team) [E-mail], Agent status list (team) [Chat], Queue [Telephony], Queue [E-mail], Queue [Chat], Conversations per AG (topic), Number of opened e-mails per A, Skill combination, Abandoned Call list.
 - Tables: Agent group table, Dialer table, Line table, Topic table, PBX table, IVR table.
 - Graphics elements: Image, Group, Bar chart, Longest Wait Time (topic) [Telephony], Longest Wait Time (topic) [E-mail], Queue (topics) [Telephony], Waiting e-mails (topics) [E-mail], Individual status LED, Individual status parser, Pie chart, Agent status (AG), Agent status (team), Phone state, Active agents (AG), TSF (topic), TSF (team), Accept level (topic), Accept level per shift (topic), Network overflows [Telephony].
 - Other elements: Agent History, Remote functions, Internet browser, Supervisor Assistance, Supervisor Emergency.
- lab - Phone state (Telephony):** A panel showing four buttons with 'X' icons and numbers: 225, 226, 227, and 250.
- Group 1 - Agent status (AG) (Telephony):** A panel showing three buttons with 'X' icons and names: Agent1, Nancy, and Supervisor.
- Group 1 - Agent status list (AG) [Telephony]:** A table with columns: Name, Login state, W.state dura., W.state, TNo., Break Time code, OutOfOrder, Term state, int/ext. Below the table is a 'TSF (Topic: Topic1)' chart showing a line graph of percentage over time, with a peak at (21:08). To the right of the chart is a 'T max TQ' display showing '0:00'.
- Other elements:** A section at the bottom with fields for 'Avg.TQueued [T]', 'Avg.TQueuedInterv [T]', 'totNAbanF [T]', and 'totNAbanIn'.

IPOCC Realtime reporting

Viewing user status

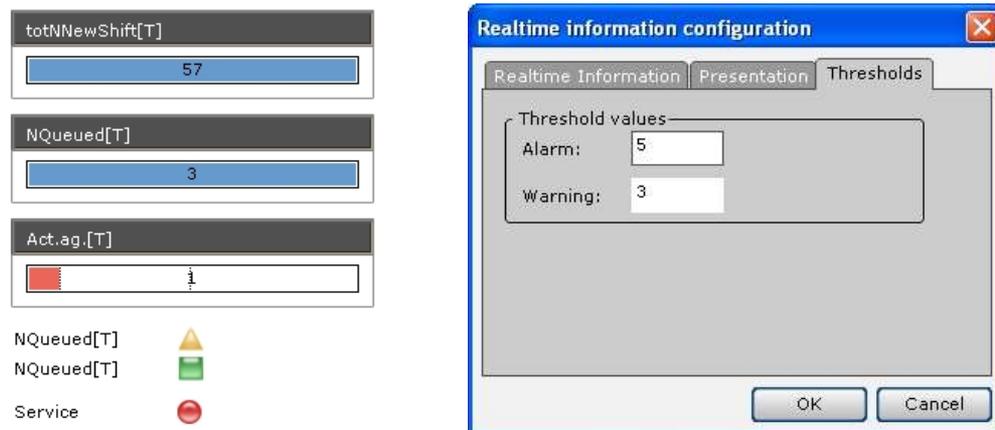
The screenshot displays the 'IP Office Contact Center' software interface. The main window is titled 'Viewer - AG_Default (2) [Group 1]' and shows 'Realtime information files' with 'Edit' and 'Full screen' options. On the left, there is a section for 'Group 1 - Agent status (AG) (Telephony)' with buttons for 'Agent1', 'Nancy', 'Supervisor', and 'Teamleader'. Below this is a 'Pie chart...' for 'Group 1'. The central area contains a legend of status icons and their corresponding descriptions:

| | |
|--------------------------------|-------------------------------|
| Absent | Non-ACD, Wrap Up without call |
| Present, signed off | No ACD call during Wrap Up |
| Break Time | Outgoing non-ACD |
| Signed off by system | Available |
| Wrap Up without call | ACD blocked |
| Present, non-ACD conversation | Wrap Up with call |
| Present, non-ACD ringing | ACD ringing |
| Present, non-ACD outgoing call | ACD conversation |
| Non-ACD conversation | ACD outgoing |
| Non-ACD ringing | Preview |

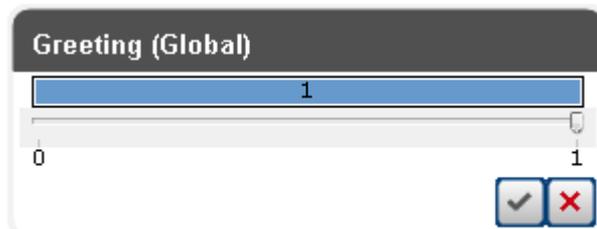
- ▶ Status of agents and, if configured, non-agents can be shown. Click-to call option
- ▶ Supervisor can sign on/off agents, end break time, assign ringing calls to different agents using drag & drop

IPOCC Realtime reporting

Parameter value and thresholds configuration, variables



- ▶ Example of bar charts and individual parameter (status LED) information, showing threshold configuration



- ▶ Realtime screen can also contain user changeable variables that can be used to influence how calls get routed
 - Example shows slider to change a greeting variable from „0“ to „1“ (off to on)

IPOCC Realtime reporting

Customer History

The screenshot displays the Avaya Agent Portal interface. At the top, it shows a 'Support' ticket for 'Hans Dieleman' with phone number '069913037947' and a conversation duration of '00:00:30'. Below this are several control icons for call management. A 'Wait Time' section shows '0'. The 'Diald Topic' and 'Last Routed Topic' are both set to 'Support'. The main feature is the 'Customer History' table for Hans Dieleman, which lists previous contacts across different channels and dates.

| Date | Time | Address | Original topic | Last agent | Note | Subject | Task type |
|------------|----------|----------------|----------------|------------|--|----------------------------|-----------|
| 18.06.2014 | 20:09:43 | 069913037947 | Support | Alice | | | Telephony |
| 18.06.2014 | 20:08:09 | 01878706420 | Support | Alice | Customer called in again regarding their internet connection issue | | Telephony |
| 18.06.2014 | 17:51:40 | hans@acome.com | Support | Alice | | Internet connection issues | E-mail |
| 18.06.2014 | 17:46:07 | 01878706420 | Support | | | | Telephony |
| 18.06.2014 | 17:45:49 | 01878706420 | Support | | | | Telephony |

Below the table is a 'Note' field.

- ▶ Using a „Customer History“ realtime element:
 - Details of previous contacts of this customer are displayed
 - If a Customer Database record of the customer exists, the customer name will be displayed as well as previous contacts using other channels(email/phone)
- ▶ Customer History elements can be configured on the Telephony screen, or also in the so-called „Quick Bar“ of the client, which will then be visible on the telephony, email and chat screens
- ▶ For telephony calls only, the agent can add a „Note“ to the call. Notes can also be displayed in the Customer History.

IPOCC Realtime reporting

Pickup / reserve / redirect call from queue, abandoned call list

The image displays two screenshots from the Avaya real-time reporting interface. The left screenshot shows a 'Topic1 - Queue [Telephony]' window with a table of calls and a 'Pick up' button. The right screenshot shows a 'Group 1 - Agent status (AG) (Tele...)' window with buttons for Agent1, Bob, Nancy, Supervisor, and Teamleader.

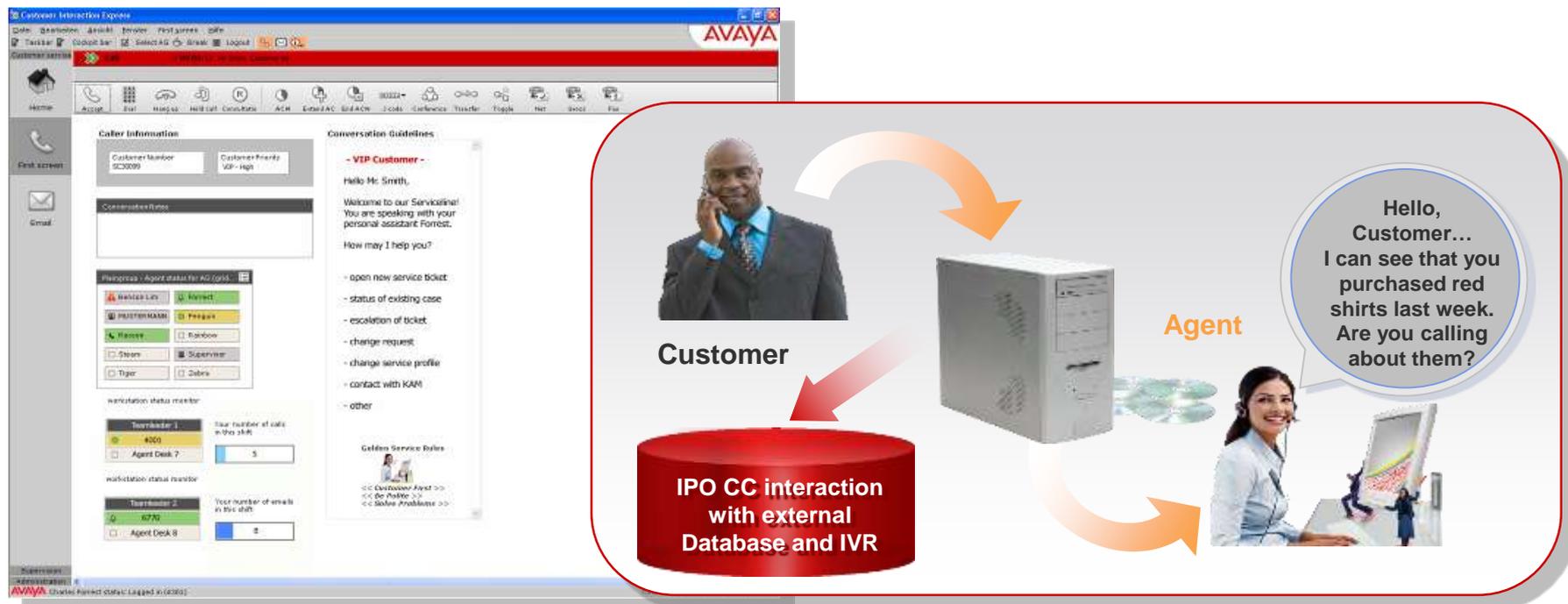
| No. | TT | TCS | Announcement | Announc. script | Reserv. for |
|-----|----|----------|--------------|-----------------|-------------|
| 251 | | 00:03:09 | interr. | Wait | |

| No. | Name | SysAC | ExtAC | Date | Time | Callno. blocked |
|-----|----------|-------|-------|------------|-----------|-----------------|
| 251 | Custo... | 0 | 1 | 18.02.2014 | 11:01:... | No |
| 250 | Super... | 0 | 1 | 18.02.2014 | 11:18:... | No |

- ▶ Using a „Calls in the queue“ element on the realtime screen:
 - An agent can pickup/reserve a call from queue for himself
 - A supervisor can manually distribute a call from queue to an agent, using drag & drop to an “Agent status for AG” element
 - This requires configuration of a max. reservation time for the called topic and configured privileges for the agent
- ▶ Using an „Abandoned Call List“ element on the realtime screen:
 - A list of numbers that have not reached an agent is shown, with the number of times tried
 - If a new call from this number reaches an agent, the entry is deleted
 - A callback to the number can be initiated by the agent by double-clicking the entry

IPOCC Realtime reporting

Screenpop browser using realtime parameters



- ▶ The built-in browser can be used to screenpop information to the agent. Information gathered from the customer contact can be passed on to the URL to allow displaying relevant data from a web-based application

IPOCC Reporting

Historical reporting

IPOCC Historical reporting

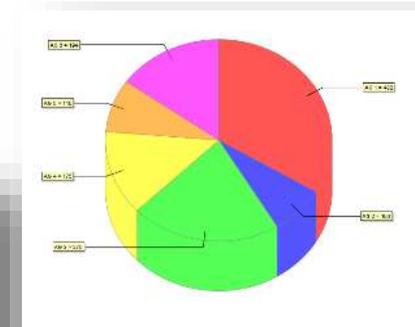
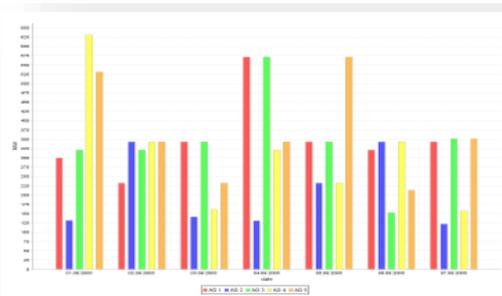
Introduction

- ▶ IPOCC has extensive historical reporting capabilities
- ▶ More than 1000 counters are available for reporting
- ▶ Wizards can be used for report creation
- ▶ Reports can be scheduled to run automatically
- ▶ Individual contact analysis is available through database search
- ▶ Predefined reports are available

The screenshot shows the Avaya IPOCC reporting interface. It displays a summary table with columns: Name, Späterster, erster, CV, mFMax, and Vertragsdatum. Below it is a detailed table with columns: #post, MFGtag, MFGjahr, MFGmonat, MFGtag, MFGjahr, MFGmonat, and MFGtag. The data is organized into two tables.

| Name | Späterster | erster | CV | mFMax | Vertragsdatum |
|---------------------|------------|--------|--------|-------|---------------|
| General - General | 12 | 4 | 11.0% | 0 | 0 |
| General - 100 | 0 | 0 | 100.0% | 0 | 0 |
| General - Produkt 1 | 0 | 0 | 100.0% | 0 | 0 |
| General - Produkt 2 | 0 | 0 | 100.0% | 0 | 0 |
| General - Produkt 3 | 0 | 0 | 100.0% | 0 | 0 |

| #post | MFGtag | MFGjahr | MFGmonat | MFGtag | MFGjahr | MFGmonat | MFGtag |
|--------------------------|----------|----------|----------|----------|----------|----------|----------|
| General - GeneralReport1 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport2 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport3 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport4 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport5 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport6 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport7 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport8 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |
| General - GeneralReport9 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 | 11/01/11 |



IPOCC Historical reporting

Example of historical report creation

The screenshot illustrates the workflow for creating a historical report in Avaya Customer Interaction Express. It shows several overlapping windows:

- Basic data:** Configuration window for report parameters, including 'Reporting name', 'Start' date (October 2007), and 'Restrict to' options like 'Time Periods'.
- Properties:** Window for defining report elements and agents.
- Export Reports:** Window for selecting the output format (Excel) and destination.
- Microsoft Excel Viewer - New report2.xls:** Displays the final report, including a table and a line graph.

Report Table Data:

| Topic | date | from | until | tot/hers | tot/hag | tot/TRInhg | oTRInhg | oTConvWrt | oTConvAg | oTARW |
|--------------|------------|-------|-------|----------|---------|------------|----------|-----------|----------|----------|
| Main Number | 02/02/2007 | 10:00 | 10:15 | 1 | 1 | 00:00:02 | 00:00:02 | 00:00:00 | 00:00:44 | 00:00:00 |
| Main Number | 02/02/2007 | 10:15 | 10:30 | 3 | 1 | 00:00:01 | 00:00:11 | 00:00:00 | 00:00:39 | 00:00:00 |
| Main Number | 02/02/2007 | 10:30 | 10:45 | 13 | 10 | 00:00:49 | 00:00:05 | 00:00:39 | 00:00:49 | 00:00:11 |
| Main Number | 02/02/2007 | 10:45 | 11:00 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| Ag. subtotal | | | | 17 | 12 | 00:00:52 | 00:00:04 | 00:00:39 | 00:01:43 | 00:00:11 |

Line Graph Data:

| date | Total |
|-------|-------|
| 10:00 | 1 |
| 10:15 | 3 |
| 10:30 | 13 |
| 10:45 | 0 |

IPOCC Historical reporting

Counter based / Task based reporting / Agent logging

- ▶ Counter based reports
 - uses intervals. Counter based reporting delivers pre-calculated figures such as average values
- ▶ Call/Task based reports (*a.k.a. contact details / contact evaluation*)
 - “cradle to grave” reporting, providing “raw information” such as total talking time for each call. Information on callers, dialed topics, conversation lengths, agents involved and other information for each task type (telephony and e-mail).
 - Task specific events are stored in the Task Reporting Database
 - Supervisor can view reports from the Contact Detail Reports application
- ▶ Agent logging
 - Provides details on agent activity: login/logoff, breaks with reason codes etc.
 - Supervisor can view reports from the Agent Status Reports application

IPOCC Historical reporting

Task-based reporting: Contact Detail Reporting

Agent Portal

Supervision

Contact Detail Reports

Filter settings:

Start: Mittwoch, 23. April 2014

Stop: Mittwoch, 23. April 2014

Connection's details

Connection's details

| Details | Time stamp | Caller/Sender | Caller/Sender Name | Customer number | Customer priority | Selected address | First topic | Last topic | Task type | Connection status |
|---------|--------------------|---------------|--------------------|-----------------|-------------------|------------------|-------------|------------|-----------|-------------------|
| | 4/23/14 3:14:25 PM | 600 | | | | 702 | HelpDesk | HelpDesk | Telephone | ConnectedQueue |

Topic information

| Time stamp | Topic | Destination name | Counter in seconds | | | | |
|--------------------|----------|------------------|--------------------|--------------|---------------------|-----------|----------------------|
| | | | Wait time | Announcement | Announcement script | VU script | Welcome announcement |
| 4/23/14 3:14:25 PM | HelpDesk | Supervisor | 1 | 24 | 0 | 24 | 24 |

Destination information

| Time stamp | Destination name | Destination | Destination type | Agent group | Topic | Counter in seconds | | | | | |
|--------------------|------------------|-------------|------------------|-------------|----------|--------------------|-----------|---------------------|--------------|---------|----------|
| | | | | | | Wait time | Ring time | Speech-/active time | Time on hold | Wrap Up | Job code |
| 4/23/14 3:14:52 PM | Supervisor | | Agent | HelpDesk | HelpDesk | 28 | 1 | 90 | 0 | 0 | |

- ▶ Contact Detail Reporting application provides filter options to search for a specific contact (task)
- ▶ Details of the contact record can be displayed

IPOCC Historical reporting

Agent logging

Agent Portal
Supervision

Agent Status Reports

Filter settings:

Start: Mittwoch, 23. April 2014

Stop: Mittwoch, 23. April 2014

Agent: all

Activity: all

Search

Agent Status Reports

Page 22 / 22 go to |< << >> >|

Create Excel
Create CSV

Records:

| Agent name | Time stamp | Login/logout | Sign on/sign off | Break Time | Wrap Up without call | Additional info | Task Type |
|------------|--------------------|--------------|------------------|------------|----------------------|-----------------|-----------|
| Supervisor | 4/23/14 7:22:59 PM | | Sign on | | | HelpDesk | Voice |
| Supervisor | 4/23/14 7:30:19 PM | | Sign off | | | HelpDesk | Voice |
| Supervisor | 4/23/14 7:30:19 PM | Logout | | | | | Voice |
| Supervisor | 4/23/14 7:47:01 PM | Login | | | | 801 | Voice |
| Supervisor | 4/23/14 7:59:53 PM | Logout | | | | | Voice |
| Supervisor | 4/23/14 8:35:40 PM | Login | | | | 803 | Voice |

- ▶ Agent activity details:
 - Login/logoff
 - Sign in/sign off
 - Break time with reason code
 - ACW (wrap-up time) without call

A solid red horizontal bar spans the width of the slide, positioned above the main text.

Additional information

Where to find more information

Avaya Learning

IPOCC training and credentials

► Sales:

- APSS - Avaya Contact Center Solutions for IP Office (APSS - 1001)

Courses

 [2M001000](#) Selling Avaya Contact Center Solutions for IP Office Duration: 1.00 Hour

 [1Z000100](#) Anti-Bribery/Anti-Corruption (ABAC) Compliance Training Module for Business Partners Duration: 0.25 Hour

Online Tests

 [2M00001A](#) Selling Avaya Contact Center Solutions for IP Office - APSS Online Test Duration: 1.00 Hour

► Implement & support:

- ASPS - Avaya IP Office Contact Center (ASPS - 5001)

 [5001](#) Avaya IP Office Contact Center Implementation and Maintenance Test Duration: 1.50 Hours

Virtual Campus available content preparing for the online test

#5001:

[8S00010E](#) Knowledge Access: ASPS - Avaya IP Office Contact Center Duration: 59.50 Hours

OR

[0S00010E](#) Knowledge Collection Access: SMB Implementation and Support Duration: 230.50 Hours

Sales portal

Contact Center Toolkit (SMB) page

Avaya Sales Portal

Hello, Hans Dieleman, Systems Engineer | Settings | Logout
 Search Sales Portal

Filter ▾ Showing all content Follow Avaya Connect with Avaya CRM View

Home
 Products and Solutions
 Small and Midmarket Business
 Midmarket Design Tool
 Midmarket Sales Play
 IP Office
Contact Center Toolkit (SMB)
 All Collateral
 Customer-Ready Collateral
 Sales Collateral
 Sales Cycle Phase
 Contact Center for IP Office Sales Play

View Products A-Z | Category | Sales Plays
Contact Center Toolkit (SMB)
 Table of Contents

Overview
 Avaya Contact Center Solutions for IP Office extend Avaya innovation in customer management to midsize businesses, with the simplicity and value many of...
 These solutions, optimized for use with IP Office software, enable blended... that help improve customer experience to increase revenue, and agent effe...
 The first component of this solution is Avaya IP Office Contact Center, which multichannel contact functionality – supporting voice, email, and chat to mid contact centers of 5 – 100 agents. This new product combines Avaya leader market with the simplicity and value you and your customers have come to e...

IP Office Contact Center Sales Material
 Sales Readiness Content:
 ▶ IP Office Contact Center Partner Deck
 ▶ IP Office Contact Center Q&A - Public
 ▶ IP Office Contact Center Q&A - Confidential
 ▶ IP Office Contact Center Technical FAQ
 ▶ IP Office Contact Center Technical Feature Brief and Use Cases
 Customer and Sales Collateral:
 ▶ IP Office Contact Center Fact Sheet
 ▶ IP Office Contact Center Customer Presentation
 Demo Videos:
 ▶ IP Office Contact Center Agent UI Intro Video
 ▶ IP Office Contact Center Supervisor UI Intro Video

IP Office Contact Center Technical Material
 Collateral in this section is designed to be used by Sales Engineers for a deeper understanding of IP Office Contact Center solutions such as implementation design and demonstration set-up.
 Demonstration Content:
 ▶ IP Office Contact Center Demo Implementation Guide
 ▶ IP Office Contact Center Demo Script and Presentation
 Please use the support.avaya.com site for more technical support information where you will find the following technical documentation:
 ▶ Technical bulletins
 ▶ Technical information (Deploying IP Office Contact Center, dialer, IVR editor, taskflow editor, and archiving)
 ▶ Maintenance documents (trace error reports, task reporting server, statistics counter, watchdog, text block administration, Xstat server)
 ▶ Configuration Tool
 ▶ User Guides

▶ IPOCC information:

- Product Update
- Presentations
- Videos
- FAQs
- Demo guide

[Direct link](#)

Sales portal

Contact Center for IP Office Sales Play

Avaya Sales Portal

Hello, Hans Dieleman, Systems Engineer | Settings | Logout

Search Sales Portal

Filter

Showing all content

Follow Avaya

Connect with Avaya

CRM View

Home

Products and Solutions

Small and Midmarket Business

Midmarket Design Tool

Midmarket Sales Play

IP Office

Contact Center Toolkit (SMB)

Contact Center for IP Office Sales Play

All Collateral

Customer-Ready Collateral

Sales Collateral

Sales Cycle Phase

↑ View Products A-Z | Category | Sales Plays

Contact Center for IP Office Sales Play

The Contact Center Sales Play for Avaya IP Office is part of the new Sales Plays series for small and midmarket businesses.

Table of Contents

Overview

How this Page is Organized

This page is organized according to a selling motion framework. This repeatable series of activities and tasks eliminates guess work by recommending which team members, tools, collateral to leverage at each phase of the selling cycle for a specific sales play. Be sure to Regional guidelines when following this framework.

| Plan | Pre-Qualify | Qualify | Propose | Contract/Won |
|--|---|---|-------------------------------|--------------|
| <p>The primary motion owner in the Plan phase is the Account Manager and the ideal outcome of the activities in this stage is a Prospect List.</p> | | | | |
| Activity | Supporting Assets | Purpose & Core Content of Assets | Internal Asset Audience/Owner | |
| Understand the Market/Prospects | Midmarket Solution Overview (PPT) | Provides an overview on the entire Midmarket Solution construct - including IP Office, Contact Center, Networking, Video, Security, Mobility and more. | Sales | |
| | IP Office Contact Center Offer Definition | Comprehensive information for IP Office Contact Center - understand the offer, support, pricing, positioning, interdependencies, pre-requisites etc | Sales, Technical, Engineers | |
| | IP Office Contact Center Partner Presentation | Learn about the opportunity, Contact Center solutions for IP Office, Positioning, IP Office Contact Center features and business partner proposition. | Sales | |
| | Succeeding in the Midmarket: Avaya Executive Perspectives (MP4) | In this five minute video, Kevin Kennedy, Stéphane Lamarre, Gary Barnett, Pierre-Paul Allard and Richard Steranka share their thoughts on this segment's uniqueness, the value of simplicity and the importance our channel plays in capturing this very important market | Sales | |

► Provides relevant IPOCC documents according to the selling cycle phase:

- Plan
- Pre-qualify
- Qualify
- Propose
- Contract/Won

Sales portal

Avaya IP Office Contact Center ROI tool

The screenshot shows the Avaya Sales Portal interface. At the top, it says "Avaya Sales Portal" and "Hello, Hans Dieleman, Systems Engineer | Settings | Logout". There is a search bar and navigation options like "Filter", "Showing all content", "Follow Avaya", "Connect with Avaya", and "CRM View".

The main content area is titled "Avaya IP Office Contact Center ROI Calculator and Tips". It includes a "Table of Contents" link and a section titled "Tools for IP Office Contact Center ROI". The text states: "The Cost Justification approach for IP Office Contact Center begins with Contact Center can help a business in four fundamental ways".

1. IP Office CC can help the business increase sales
2. IP Office CC can help increase the productivity of the agents handling business to grow without adding staff or allowing the business to reas
3. IP Office CC can help the business retain its customer longer, reduc

The bottom section is titled "IP Office Contact Center ROI Tool" and "TERMS AND CONDITIONS". It states: "This tool represents the intellectual property of Avaya Inc. and is intended for use by Avaya Account teams and Specialists and by Avaya BusinessPartners and Alliance Partners in support of sales of Avaya solutions, products, and/or services. Avaya Associates, BusinessPartners and Alliance Partners cannot allow clients or potential clients to have access to the spreadsheets to perform their own calculations. Users are not permitted to provide an electronic copy of the worksheets to any customer. Alliance Partners, BusinessPartners, and Associates are the only ones who should be entering data into these spreadsheets. Users may give hardcopy output of the worksheets to customers in order to summarize the analysis and present potential results and may use the results in presentations in a format that is unalterable by the potential client. The User is advised always to depict the analysis as an estimate, based on various assumptions, of the potential benefit the customer may derive from the solution. Users must keep these worksheets and user training material secure."

At the bottom, there is a button that says "Click here to accept Terms and Conditions of using this tool".

- ▶ ROI calculation tool based on
 - Reduction of current expenses
 - Increase of productivity
 - Increase of revenue
 - Customer retention

Knowledgebase

IP Office documentation

AVAYA IP Office Knowledgebase

Tech Advanced Edition IP Office 9.0 English Top

- Contact Center
 - Using Xstat Server
 - Deploying Contact Center Watc
 - Contact Center User Interf**
 - TTraceConsole
 - Deploying TTrace
 - TTrace Error Numbers
 - Text Block Administration
 - Task Tags Reference
 - Taskreporting Server
 - TaskFlow Editor
 - Statistics counters
 - IVR-Editor
 - Dialer
 - Deployment Quick Start
 - Deploying Contact Center
 - Configuration Tool
 - Archiving
 - Address Book Admin.
- Customer Call Reporter
- CTI
- Installation
- Mailbox User Guides
- one-X Portal for IP Office
- one-X Mobile for IP Office
- Phone User Guides

Description of user interface

TaskFlow editor

All available historical reporting counters

IVR editor

Outbound dialer

Main configuration of IPOCC



Using IP Office Contact Center User Interface

▶ IPOCC manuals

support.avaya.com

IPOCC software & documentation

Downloads

DOWNLOAD NAME: IP Office Contact Center - 9.0.2

DOWNLOAD TYPE: Software

DATE RELEASED: Feb 28, 2014

RELATED DOCUMENTS

Global IP Office Technical Bulletin No. 164 - General Availability (GA) - IP Office Contact Center Release 9.0.2

SUMMARY: IP Office Contact Center - 9.0.2000.1405

For further information please see IP Office Technical

FILE: IPOCC_9.0.2000.1405.2.ova , 9.0.2

IP Office Contact Center - 9.0.2000.1402.2 - OVA Image

File Size : 7.2GB - MD5 = 30128c305870b00633116f0

FILE: ipoffice-9.0.201-1.el6.i586.rpm , 9.0.2

IP Office Contact Center - 9.0.2.0.1 Patch for Server E

Documents

Enter Your Product Here

FILTERS

Content Type

Select All | Clear All

- Administration & System Programming
- Application & Technical Notes
- Declarations of Conformity
- Design, Development & System Management
- Documentation Libraries
- End of Sale Notices

DOCUMENTS

Sort by: Relevance | Date

| TITLE | DATE |
|--|-------------|
| IP Office Contact Center Address Book Administration | 17 Apr 2014 |
| IP Office Contact Center TaskFlow Editor | 17 Apr 2014 |

- ▶ Search for „IP Office Contact Center“ under downloads / documents
 - The Technical Bulletin provides the SW release notes

AVAYA

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