



# IP Office Contact Center

## Presales overview

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# 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



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%**

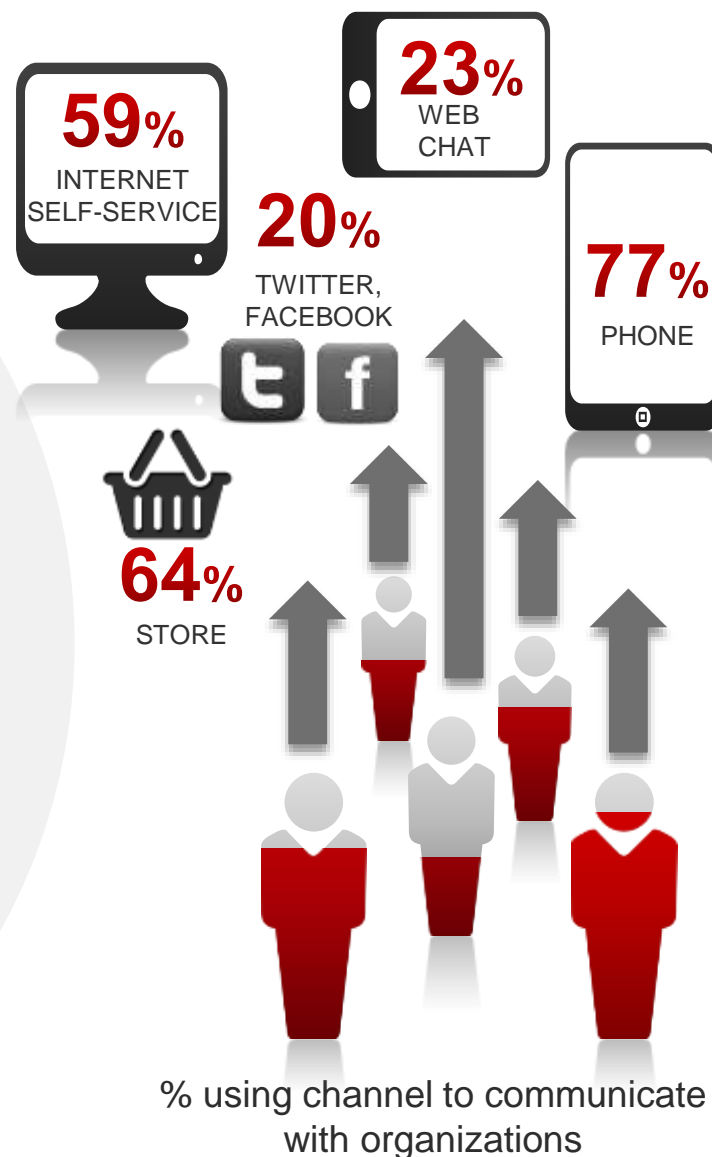
Millennials will stop doing business with a company after one bad experience

**50%**

say they constantly change how they deal with organizations

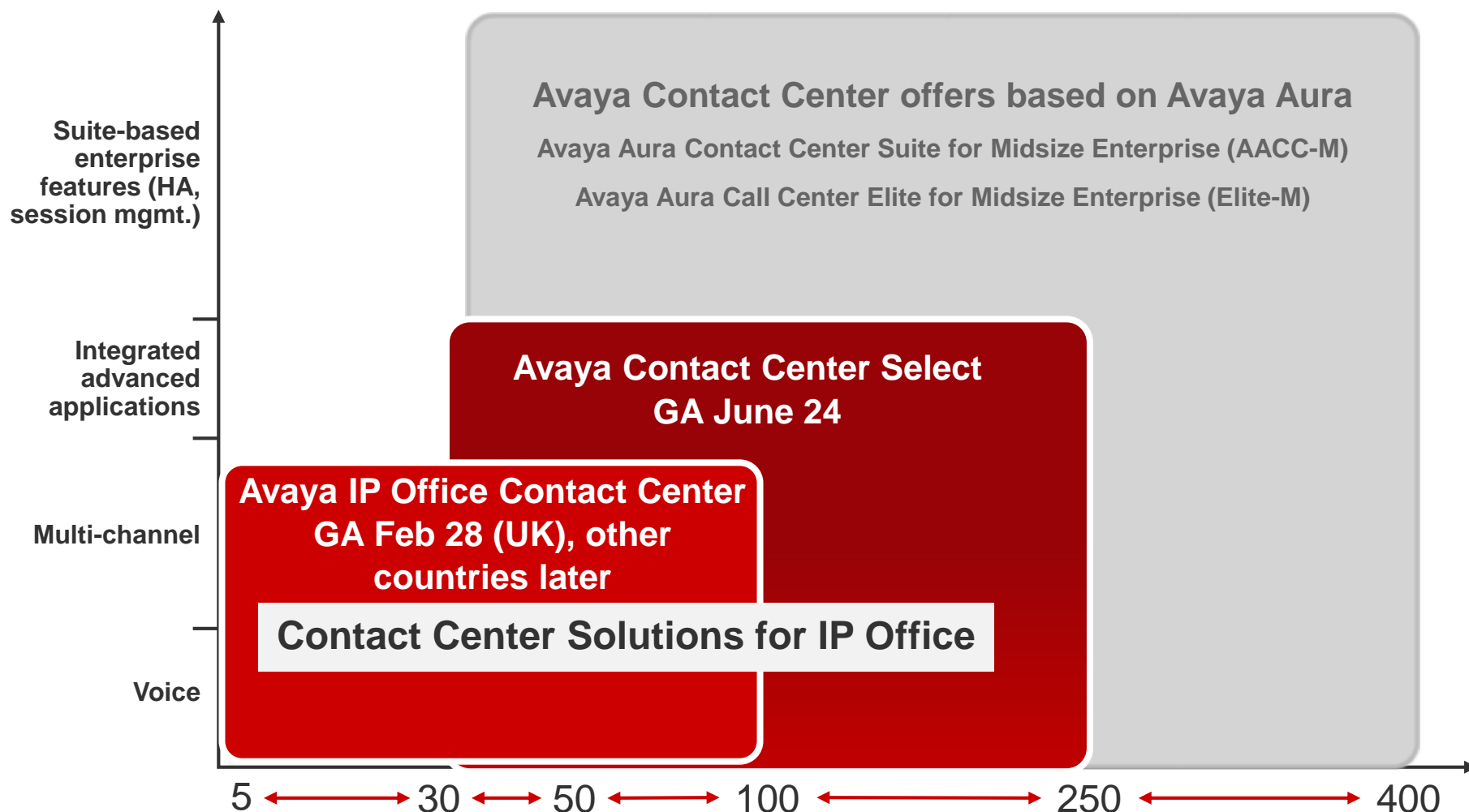
**9 of 10**

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
<b>Futures under consideration:</b> <ul style="list-style-type: none"> <li>▶ Expanded localization</li> <li>▶ Turnkey H/W Appliance</li> <li>▶ SMS/Fax gateways</li> <li>▶ Expand to 250 agents</li> <li>▶ Postgres SQL Database</li> </ul>	<b>Futures under consideration:</b> <ul style="list-style-type: none"> <li>▶ Advanced open interfaces</li> <li>▶ Applications (POM, AEP, WFO)</li> <li>▶ Social media integration</li> <li>▶ High availability</li> <li>▶ Enterprise management capabilities</li> </ul>

POM=Proactive Outreach Manager, AEP=Avaya Experience Portal, WFO=Work Force Optimization

# 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 Center Resources**




**Agent Groups**




**Agents**



**External Destination**



**Waiting Announcements**



**IVR Agents**

# IP Office Contact Center

## *Powerful features*

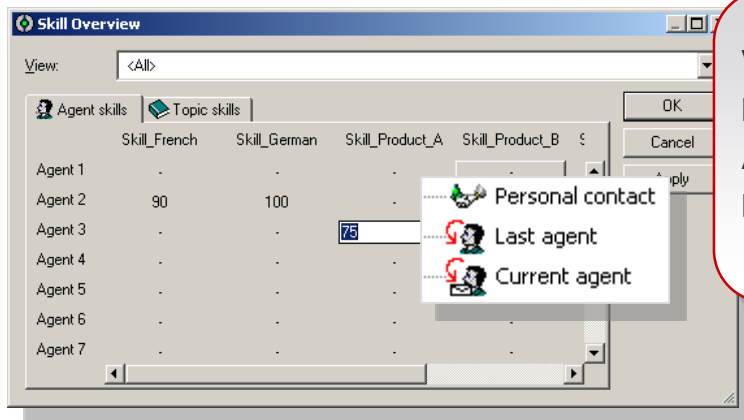
- ▶ Real time & historical reports
  - email/web/voice transactions
- ▶ Powerful, customizable agent desktop
  - click to call, multichannel view etc
- ▶ Call recording for every Agent and Supervisor
  - Improves agent performance, eliminate conflicts
- ▶ Built in IVR promotes self service
  - Reduce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

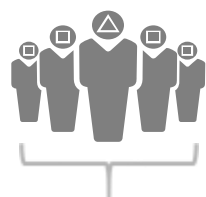
**Expert Sales person  
Technical hotline  
Presales**

# IPOCC setup process

*Installation in less than 4 hours*

## 1. Step

Collect the customer data in an Excel template



Excel

According to the customer requirements the system configuration will be defined in a special prepared Excel file.

## 2. Step

Install the IPOCC software



**Core System:**  
Windows MSI setup unattended or VM-Ware template



**Clients:**  
Windows MSI setup unattended



About 2-3 h for 20 Agents

The software will be installed with Windows standard setups (MSI) routines supported by a guideline or a setup wizard.

## 3. Step

Import the customer data and test standard features



Clean IPOCC System



About 1 h for 20 Agents

The collected system requirements will be imported. The system is operable and can be tested with standard call/task flows and standard announcements.

## Custom Setup

Make customer specific configuration

**Detailed knowledge of IPOCC required**



IPOCC System



Depends on the customer requirements

According to the business process of the customer the call/task flows will be implemented via the IPOCC drag&drop call flow editor.

# 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.



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# IPOCC solution architecture

## Capacities, requirements, IP Office integration, licensing

A thick red horizontal bar spans the width of the slide, located below the main text.

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



# 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

**Agent Portal**

204  
00:00:16 Conversation

Wait Time    Dialed Topic    Last Routed Topic

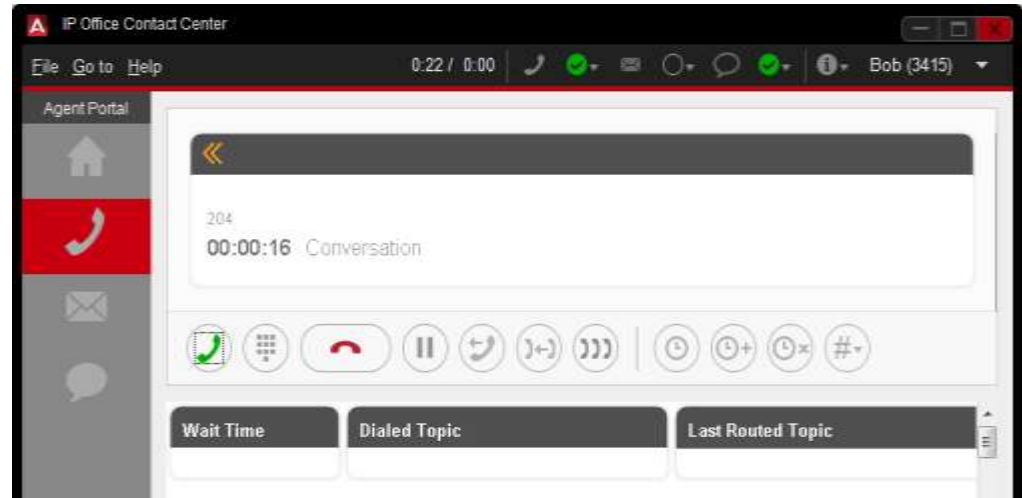
**Message-Board (Global)**  
Morning everyone - Remember the customer is always right, but may not be fully informed!

Agent Statistics			
Break Time:	0:00:16	Signed On Time:	0:28:35
Calls:	offered: 0	completed:	0
E-Mails:	completed: 0		

**Bob - Out of office notice**  
In the office

# 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

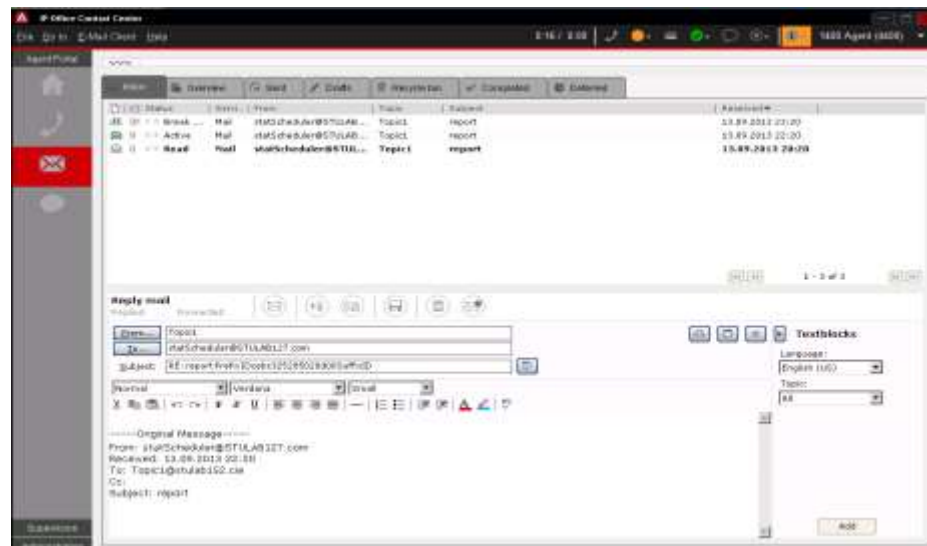


- [illegible]

# Agent Desktop

## Email processing

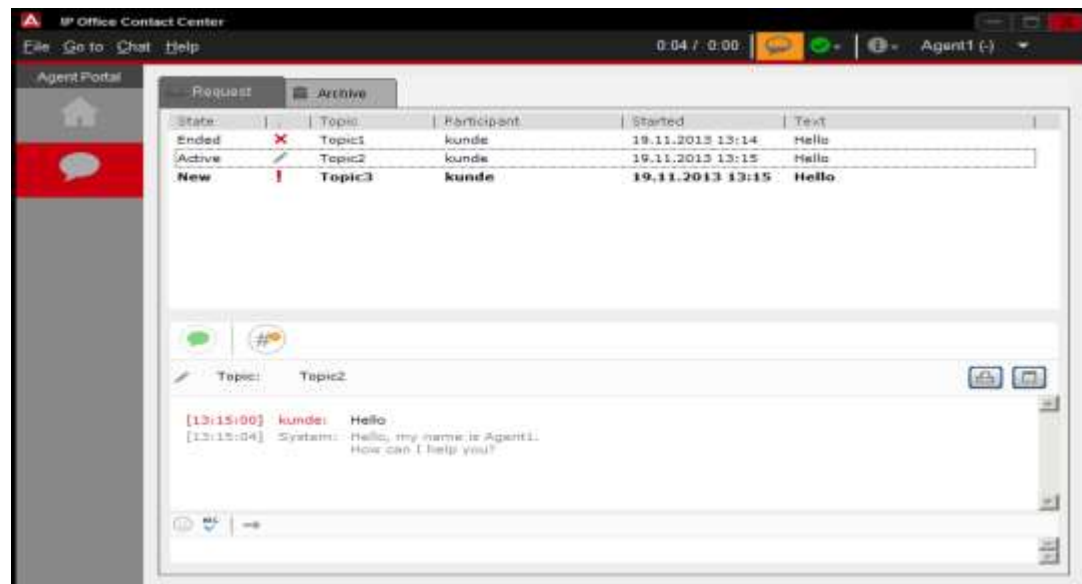
- ▶ Integrated Email
- ▶ Answer, create, postpone and forward
- ▶ Integrated address book
- ▶ Text blocks definable to assure high quality answers and speed
- ▶ Channel prioritization and definable workload per Agent
- ▶ Fully integrated in real time and historical reporting.



# 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 Avaya Supervisor Desktop interface, which is used for managing agent status and monitoring performance. The interface is divided into several sections:

- Internal Support - Agent status (AG) (E-mail)**: A grid showing the status of various agents. Agents are listed in a 2x2 grid. The status of each agent is indicated by a green checkmark (online) or a red X (offline). The agents listed are: Agent2, Agent3, Agent4, Bob, EBC Agent 1, EBC Agent 2, EBC Agent 3, EBC Supervisor, Field Agent 1, Field Agent 2, Field Agent 3, Field Supervisor, IPOPM Agent 3, Marge, and Ron Callan. The 'Field Agent 1' status is highlighted with a green checkmark.
- maxTQueued[T]**: A blue box displaying the value '0'.
- Avg.Act.ag.[T]**: A red box displaying the value '0'.
- T max TQueued[...]**: A red box displaying the value '0:00:00'.
- Agent group table**: A table showing the break time for different agent groups. The table has two columns: 'Agent group' and 'Break Time ag. [T]'. The data is as follows:
 

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

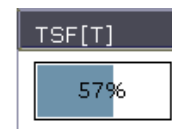
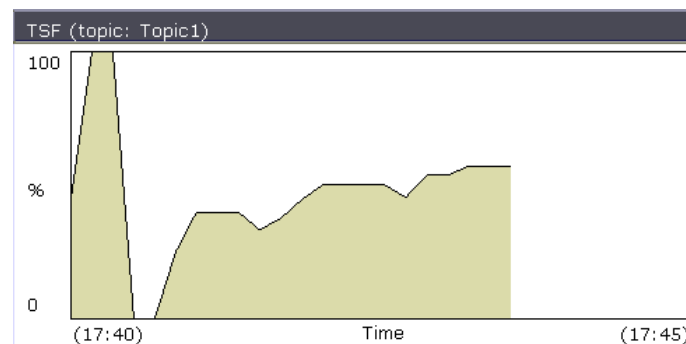
AG_ACM - Agent status list for AG [Telephony]					
Name	Login s...	W.state dura.	W.state	TNo.	Pause code
agent1	Si-on	00:00:28	Avail.	1501	
agent3					
agent0					
agent2					
...					

AG\_ACM - Agent status for AG (grid) (Telephony)

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

☐ Martin
☐ agent0
☒ agent1
☐ agent2
☐ agent3

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



# Supervisor Desktop

## *Historical reporting*

Reporting display: topic

File view Edit Full screen Generate

Name: topic1  
Date created: 11/14/2013 18:07  
Owner: System  
Period: 03/30/2013 00:00 to 03/31/2013 23:59

Date	from	to	Topic	totNNew [Tel]	totNConvAg [Tel]	totNUnan [Tel]	TSF [Tel]	totNConvWait<=N [Tel]	tot
03/30/2013	00:00	01:00	Topic1	357	331	27	91.89%		271
	01:00	02:00	Topic1	357	332	25	92.44%		272
	02:00	03:00	Topic1	356	333	24	92.70%		276
	03:00	04:00	Topic1	357	328	21	91.04%		273
	04:00	05:00	Topic1	357	338	20	93.28%		281
	05:00	06:00	Topic1	357	330	28	92.13%		264
	06:00	07:00	Topic1	357	332	26	92.18%		260
	07:00	08:00	Topic1	356	334	21	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	21	91.32%		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
Agent1	11/14/13 1:00:40 PM	Login				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

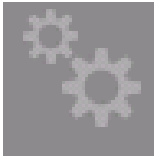
# Administrator Desktop

## *Key functions*

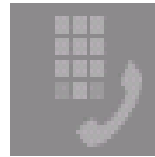
- ▶ Configuration of Agents, Agent Profile & Agent Groups
  - Number of agents
  - Privileges, authorization,
  - Agent Groups
- ▶ Create Basic Task Flow & IVR Scripting
  - Inbound routing
  - Announcements
- ▶ Create Text Blocks
- ▶ Create Outbound campaigns

# 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

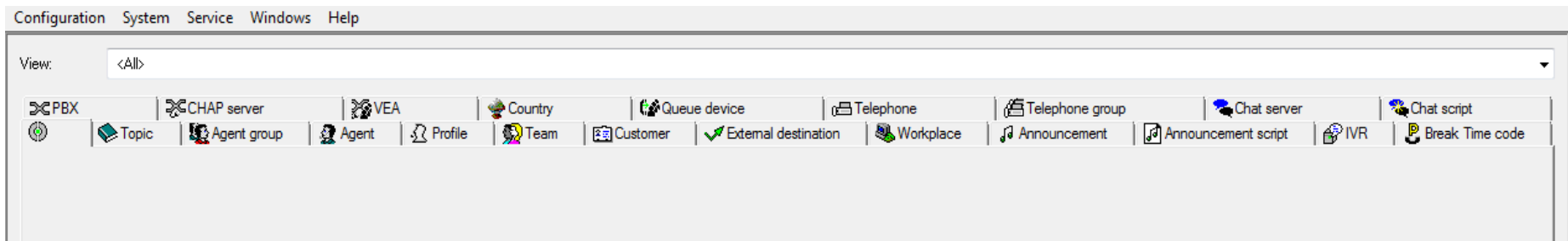


**Address Book** - Configure address book access and availability to Email

# 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



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# IPOCC operation & features

A solid red horizontal bar spans the width of the slide, positioned below the main title.

# 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*

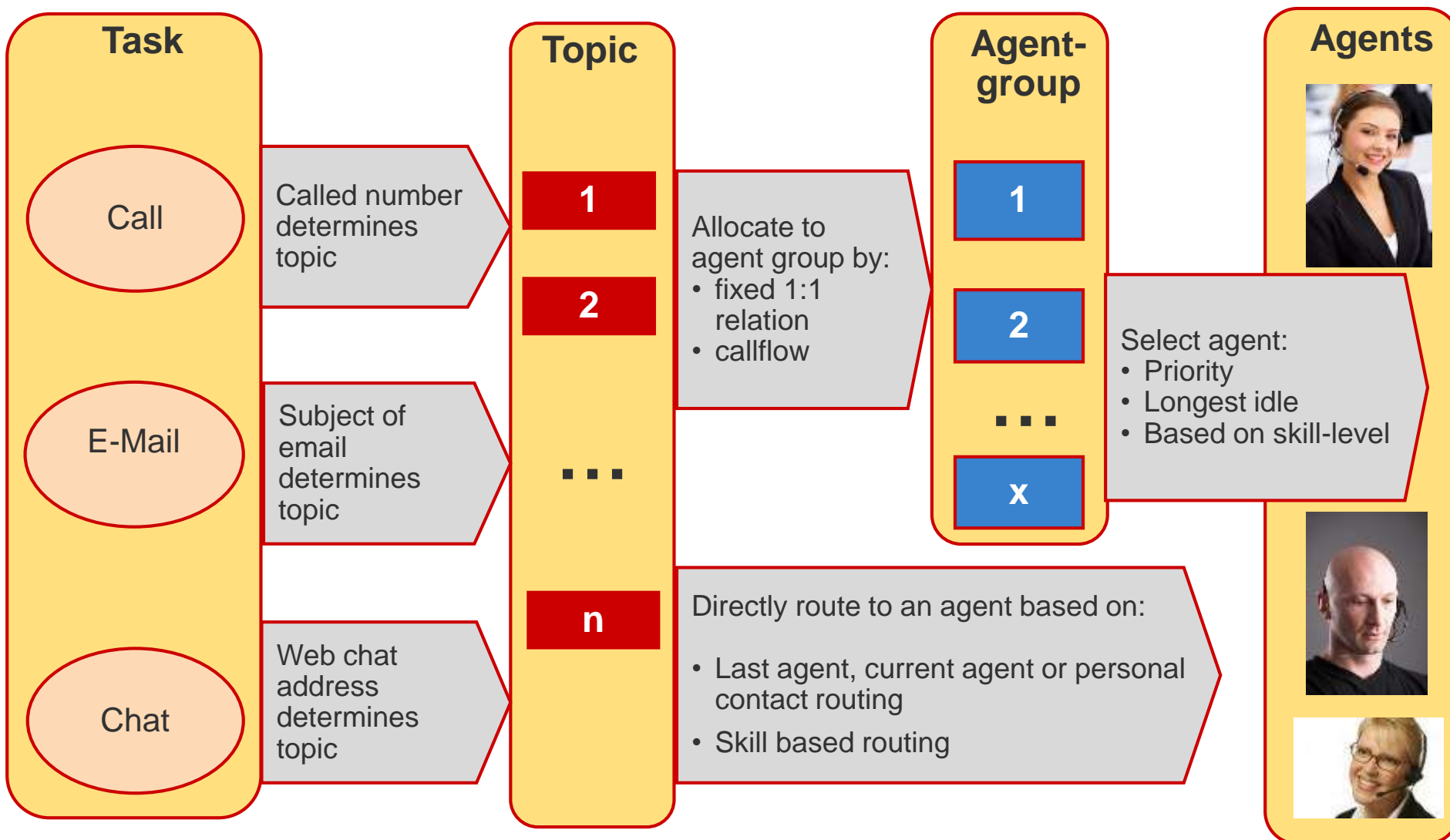
IP Office Contact Center abstracts each routable item (voice, email, chat) to a “task” and each task has metadata attached (key/value pairing)

(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

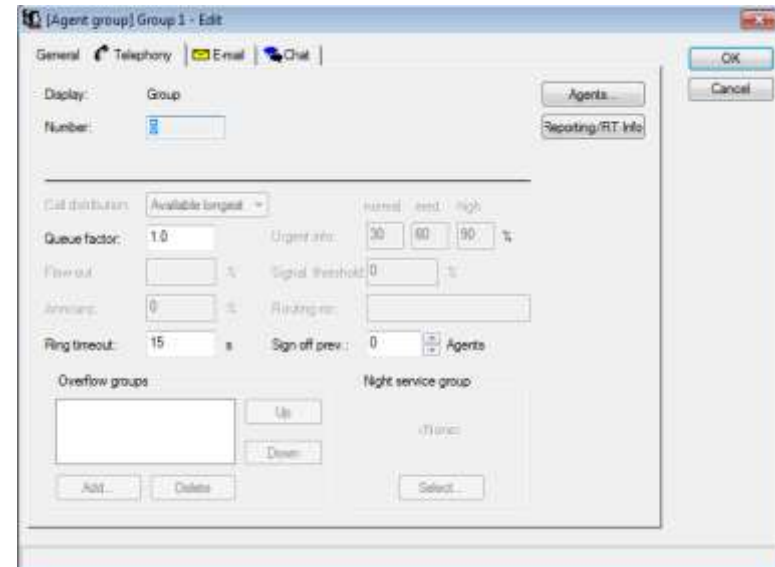
The screenshot shows the 'Agent Edit' window for 'Bob'. It has tabs for General, Telephony, E-mail, and Chat. The 'General' tab is active. Fields include 'Telephony name' (Bob), 'Number' (empty), 'No of connections' (1), 'Wrap Up' (100 %), and 'Call divert/logout' (empty). A 'Group assignment' section contains a table with columns 'Prio' and 'Name'. The table lists: 60 Sales, 50 Support, 40 Finance, 30 AG01, 20 AG02, and 10 AG03. To the right of the table are buttons: Add..., Delete, Up, and Down. A 'Settings...' button is also present.

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

# IP Office Contact Center

## *Agent Group Queuing, Sign off, Overflow*

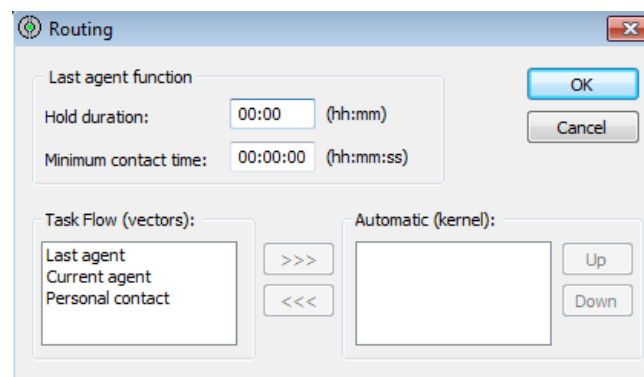
- ▶ The “queue factor” determines how many calls can queue for the group. This depends on the number of signed on agents in the group:
  - *Max queued calls = queue factor X signed on agents*
- ▶ “Ring timeout” sets the time when the system will automatically log off an agent if he does not answer
- ▶ “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*

Customer - Edit

Name: Frederic

Customer no.: 0032

Priority: 0

☐ Company entry

Numbers/e-mails:

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

Personal contacts/ topics:

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

Buttons: OK, Cancel, Create, Delete, Add agents, Add topics, Dial-in topic

- ▶ 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)*

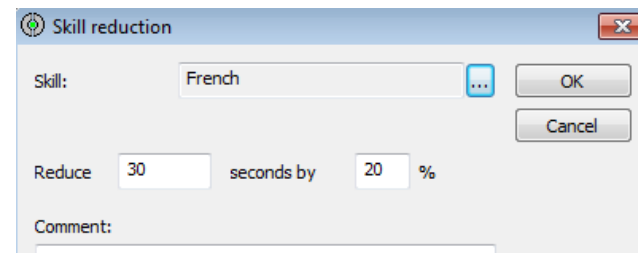
- ▶ Skills are being assigned to Agents (skill availability) and Topics (skill requirement)
- ▶ Each Agent and each Topic gets assigned a skill level (percentage, 0 to 100%) for each skill
- ▶ There is no limit in the number of skills per Agent or per Topic
- ▶ Skill requirements can be reduced if no 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)*

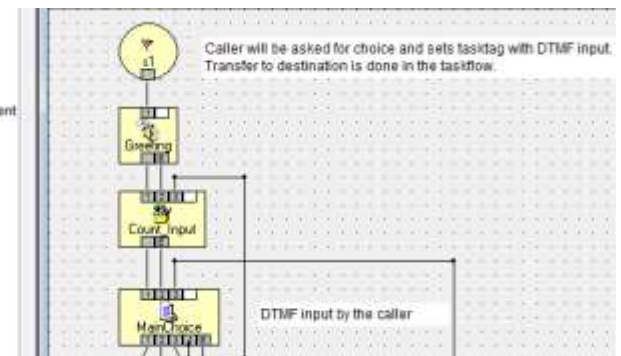
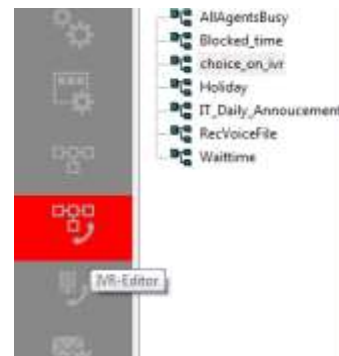
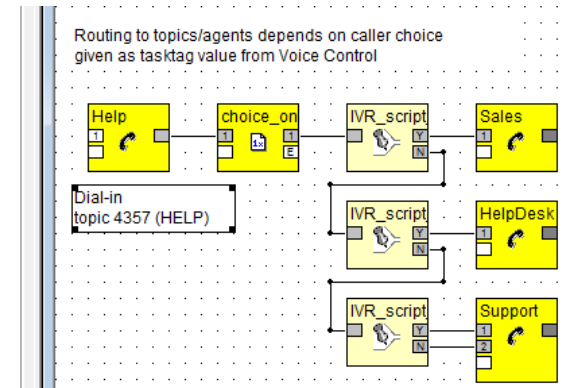
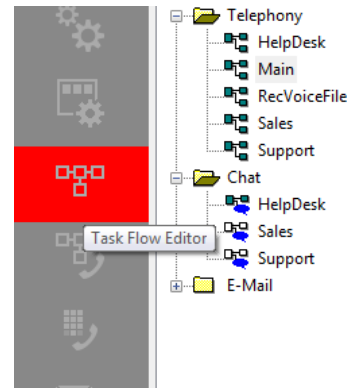
- ▶ Default Skills Based Routing will route the call to the best suitable agent.
  - If multiple skills are required, the following formula is used:
    - $\text{Total skill level} = \text{skill\_1} + \text{skill\_2} + \dots + \text{skill\_n}$ .
  - If agents lack one skill, they will be excluded from 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

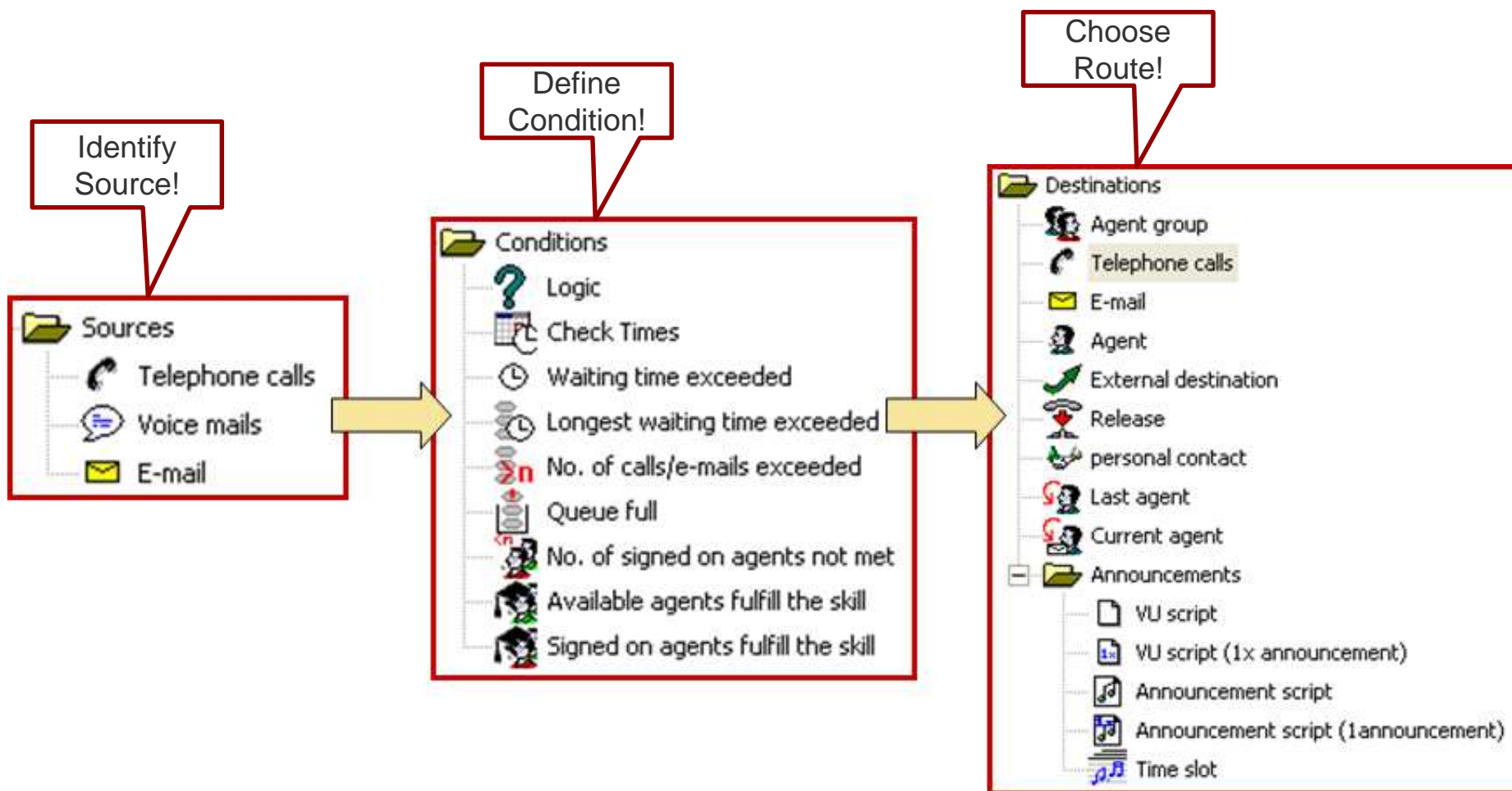
## *Inbound routing configuration using Task Flow & IVR editor*

- ▶ 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*

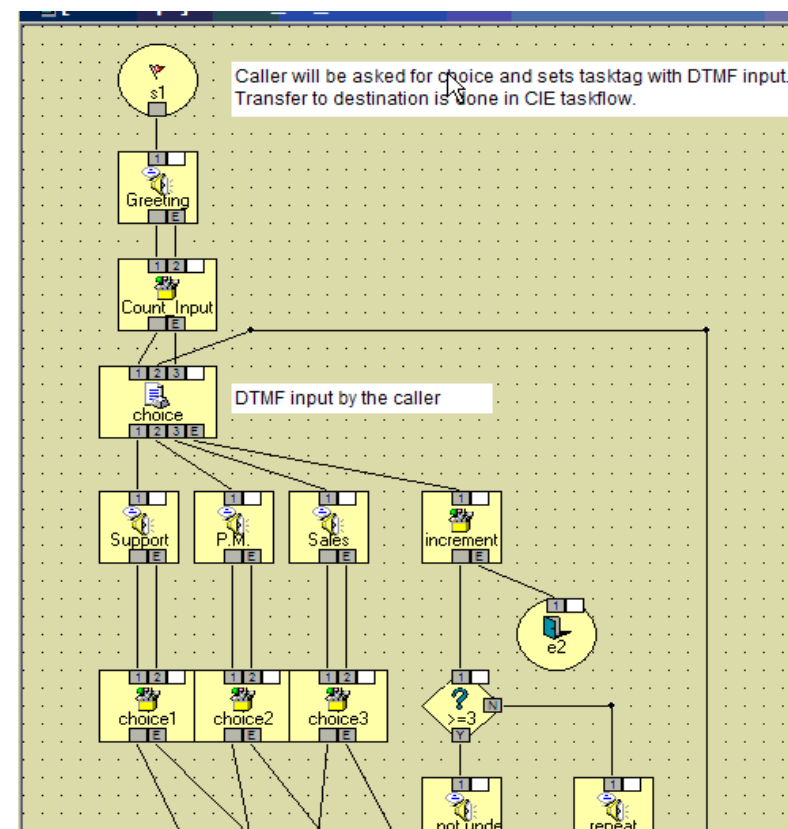
### ▶ Graphical tool for built in Self Service Component (IVR)

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

### ▶ Access to ODBC enabled databases

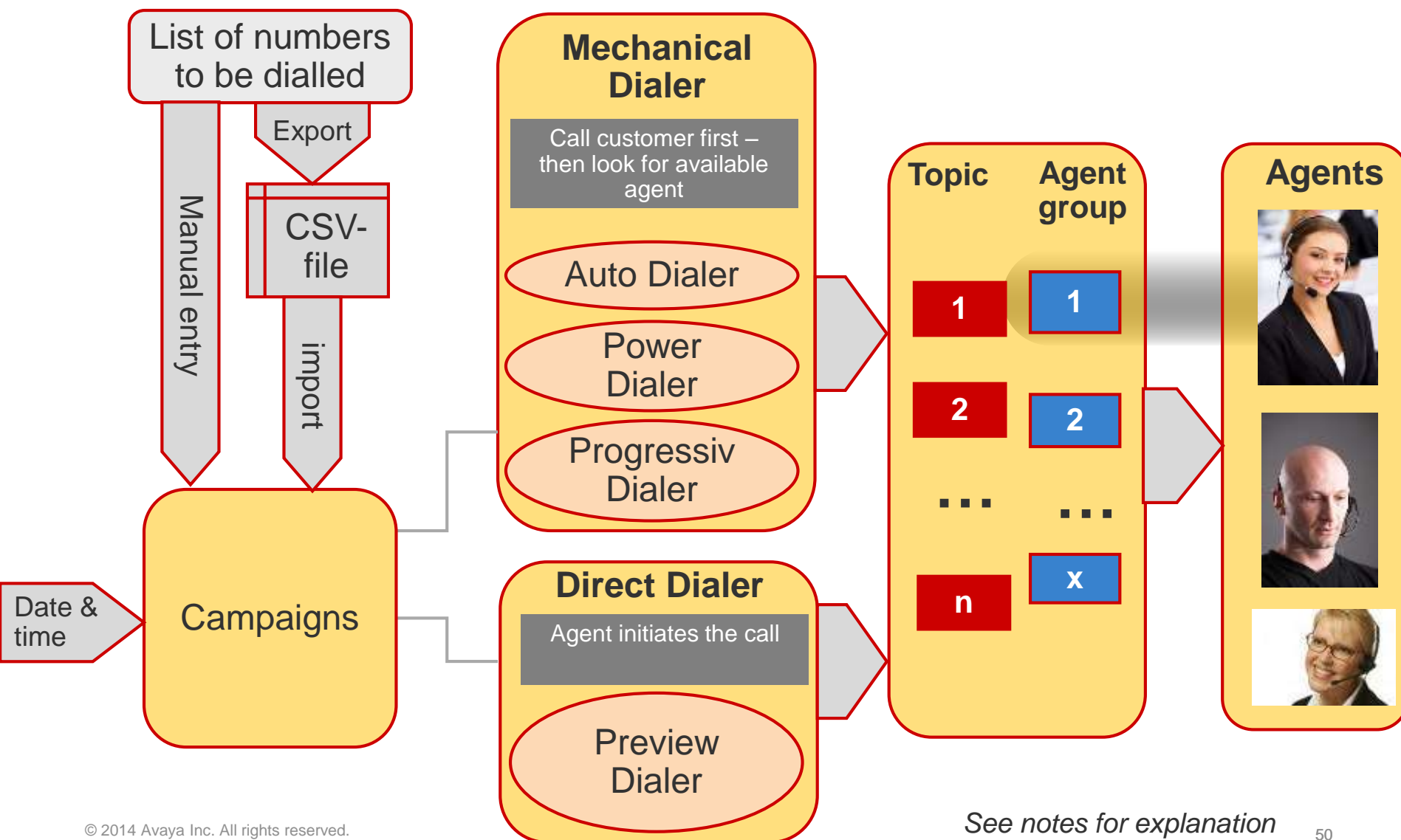
### ▶ Speech recognition (ASR) and Text to Speech (TTS) can be added as an option:

- 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

**System dialing parameters [Edit]**

Dialer type:  
☒ Mechanic  
☐ Direct  
☐ Preview

Dialer mode:  
☒ Auto Dialer  
☐ Power Dialer  
☐ Progressive Dialer

Dial factor: 1.0  
 Max drop rate: 0.0 %

☐ Max call per cell: 1000  
 Topic: [ ]

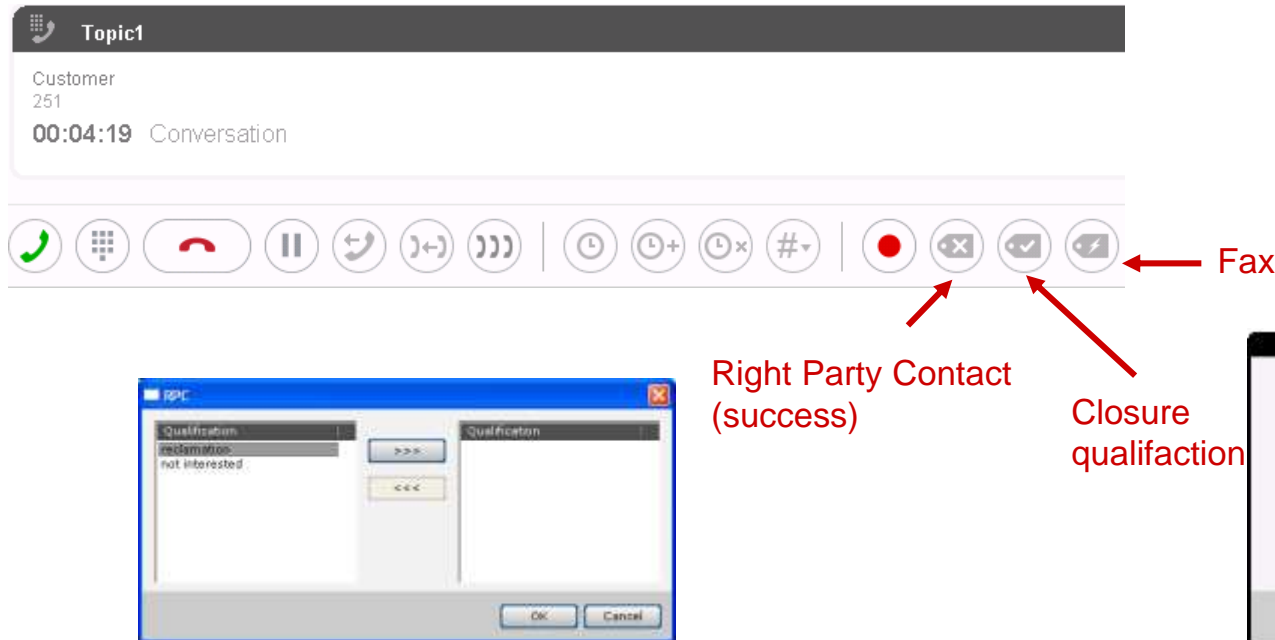
Max. preview time: 00:00 (mm:ss)  
 Max. preview time overrun: 00:00 (mm:ss)  
 Reminder time (before dialing): 00:00 (mm:ss)

Max. number of dial attempts (DAs): 1000  
 Max. number of DAs to busy destination: 1000  
 Max. number of DAs if destination does not answer: 1000  
 Max. number of DAs when dropped: 10  
 Max. number of DAs with closure: 1000  
 Wait time between 2 DAs to busy destination: 1 min  
 Wait time between 2 DAs with no answer: 5 min  
 Extend recall time if destination does not answer: 50 %  
 Wait time between 2 DAs when dropped: 4320 min  
 Wait time between 2 DAs if customer hangs up: 1 min  
 Wait time between 2 DAs with closure: 1440 min

Buttons: OK, Cancel, Default

# IP Office Contact Center

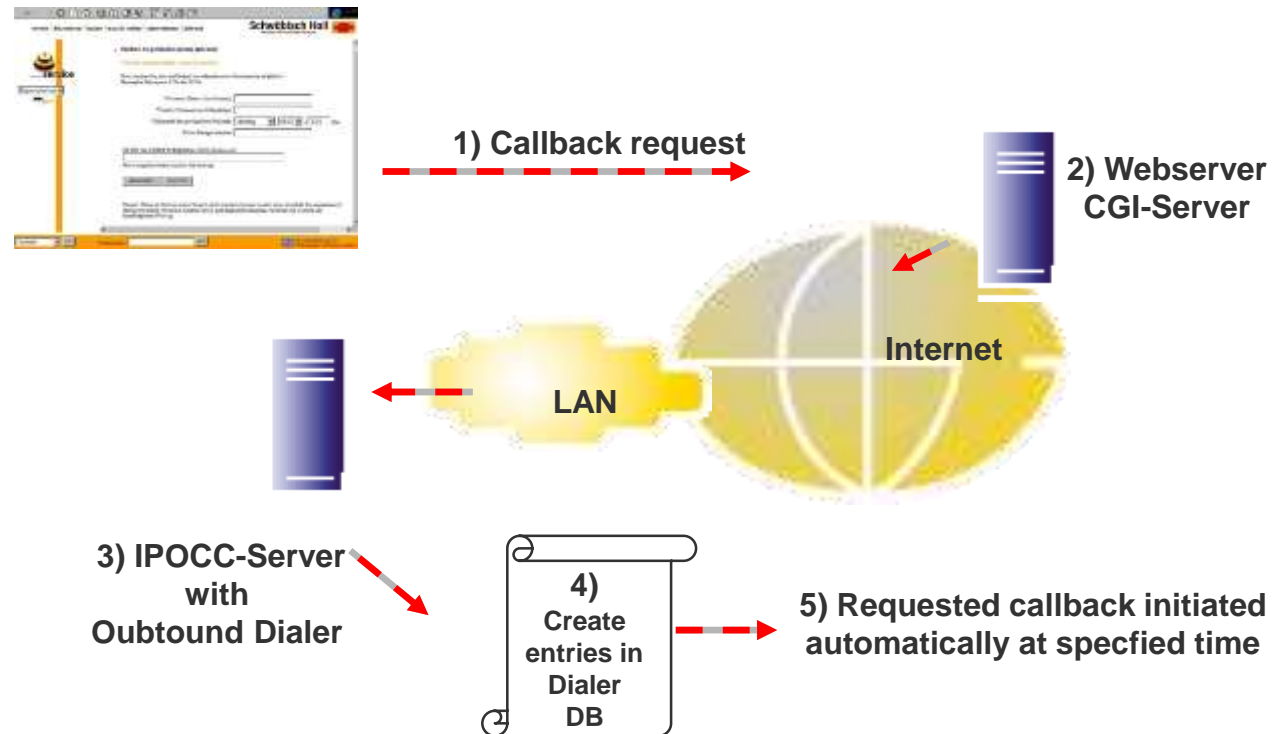
## *Outbound routing – call qualification*



- ▶ 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 web interface. At the top, there's a header with the AVAYA logo, 'Contact Recorder', a 'REFRESH' button, and navigation links: 'System Admin', 'Help', 'Change Password', 'Logout', and 'About'. Below the header is a large waveform visualization of a call recording, with time markers at 11:39:00, 11:39:10, 11:39:20, and 11:39:30. To the left of the waveform is a 'Search Filters' section with 'Call Start Range' (17 31 days) and input fields for dates (31/12/12 to 30/01/13) and a 'Length' field. Below the waveform is a 'Results' table with columns: 'Call Start', 'Len', 'Parties', 'Direction', and 'Target'. The table shows four call records. To the right of the main interface is a smaller window showing 'Agent2 1402' and '00:00:16 Conversation'. At the bottom right, there's a control bar with various icons, including a green circle with a red dot, which is highlighted by a red arrow.

Call Start	Len	Parties	Direction	Target
22/01/13 11:37:16	00:19	23129, 2200	Incoming	2200
22/01/13 11:38:25	00:32	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

- ▶ 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

Call Recording button:  
green = active recording

# IP Office Contact Center

## *Silent monitoring & supervisor emergency*

The screenshot displays the Avaya IP Office Contact Center interface. At the top, a dark bar shows a green arrow icon. Below it, a white box contains the text "Agent2 1402" and a timer "00:00:02" with the label "Conversation". A horizontal toolbar below the white box contains various icons: a green checkmark, a grid, a red phone, a pause, a double arrow, a triple arrow, a clock, a clock with a plus, a clock with an 'x', a hash symbol, a red dot, a red square, a red ear, and a red exclamation mark. Red arrows point from the text "Silent monitoring" to the red ear icon and from "Supervisor emergency" to the red exclamation mark icon. Below the toolbar, a "Supervisor Emergency" panel shows a grid of agent names: "Agent1", "Bob", "Nancy", and "Teamleader". The "Nancy" box is highlighted in orange. A red arrow points from the text "Supervisor has an emergency request from the agent, can accept to join a conference" to the "Nancy" box.

### ▶ Silent monitoring:

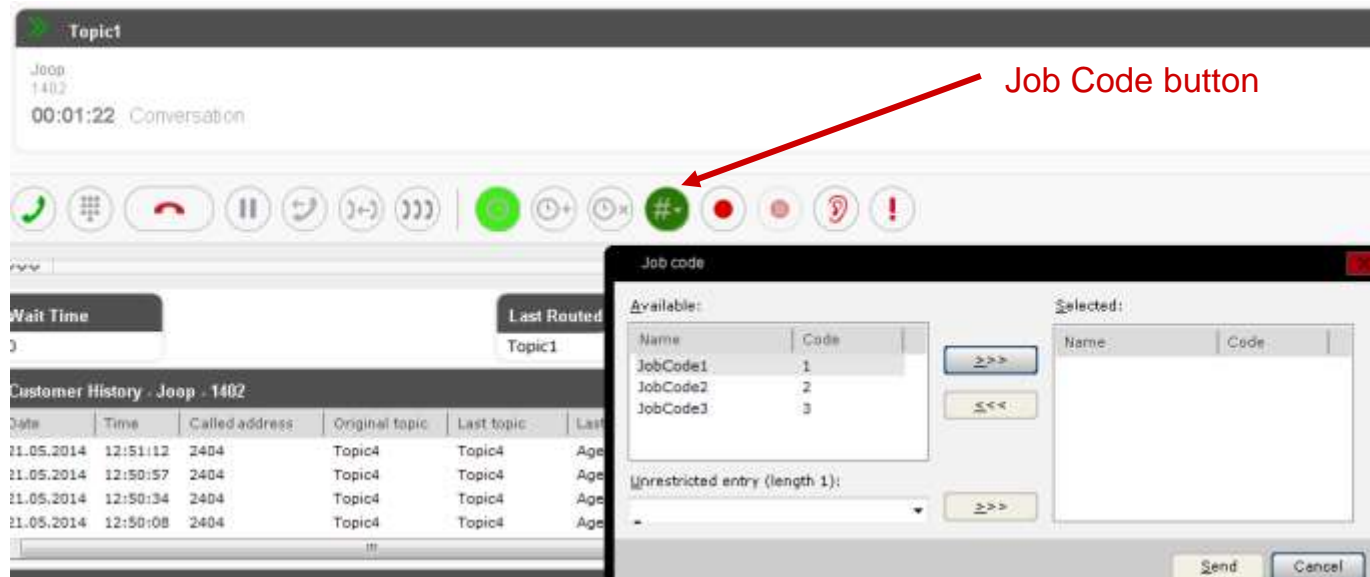
- Allows supervisor to listen in on an active agent call, without being able to speak

### ▶ Supervisor Emergency:

- Allows the agent to request Supervisor help. The supervisor gets a notification and can accept the request. This will create a conference with the supervisor, the agent and the customer

# IP Office Contact Center

## *Job Codes*



- ▶ 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.



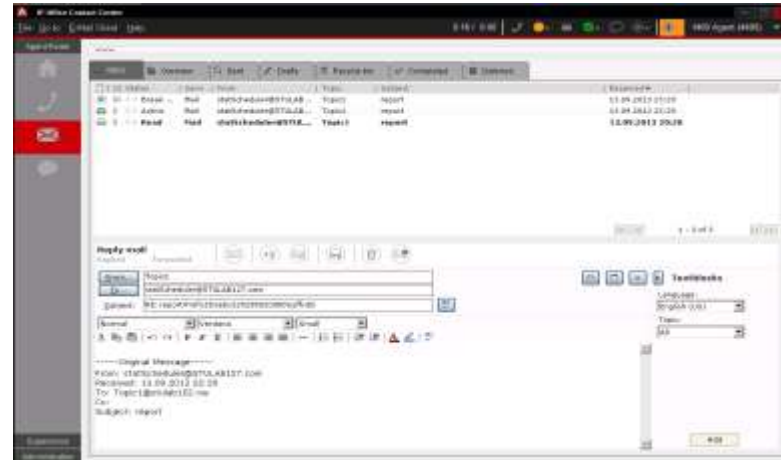
# IP Office Contact Center

## *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

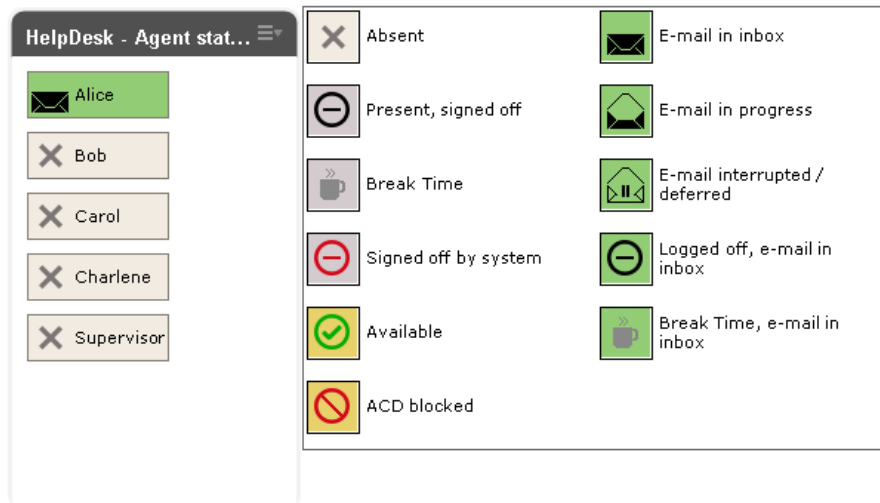
# IP Office Contact Center

## *Email handling (2 of 4)*

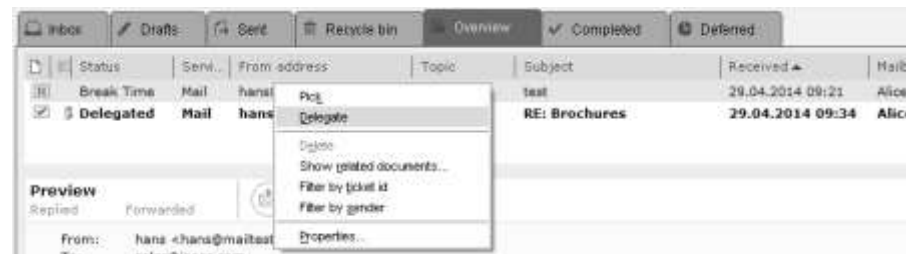
- ▶ Automatic replies can be defined per topic
- ▶ Text blocks can be defined, they can vary per topic and language. Agents can select from available textblocks when answering / writing emails
- ▶ A spell checker (multi-language) is built-in
- ▶ Depending on configured privileges, emails can be
  - Picked-up 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)*



- ▶ 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 are tabs for various email folders: Inbox, Deferred, Drafts (1), Sent, Recycle bin, Completed, Archive, Overview, and Outbox. Below these tabs is a search bar with the text "Search for: detail". To the right of the search bar are filters for "From:" (5/22/2014 12:00), "To:" (5/22/2014 11:59), "Topic:", "Mailbox:", and "Status:". Below the search bar is a table with columns: Ticket id, From, Topic, Subject, Job code, Received, and Mailbox. The table contains two rows of email data. Below the table is a "Preview" section with a "Replied" tab selected. The preview shows the email content: "Hi, Could you please send me address of the store?". A "Show related documents" dialog box is open over the preview, showing a list of related documents. The first document is "5/22/2014 11:03:53 AM From: jreus@avaya.com Subject: Address details". The second document is "5/22/2014 11:04:43 AM Subject: RE: Address details (Sent as: Topic1 by Agent41)". The third document is "Service: Mail To: jreus@avaya.com".

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

**Preview**  
Replied Forwarded

From: <jreus@avaya.com>  
To: Topic1@ipoc4.global.avaya.com  
Subject: Address details

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

**Show related documents**

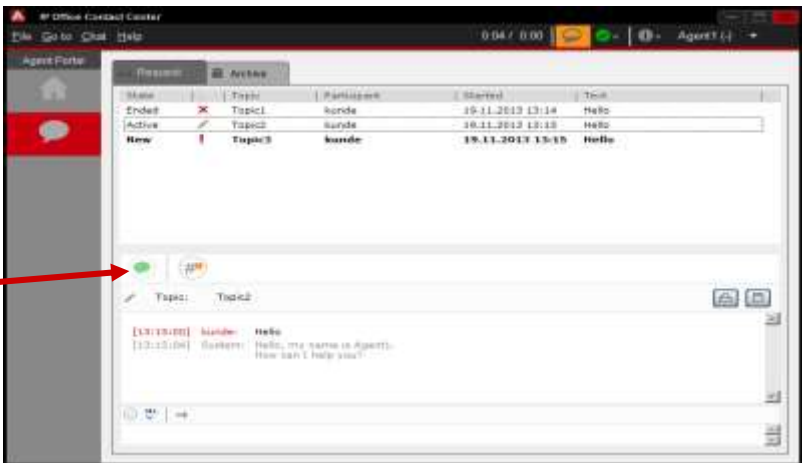
Related documents

- 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

- ▶ 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)*



End chat button

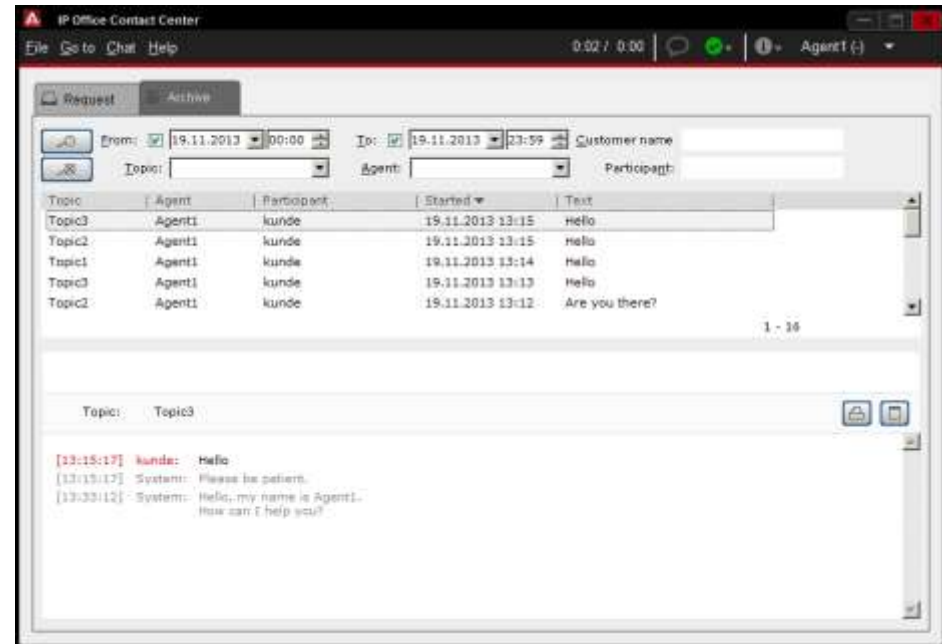
- ! New chat or message
- ✎ Customer is typing
- ✗ Ended by customer

- ▶ 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

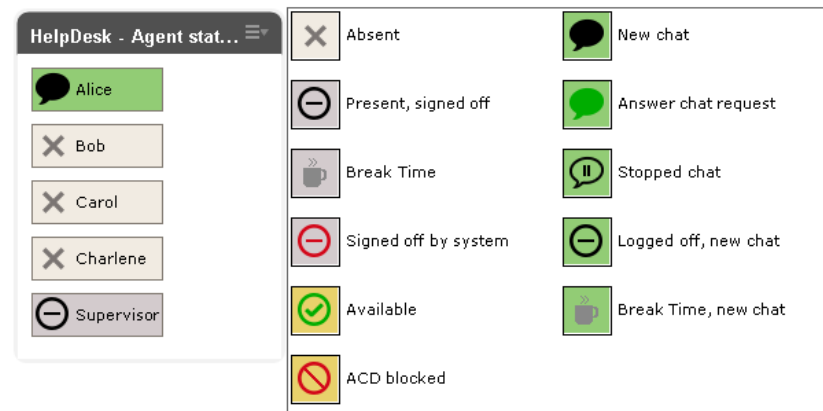
# IP Office Contact Center

## 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 address bar displaying "ipocserver:8080/WebChatApp/". The page has a red header with the text "ACME Company - we have everything you like". On the left, there is a sidebar with a list of sections: SectionA, SectionB, SectionC, SectionD, and 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:

- A dropdown menu for "What is the appropriate topic to you" with "Sales" selected.
- A text input field for "please enter a nick name" containing "Mr. X".
- A text input field for "what question do you have" containing the text "Findly let me know the shop address details".
- A checkbox labeled "Do you agree with the privacy policy" which is checked.

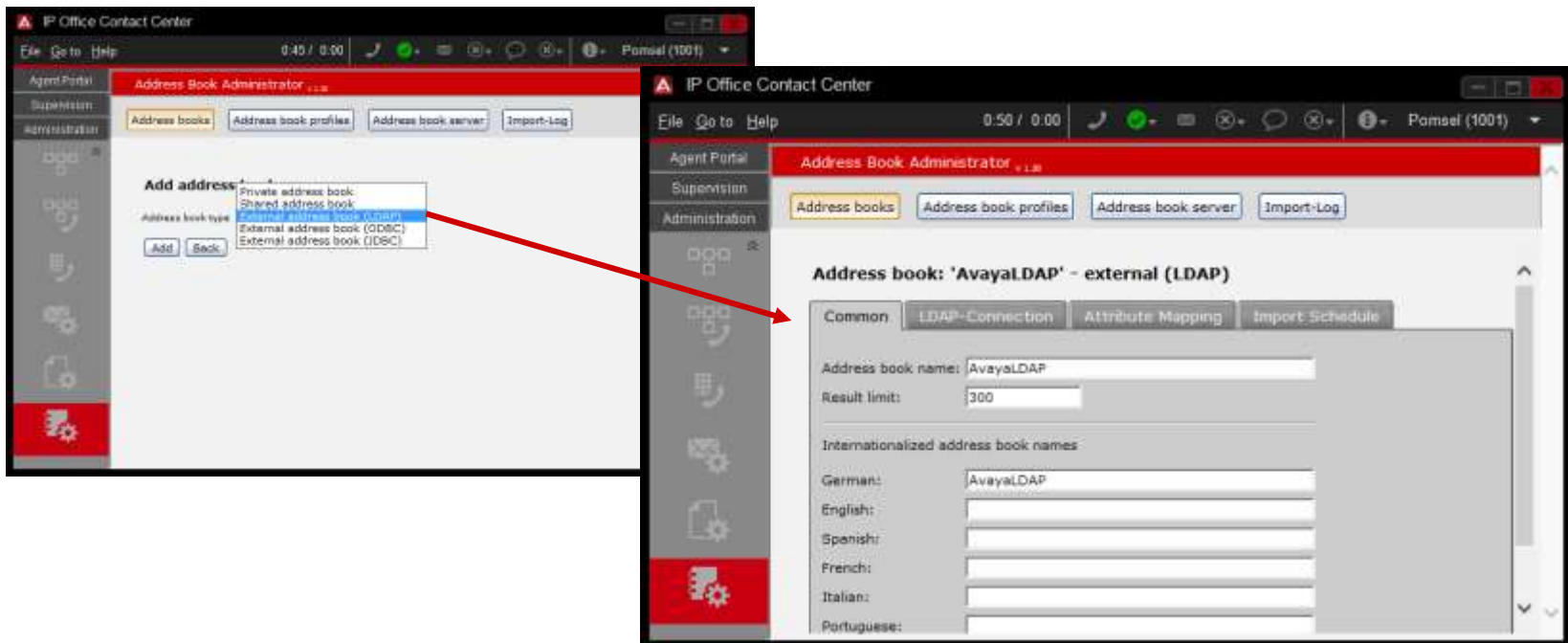
A "start chat conversation" button is located at the bottom right of the form.



# 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



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


# IPOCC Reporting

## Realtime information

A solid red horizontal bar spans the width of the slide, positioned below the main title.

# 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 shows the 'IP Office Contact Center' application window. The title bar includes 'File', 'Go to', 'Realtime information', and 'Help'. The main area is titled 'Inspector - overview' and contains a toolbar with 'Save', 'Cancel', 'Properties', 'Realtime information files', 'Full screen', and 'Work area'.

On the left, there is a tree view of 'Elements' categorized into 'Text element', 'List', and 'Graphics elements'. The 'List' category includes items like 'Agent status list (AG) [Telephony]', 'Queue [Telephony]', and 'Conversations per AG (topic)'. The 'Graphics elements' category includes 'Longest Wait Time (topic) [Telephony]', 'Queue (topics) [Telephony]', 'Individual status LED', 'Pie chart', 'Agent status (AG)', 'Active agents (AG)', 'TSF (topic)', 'Accept level (topic)', and 'Network overflows [Telephony]'.

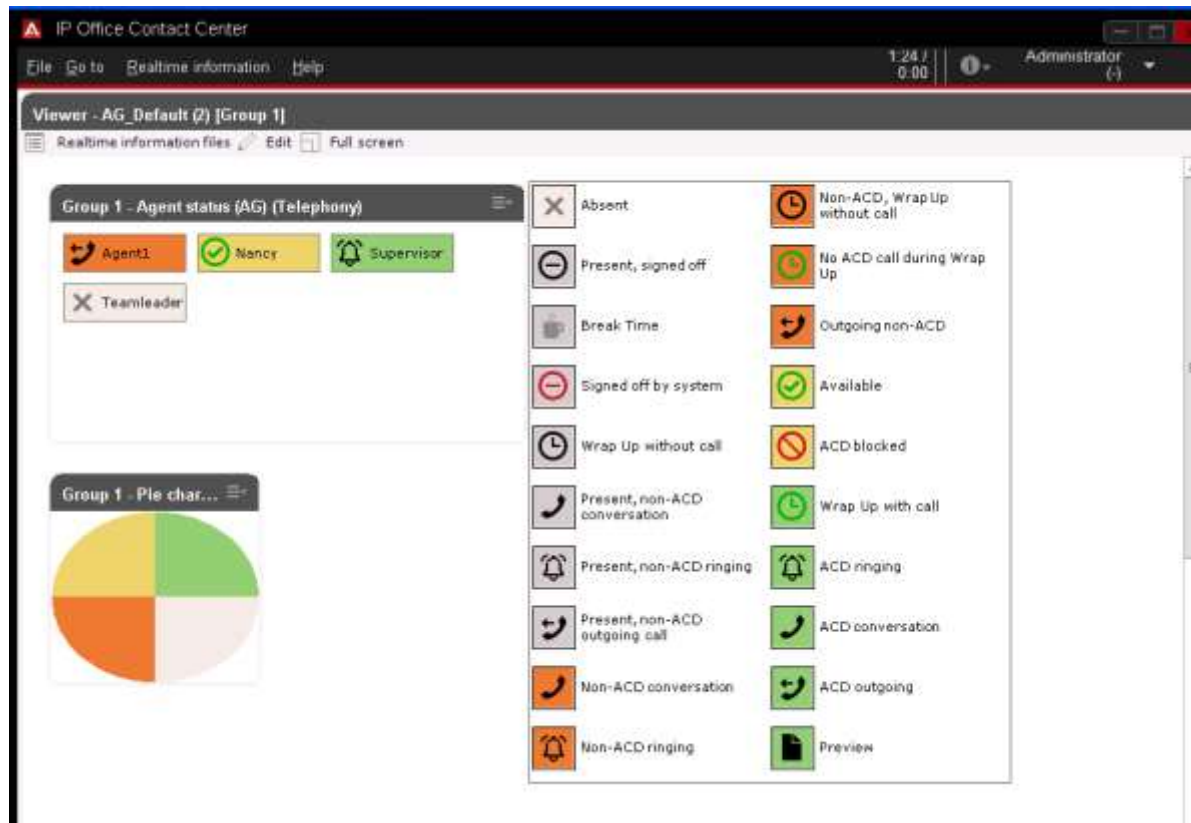
The central workspace displays several real-time data views:

- lab - Phone state (Telephony)**: A view showing phone states with buttons for 225, 226, 227, and 250.
- Group 1 - Agent status (AG) (Telephony)**: A view showing agent status with buttons for Agent1, Nancy, and Supervisor.
- Group 1 - Agent status list (AG) [Telephony]**: A table view with columns: Name, Login state, W.state dura., W.state, TNo., Break Time code, OutOfOrder, Term state, int/ext.
- TSF (Topic: Topic1)**: A chart showing a line graph of data over time, with a peak around 21:08.
- T max TQ**: A view showing a timer or counter with a value of 0:00.

The bottom status bar displays various metrics: Avg.TQueued [T], Avg.TQueuedInterv [T], totNAbanF [T], totNAbanIn, and information.

# IPOCC Realtime reporting

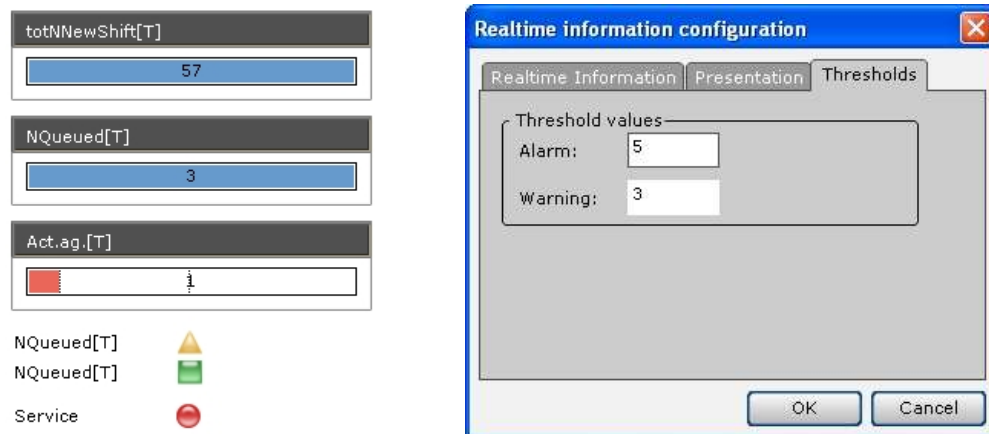
## *Viewing user status*



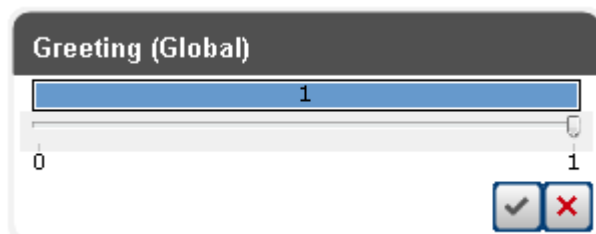
- ▶ Status of agents and, if configured, non-agents can be shown. Click-to call option
- ▶ Supervisor can sign on/off agents, end break time, assign ringing calls to different agents using drag & drop

# 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 shows the Avaya Agent Portal interface. On the left is a sidebar with icons for home, phone, mail, and chat. The top bar displays 'Support' and a timer '00:00:30'. Below the top bar is a row of icons for various actions. The main area is divided into three sections: 'Wait Time' (0), 'Dialed Topic' (Support), and 'Last Routed Topic' (Support). Below these is the 'Customer History' section, which displays a table of previous contacts. The table has columns for Date, Time, Address, Original topic, Last agent, Note, Subject, and Task type. The data shows five contacts, all from June 18, 2014, with the last agent being Alice. The last contact includes a note: 'Customer called in again regarding their internet connection issue' and a subject: 'Internet connection issues'. Below the table is a 'Note' field.

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	hane@eome.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

Note

- ▶ 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*

Topic1 - Queue [Telephony]					
No.	TT	TCS	Announcement	Announc. script	Reserv. for
251	<input type="button" value="Pick up"/>	00:03:09	interr.	Wait	

Topic1 - Abandoned Call list						
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

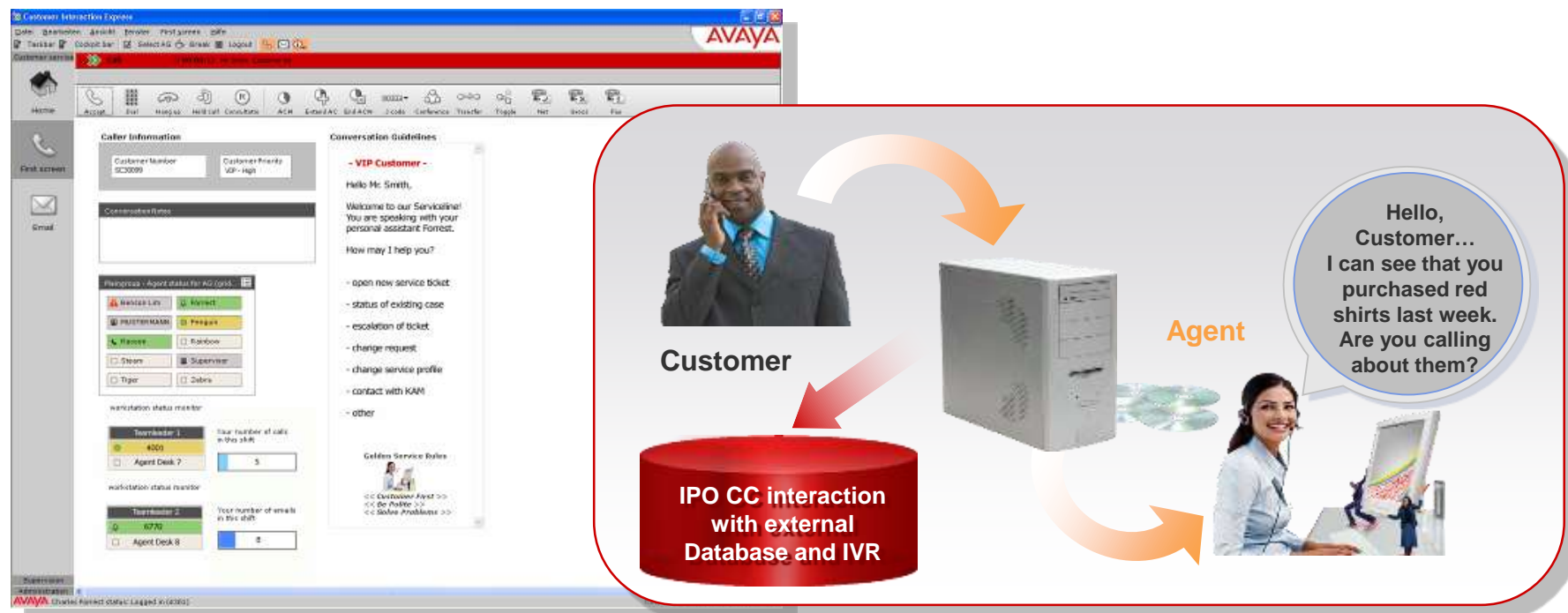
Group 1 - Agent status (AG) (Tele...)	
<input type="button" value="X Agent1"/>	<input type="button" value="X Bob"/>
<input type="button" value="⊖ Nancy"/>	<input type="button" value="X Supervisor"/>
<input type="button" value="X Teamleader"/>	

- ▶ 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

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# IPOCC Reporting

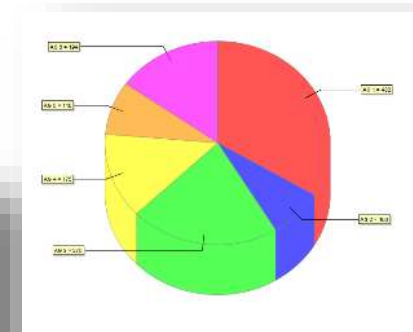
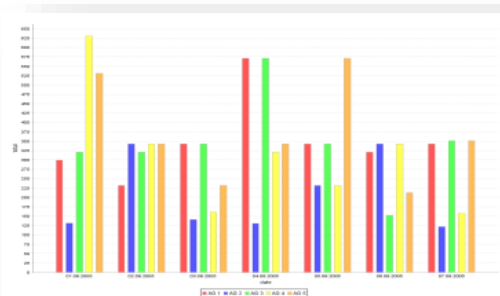
## Historical reporting

# 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

Name	Start Date	End Date	Report Type	Start Date	End Date	Report Type
General	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011
Contact	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011
Transfer	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011
Wait	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011
Wait 1	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011
Wait 2	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011	1/1/2011



# IPOCC Historical reporting

## *Example of historical report creation*

The screenshot illustrates the steps to create a historical report in the Avaya CIE system. The 'Basic data' window shows a calendar for October 2007. The 'Properties' window lists available elements for the report. The 'Export Reports' window shows the report being generated. The 'Microsoft Excel Viewer' displays the final report, which includes a table of call data and a line graph.

**Table 1: Call Data**

Topic	Date	from	until	totthurs	totthurs	totthurs	totthurs	totthurs	totthurs	totthurs	totthurs
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	00:00:00
Main Number	02/02/2007	10:15	10:30	3	1	00:00:01	00:00:01	00:00:00	00:00:39	00:00:00	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	00:00:00
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	00:00:00
log. subtotal				17	12	00:00:52	00:00:04	00:00:39	00:01:43	00:00:11	00:00:00

**Table 2: Call Center View**

Name	Creation date	Owner	Period (begin/end)
Call Center View	02/02/2007 11:25	System	02/02/2007 10:00 until 02/02/2007 11:00

**Figure 1: Line Graph**

The line graph shows the number of calls over time. The x-axis represents time (10:30, 10:45, 11:00) and the y-axis represents the number of calls (0.0, 2.0, 4.0, 6.0, 8.0, 10.0, 12.0). The graph shows a peak of 13 calls at 10:45.

# 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**

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					Job code
						Wait time	Ring time	Speech-/active time	Time on hold	Wrap Up	
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 Status Reports**

**Filter settings:**

Start: Mittwoch, 23. April 2014

Stop: Mittwoch, 23. April 2014

Agent: all

Activity: all

Search

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

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# Additional information

## Where to find more information

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



# 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

Avaya Sales Portal

Hello, Hans Dieleman, Systems Engineer | Settings | Logout

Search Sales Portal

Filter ▾ Showing all content

Follow Avaya ▾ Connect with Avaya ▾ CRM View

**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](http://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

**Contact Center Toolkit (SMB)**

View Products A-Z | Category | Sales Plays

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 our customers have experienced.

These solutions, optimized for use with IP Office software, enable blended contact centers that help improve customer experience to increase revenue, and agent efficiency.

The first component of this solution is Avaya IP Office Contact Center, which provides multichannel contact functionality – supporting voice, email, and chat to midsize contact centers of 5 – 100 agents. This new product combines Avaya leadership in the market with the simplicity and value you and your customers have come to expect.

#### ▶ IPOCC information:

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

# 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

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.

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

**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**

**Sales Tools**

**Tools**

[Avaya Aura Savings Estimator](#)

**Avaya IP Office Contact Center ROI Calculator and Tips**

[Avaya IP Office ROI Calculator](#)

[Avaya IP Office TCO Calculator](#)

[Avaya SalesPro](#)

[Avaya Solution Finder](#)

[Proposal Suite](#)

[ROI TCO Navigator](#)

[Sales Plays](#)

**Avaya IP Office Contact Center ROI Calculator and Tips**

IP Office Contact Center Cost Justification -- ROI Calculator and Tips for a Better Cost Justification for IP Office CC

[+ Table of Contents](#)

**Tools for IP Office Contact Center ROI**

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 react
3. IP Office CC can help the business retain its customer longer, reducing year

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**IP Office Contact Center ROI Tool**

26-Feb-14

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[Click here to accept Terms and Conditions of using this tool](#)

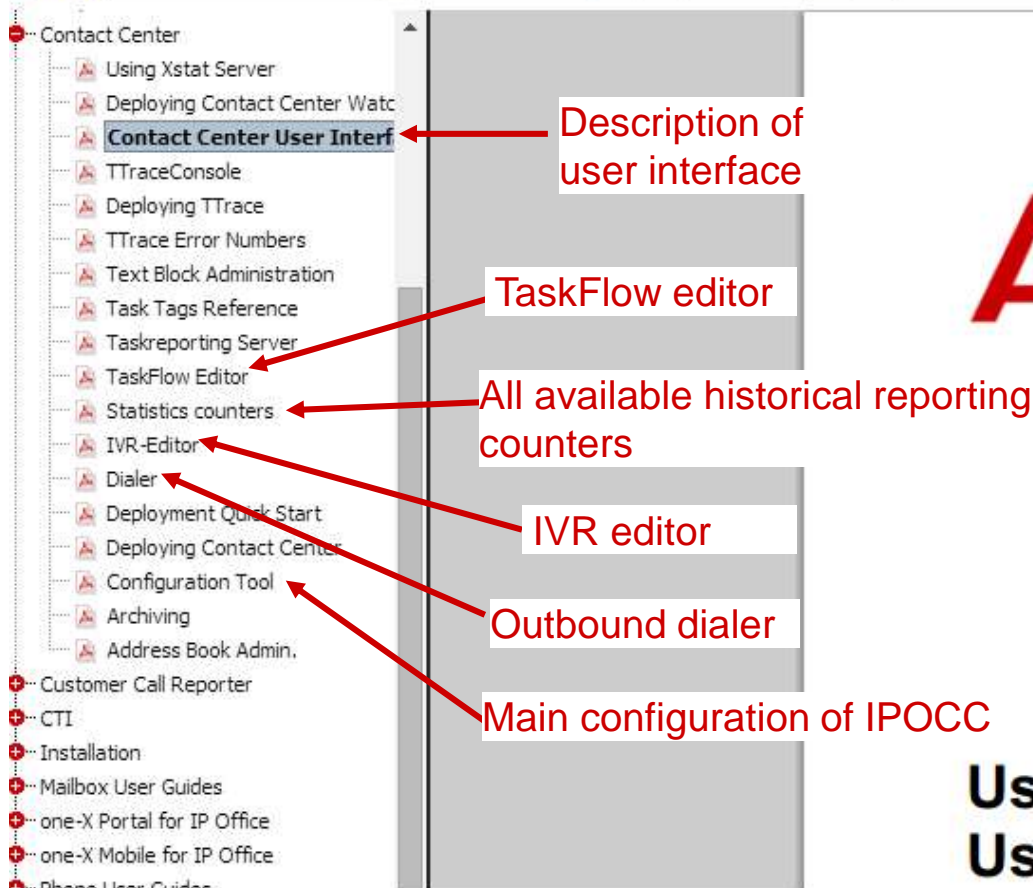
- ▶ ROI calculation tool based on
  - Reduction of current expenses
  - Increase of productivity
  - Increase of revenue
  - Customer retention

# Knowledgebase

## *IP Office documentation*

### AVAYA IP Office Knowledgebase

Tech Advanced Edition IP Office 9.0 English Top



# AVAYA

## 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

**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

IP Office Contact Center

**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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