



The Power of We™

# Avaya Contact Center Select

Simplicity without Compromise: A robust, multichannel solution, fully integrated with the Avaya IP Office™ Platform

Avaya Contact Center Select is a context-sensitive, collaborative, multichannel customer contact solution that allows businesses to anticipate, automate and accelerate customer interactions, improve customer experiences, increase customer lifetime value and revenue, while improving agent efficiency to reduce cost.

The blended multichannel capabilities of Avaya Contact Center Select intelligently route multichannel contacts (voice, email, web chat, SMS and fax) to the most appropriate resource. By creating a complete view of the customer and the context of their interaction, businesses and organizations can manage the customer experience in a way that consistently delivers a superior level of engagement. Avaya Contact Center Select allows users to automatically dial out to customers, combines historic and real-time contextual customer information to help improve the quality of interactions, optimizes agent utilization and productivity, and enhances supervisor performance to deliver superior customer experience and drive sustainable business growth.

## Agent Efficiency

**Unified Agent Desktop:** The Agent Desktop interface makes it quick and easy for agents to interact with customers regardless of the channel. Agents use the Agent Desktop to manage inbound and outbound voice interactions, as well as email, web chat, text (SMS), and fax. The application can be configured to allow each agent to handle these interactions individually or simultaneously. The single interface

provides contact history and screen pops, adding to the business intelligence.

**Outbound dialing:** Outbound dialing enables businesses to utilize their agents for revenue generating activities. The ability to reach out to customers with timely information helps increase up-sell opportunities, which can result in higher revenues and profitability. It also helps shape the type and number of inbound contacts.



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**Call recording:** Providing the opportunity to record each agent-to-customer interaction helps improve agent performance and avoid potential conflicts. Recorded calls are easily recovered with the intuitive supervisor interface, searchable by agent name, extension, calling number and more.

**Agent quality, motivation and performance:** The ability to offer flexible, at-home teleworking arrangements allows contact center managers to hire the best agents, motivate them, improve performance and reduce agent turnover. Avaya Contact Center Select allows an agent with a laptop or PC and a home or mobile phone to handle customer interactions as if they were in the office.

### Supervisor and Administrative Effectiveness

**Simplified administration:** Common, web-based administration capabilities for contact center supervisors and managers help reduce configuration complexity, eliminate duplication, reduce errors, and lower implementation time and cost.

**Unified reporting:** Historical and real-time displays with dynamic filtering provide easy-to-read information on Key Performance Indicators (KPIs), contact summaries and consolidated multichannel reports. This helps reduce the time spent analyzing data and allows more time for coaching agents, helping improve both agent and supervisor productivity.

**Orchestration Designer:** The drag and drop menus in the Orchestration Designer graphical user interface makes it easy and more efficient to develop routing scripts.

### Scalability and Architecture

**Flexible deployment:** Avaya Contact Center Select is appropriate for a wide range of deployments from a single site to up to 32 IP Office locations. It creates an environment where skills are utilized across the enterprise to create greater efficiency and allow businesses to draw from a wider talent pool.

**Virtualization:** Support for VMware virtualization environments facilitates server consolidation and deployment flexibility, lowering costs.

## Customer Satisfaction

**Skills based routing:** Reducing or eliminating transfers improves the customer experience. Avaya Contact Center Select can route voice calls, and multichannel transactions to the most appropriate resource based on language, knowledge, past history and availability, with alternative options should the first choice be busy or unavailable.

**Increased access options:** Intelligent assignment of up to five multichannel contacts including voice, web chat, SMS text, email, and fax through an open, universal queue offers customers numerous contact options. The multichannel capability helps businesses and organizations promote the concept of 'always-open-for-business', increasing customer options and ease of access.

## Deliver Exceptional Customer Experience

Businesses that want to differentiate themselves in today's competitive global market environment must be able to provide superior service and high quality customer interactions. Context is critical to experience management. Knowledge of a customer's most recent activity, past history, purchase behavior, and preferences provides a wealth of



information and a rich context for the interaction. Businesses that harness this context to deliver superior experience differentiate themselves from their competitors.

Avaya Contact Center Select helps businesses and organizations:

- Offer customers more channels to improve satisfaction and loyalty
- Improve agent utilization and productivity through multiple contact handling
- Use real-time and historical customer data to frame the appropriate context for each and every interaction and boost first contact resolution

- Equip managers to administer the contact center, analyze performance through unified reporting, learn and apply best-practices to continuously improve the agility of the contact center
- Manage the customer's experience, both assisted and automated, to quickly solve customer issues and increase profitable revenue opportunities
- Evolve from queuing and routing to resource selection and work assignment

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

### Avaya Contact Center Select Supported Capabilities at a Glance

<b>Multichannel with skills based routing</b>	Fully blended support for voice, email, web chat, fax and SMS contact types with the ability to route contact to best skilled agent(s) or other destination (voice mail, IVR, etc.)
<b>Multiple call handling</b>	Agents can handle up to five simultaneous contacts - voice call, email, web chat, fax and SMS
<b>Multi-location</b>	Supports multichannel agents across up to 32 locations in an SCN (at least one Avaya IP Office Server Edition required in the network)
<b>Reporting</b>	Granular and customizable real-time and historical reporting for voice and multichannel
<b>Scripting/ Workflow</b>	Built-in Graphical Orchestration Designer tool
<b>Outbound Campaigns</b>	Integrated preview and progressive outbound dialing with integrated campaigns manager
<b>Call recording</b>	Every agent can record all calls, random selection or on demand
<b>Remote agents</b>	Enables teleworking for optimal resource allocation, regardless of location
<b>Customer prioritization and data directed routing</b>	Define and prioritize customers based on your business strategies

### Avaya Contact Center Select Requirements and Capacities

<b>UC Platform</b>	Avaya IP Office™ Platform IP Office Server Edition minimum software version R9.0.3 IP Office 500v2 minimum software version R9.0.3
<b>Operating system</b>	Microsoft Windows Server 2008 R2, 64 bit Standard and Enterprise Editions VMware vSphere platform with ESXi hypervisor Ver 5.0/5.1/5.5
<b>Client</b>	Microsoft Windows Vista Business SP1 or later Microsoft Windows Vista Enterprise SP1 or later Microsoft Windows 7 Microsoft Windows XP Professional Service Pack 2 or later Microsoft Windows 8.1
<b>Server Hardware</b>	Customer supplied; refer to the Avaya Contact Center Select offer document
<b>Max. Multichannel Agents</b>	250 <sup>1</sup> IP Office Server Edition 30 <sup>1</sup> IP Office 500v2
<b>Max. Configured Agents</b>	1000
<b>Max. Supervisors</b>	50 <sup>1</sup> IP Office Server Edition 30 <sup>1</sup> IP Office 500v2

<sup>1</sup>The combined number of active agents and supervisors cannot exceed the total number of seats

