



Avaya IP Office™

Avaya Call Reporting

Avaya Call Reporting is an easy to deploy and simple to use call reporting and multichannel contact center application for Avaya IP Office™

A Simple to Use Call Reporting and Multichannel Contact Center Application for Avaya IP Office™

Irrespective of the size of business, customers expect their interactions with a company and its various departments to be seamless and handled efficiently. To meet customer expectations businesses need to ensure that they are constantly monitoring and managing call traffic and always ensure the right people and departments are servicing calls.

Avaya Call Reporting (ACR) brings to small and midsize businesses the capabilities they need to monitor and manage their Avaya IP Office™ phone system and customer interactions. Avaya Call Reporting provides call data metrics that deliver greater insights on all calls reaching the organization and helps ensure customer interactions are routed to the right employees and departments.

Avaya Call Reporting is a scalable call reporting and contact center solution that can be deployed on top of an existing Avaya IP Office™ platform. Avaya Call Reporting can be deployed on customer premises.

Avaya Call Reporting's real-time and historical call reporting capabilities extract insightful call information from your Avaya IP Office™ phone system to help with visibility on call trends, overall performance and staffing requirements. Cradle-to-grave reporting reveals the various paths taken by calls and the people involved from initial contact to hang up. Avaya Call Reporting delivers great value with features like unlimited configurable wallboards, real-time reporting, customizable reports and HTML contact center agent experience that supports WebRTC.



Call Reporting

Unlimited configurable wallboards, real-time reporting, and an intuitive agent desktop experience.

Multichannel Contact Center

Voice, web chat, skill-based routing and queue call back.

Avaya Call Reporting offers an easy to deploy and simple to use multichannel contact center designed for Avaya IP Office™. With Avaya Call Reporting your customers have the choice to interact with your business via voice calls and web chat. Skill based routing provides the call assignment strategy that helps connect customers to the most suitable agent. Queue call back frees customers from waiting on the line and instead request a call back without losing their original position in the queue.

With Avaya Call Reporting you can record inbound, outbound and internal calls and integrate them with cradle-to-grave reporting. While recording calls, you can secure proprietary customer information when it is being provided by the customer to the agent. Customers have a choice to playback call recordings within Avaya Call Reporting or in other external applications.

Avaya Call Reporting is a modular solution that helps small and midsize businesses to begin with a standard call reporting license and add real-time reporting, contact center and call recording modules as their contact center requirements evolve.

Features and Benefits

Real-Time Monitoring – Unlimited configurable wallboards, continuous visibility on customer interactions and up-to-the-second agent state visibility provide real-time contact center metrics. Real-time call metrics can be displayed on a TV and use ACR's HTML interface or the Desktop interface. You can also display to third-party dashboards & web service and customer's website via the Application Programming Interface (API). Supervisors and managers are provided with clear and concise call and web chat information. For each hunt group, provides queue statistics like number of queued calls, longest wait time, and average wait time. Users can create their own wallboards with the help of wallboard templates or by using the built-in widgets. Real-time email, SMS text or pop-screen alerts can be sent to users based on pre-defined thresholds.

Historical Reports – Cradle-to-grave reporting of calls and web chats helps unlock customer interaction data metrics providing complete insights to Supervisors and Managers. Sixty out-of-the-box reports plus your own customized reports help measure performance and identify and pursue improvement opportunities. These reports can be scheduled and shared via email, shared folder or can be printed. Historical call data and reports can be exported in CSV, HTML, JSON, Excel and PDF file formats that can be used in other applications like staffing/payroll and billing systems.

Web Chat – Optional add-on web chat gives your customers the option to interact with your businesses via web chat. The web chat is easy to deploy and provides cradle-to-grave reporting. This feature comes with the ability to customize end user chat display and web chat invitation. Supports pushing of custom parameters like shopping cart ID to the agent during a customer's interaction on website.

Skill-Based Routing – Customer calls and web chats can be routed intelligently based on skill group and proficiency of agents. Skill groups can be created easily and agents can be assigned to skill groups flexibly.



Modular and Customizable

Start with standard call reporting and add real-time reporting, contact center and call recording modules as your requirements evolve.

Queue Call Back - Allows customers to request a call back while maintaining their original position in queue. Queue call back features include custom queue announcements, configuring digit prefix for queue call back, setting call back snooze and maximum call back attempts.

Agent Desktop - Track agent productivity with reason codes and empower them to collaborate with supervisors via presence utility. Get real-time data on customizable displays for agents. This feature has the capability to tag account, job and disposition codes to customer calls. Agent Desktop helps with pushing screen pop and call reporting information to a CRM like Salesforce. It supports popping of a third-party web page within the Java Desktop Client, on pre-configured events like "Call Presented", "Agent Talking", and "Chat Started".

Call Recording - Record calls and integrate it with cradle-to-grave reporting. Helps recording for inbound, outbound and internal calls via active recording. Supports pause and resume of call recordings that help secure proprietary customer information when it is being provided by the customer to the agent. Playback and listen to recorded calls within the Avaya Call Reporting system or play and listen in another system by downloading call recording files or generating web links for the recording. When a call is recorded, a call recording link can be pushed to Salesforce and when a call is completed, Salesforce can be notified to create a record. Customers can set retention policies allowing for archiving based on available storage space/time/both.

Languages Supported - English, French, Canadian French, German, Spanish, Portuguese, Italian, Swedish, Dutch, Danish, Hungarian, Czech, Mediterranean and Chinese.



Notice

While reasonable efforts were made to provide information that is complete and accurate at the time of printing, Avaya can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

HTML Interface - 100% browser based, single pane view, HTML interface supporting Cradle to Grave reporting, Recording Playback, Live Listen, Realtime Wallboards, and Realtime Agent Status. HTML Contact Center Agent Experience supports WebRTC or any other voice client.

Integration with Salesforce - Contact center agent client can be embedded within Salesforce. Salesforce plugin can be run in desk phone or WebRTC modes. Customer calls will be presented in the agent client as well as in the embedded screen pop in Salesforce.

Memory Resource - Lesser memory resource usage with 128 MB application memory for reporting and real-time functionalities.

Deployment Options - On-premise deployment.

Learn More

To learn more about Avaya Call Reporting, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at www.avaya.com.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

