

IP Office Contact Center Applications

Overview

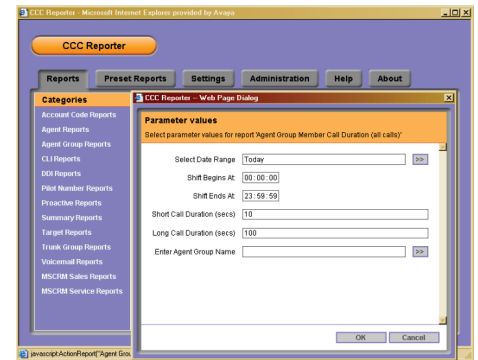
Avaya IP Office Contact Center applications are specifically designed for the needs and budgets of small to medium businesses. Contact Center applications include the Compact Business Center and the more advanced Compact Contact Center, delivering custom reporting.

Capabilities

- **IP Office Compact Business Center** — An entry-level management tool for small customer-facing departments, typically handling from 2 to 15 agents. It provides reports on real-time and historical information (up to 31 days) for up to three groups, as well as providing information on the operation of the system as a whole. It provides information on key performance indicators of the business — lost calls, trunks free, agents free, queuing time and more.
- **Compact Contact Center** — A highly modular contact center solution for all contact center sizes from 2 to 75 agents. Compact Contact Center delivers a robust set of sophisticated capabilities, including:
 - Real-time management and historical reporting
 - Wallboards and instant alarms
 - Desktop tools and wizards to help your staff do their jobs productively
 - Self-service options to allow customers to help themselves
 - Call routing, queuing and call coverage to get each call through to the right person every time

Benefits

- Improve customer relationships — get the call to the right person as quickly as possible.
- Better prioritize customers — taking advantage of intelligent call routing (i.e., based on Caller ID or Caller Line Identification) that lets you identify key customers or callers.
- Enhance agent productivity with tools and management capabilities.
- Maximize your resources — through extensive reporting that lets you allocate personnel and other resources as cost effectively as possible.
- Measure your customer service performance — always know how well calls are being handled.



Avaya Advantage

IP Office Contact Center applications deliver advanced capabilities in solutions designed for growing businesses.

IP Office Contact Center Options

| | Compact Business Center* | Compact Contact Center** |
|------------------------------|--|---|
| Format | CD-ROM | CD-ROM |
| System Requirements | Server PC (Delta Server): Windows 2003 Server (SP2), Windows 2000 Professional (SP4 and later); Ethernet-attached PC: Pentium 4 2.8 GHz (or higher), 10GB hard disk; 512MB of RAM min. | Server PC (Delta Server): 2000 Server (SP4), 2003 Server (SP2); Ethernet-attached PC: Pentium 4 2.8GHz (or higher); 10GB hard disk; 512MB of RAM min. |
| User Requirements | Any IP Office Telephone Client PC: Windows 2000 Server (SP4 and later)/ Windows XP Professional (SP2)/Vista Business/Vista Enterprise/Vista Ultimate/Vista Home Premium. Ethernet-attached PC: Pentium 3 800MHz or higher; 256MB or RAM min. | Any IP Office Telephone Client PC: Windows 2000 Server (SP4 and later)/ Windows XP Professional (SP2)/Vista Business/Vista Enterprise/Vista Ultimate/Vista Home Premium. Ethernet-attached PC: Pentium 3 800MHz or higher; 256MB or RAM min.. |
| Feature Detail | Compact Business Center | Compact Contact Center |
| Real-time Screens | 1 | 18 |
| Real-time Graphs | 4 | By Group/Agent |
| Variables | 3 of 13 | N/A |
| Reporting Period | 24 hours | 24 hours |
| Historical Data | 31 days | 12 months + |
| Pre-defined Reports | None | 40 + |
| Call Center View | Not available | Included |
| Report Manager | Not available | Included |
| Wallboard Manager | Not available | Included |
| Network Administrator | Not available | Included |
| Remote Management | Not available | Via RAS |
| PC Wallboard | Not available | Optional (up to 75) |
| Report Designer | Not available | Optional |
| Agents | N/A | 75 |
| Supervisor | 3 | 21 (CCC V5) |

* On the IP Office 500 system, Standard Edition software supports Compact Business Center.

** On the IP Office 500 system, Professional Edition software supports Compact Contact Center.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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