



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

IP Office Contact Centre Applications

Overview

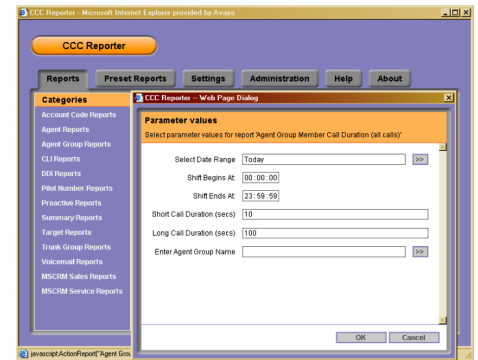
Avaya IP Office Contact Centre applications are specifically designed for the needs and budgets of small to medium businesses. Contact Centre applications include the Compact Business Centre and the more advanced Compact Contact Centre, delivering custom reporting.

Capabilities

- **IP Office Compact Business Centre** — 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 Centre** — A highly modular contact centre solution for all contact centre sizes from 2 to 75 agents. Compact Contact Centre 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 prioritise 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.
- Maximise 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 Centre applications deliver advanced capabilities in solutions designed for growing businesses.

IP Office Contact Centre Options

	Compact Business Centre*	Compact Contact Centre**
Format	CD-ROM	CD-ROM
System Requirements	Server PC (Delta Server): Windows 2003 Server, Windows 2000 Professional (SP2 and later); Ethernet-attached PC: Pentium 4 2.8GHz (or higher), 10GB hard disk; 512MB of RAM min.	Server PC (Delta Server): 2000 Server (SP3 and later, 2003 Server, SP1 and later);* 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 (SP2 and later)/ Windows 2003 Server/XP Professional/XP Home/2000 Professional (SP2 and later). Ethernet-attached PC: Pentium 3 800MHz or higher; 256MB of RAM min.	Any IP Office Telephone Client PC: Windows 2003 Server, Windows 2000 Server (SP2 and later), Windows 2000 Professional (SP3 and later). Ethernet-attached PC: Pentium 3 800MHz and higher; 1GB hard disk; 256MB of RAM min.
Feature Detail	Compact Business Centre	Compact Contact Centre
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 Centre 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 (Release 4.0) software supports Compact Business Centre.

** On the IP Office 500 system, Professional Edition (Release 4.0) software supports Compact Contact Centre.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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