

### PRODUCT BRIEF

## Avaya and Zeacom

### Real-time Intelligent Call Routing for Small and Mid-size Businesses

To stay competitive, busy contact centers need tools that enable them to monitor their processes in real time - making changes on-the-fly when necessary.

Zeacom, a Gold-level member in the Avaya DevConnect Program, provides an integrated solution that monitors contact centers in real time and delivers intelligent call routing. Zeacom Communications Center (ZCC) offers businesses the tools they need to manage information, improve customer service and boost staff productivity.

With sophisticated computer telephony integration (CTI) based routing features, ZCC dynamically reacts to caller demands and organizes incoming calls based on user defined parameters. Whether customers submit requests over the telephone, email, fax or the Internet, ZCC queues them all and empowers contact center agents to answer each query efficiently and cost-effectively. ZCC's multimedia interaction modules are fully integrated into a comprehensive reporting package, giving contact center managers a complete picture of agent and call activity across all contact mediums. The Rich Presence functionality in ZCC provides employees with a bird's eye view of the whereabouts of their colleagues - providing real-time information on staff availability, regardless of their location.

ZCC solutions work with the following Avaya products:

- **IP Office** – An intelligent communications solution specially designed to meet the communications challenges facing small and mid-size businesses
- **Communication Manager** – An open, scalable, and highly reliable telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices
- **Application Enablement Services (AES)** – An enhanced set of Application Programming Interfaces (APIs), protocols and web services for application developers, ISVs and

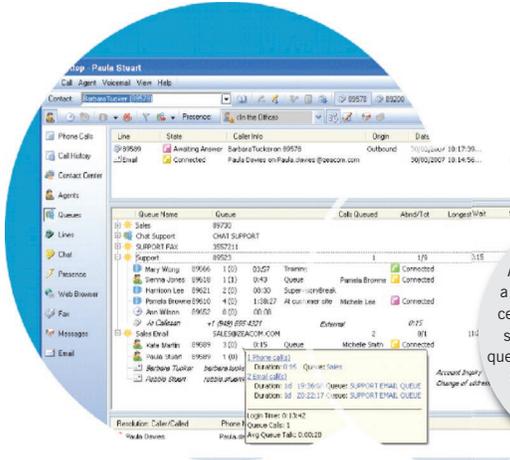
system integrators providing a new, open platform that supports existing applications and next generation applications and solutions

### Features

Zeacom Communications Center integrates seamlessly with Avaya products, providing a single interface to effectively manage business communications across all media. The solution encompasses an array of features and functionality, including rich presence, sophisticated reporting and administration tools, resolution codes, worktime, queue blocking, alerts and wallboard control.

- **Intelligent Call Routing** – Offering complete control of phone, email, fax and web-based contact delivery, skills-based routing matches agent skills and experience to a number of different queues. Each call is delivered to the most appropriately skilled agent available. Similarly, value-based routing can direct high-value customers to the most appropriate agent.
- **Agent Desktop** – Lets agents broaden their scope of customer contact to include email, chat, fax and web-based requests, as well as multiple phone calls. Managers can view real-time information on queue and agent performance, demand calls and change a queue's operating mode.
- **Callback** – Automated callback keeps a caller's position in queue without requiring them to hold on the line, advancing the callback request through the queue before delivering it to an agent. Callback allows contact center management and agents to optimize traffic peaks and staffing lows.
- **Multimedia Queuing Modules** – Integrates all communication media into the contact center:
  - Email Queuing applications simplify email delivery. Email Queuing Exchange allows agents to log in via Agent Desktop, and read and manage emails inside Microsoft Outlook. Email Queuing Desktop SMTP provides email queuing and standard email functionality within Agent Desktop, such as templates, email composition and queued email reply.

Agent Desktop gives agents a complete picture of contact center activity including agent statistics, real-time status of queues and agents, waiting calls, Calling Line ID of contacts and much more.



- Fax Queuing and Fax Messaging combine for a total fax solution, delivering inbound fax messages to an agent’s desktop with an option to reply by fax.
- Web Callback and Web Chat Queuing help reduce website abandonment rates, allowing agents to receive and manage requests via the web, and with “push” and “trace” functionality, send a URL directly to online customers for viewing and bookmarking.

- **Reports** – More than 200 customizable reports with meaningful and easy to analyze data about agents, call handling and system setup enable managers to measure contact center performance and administrators to monitor system operations. The on-board database collects ‘cradle-to-grave’ statistics on all types of communication within the contact center.

## System Requirements

### CTI Server requirements include:

#### Base Configuration:

- Pentium D or Zeon processor; Super VGA video adapter and monitor, CD-ROM drive, 3.5” floppy disk drive, USB port, mouse or other pointing device, keyboard, PCI slots (64 and/or 32 bit slots to support voice cards as required)
- 2GB RAM minimum; 200GB, SATA or SAS Hard Drive (SATA option requires SATA controller present in PC)
- Dialogic or other voice cards(s) for Announce, Voice Messaging and Fax; Dialogic JCT Cards (4 or 12 port), D/4 PCI-UF or any VFX card (drivers 5.1.1 and above) for fax; Aculab cards for Communication Manager
- 2 x Windows 2003 compatible Network Interface Cards (NIC) suitable for local area network (LAN) connection and PBX connectivity, Windows 2003 compatible Internal or External 56K or higher modem (required for remote support)

- Windows Server 2003, .NET Framework v2.0 for CTI Application Server installs for 4.1 and above (only software required for installation should reside on the Zeacom CTI Server)

#### High Traffic Configuration:

- Dual Processor
- Minimum 4GB RAM
- 200GB or higher SATA Hard Drive (requires SATA controller present in PC)

### Client System requirements include:

- Pentium III 800Mhz or greater with 512 MB RAM (Windows Vista: 1GB RAM), minimum 800x600 monitor resolution, sound card, mouse, Ethernet connection to a LAN, and network to which Zeacom CTI Server is also attached
- Windows 2000, Windows XP and SP2 or Vista, TCP/IP Networking Protocol; DHCP (a fixed IP address is not required); latest version of Microsoft Common Controls DLL (version 4.72 or higher); COMCTL32.DLL (distributed with Office 97/Internet Explorer 3.02 and automatically installed with Office 97 or Microsoft Internet Explorer 4.0 SP1 or higher)

## ABOUT DEVCONNECT

The DevConnect Program is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at

[www.avaya.com/devconnect](http://www.avaya.com/devconnect).

## ABOUT ZEACOM

Zeacom is a leading provider of unified communications, contact center and call handling solutions for small and mid-size businesses with between 5 and 500 agents. Using the latest in CTI, Internet and multimedia-based technologies, Zeacom provides cost-effective unified communications solutions with high-end functionality previously available only to large organizations. Founded in 1994, Zeacom has offices in the United States, New Zealand, Australia and the United Kingdom, serving 2,500 customers across 25 countries.

Notable achievements include:

- “Best of Show” at the INTERNET TELEPHONY Conference and Expo West 2007
- TMC IP Contact Center Pioneer Award for Zeacom Communications Center (ZCC), v4

For more information, visit [www.zeacom.com](http://www.zeacom.com).

## ABOUT AVAYA

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace 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>.

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or access other collaterals by clicking on **Resource Type** under “**Do Your Research**” at [www.avaya.com](http://www.avaya.com).