IP Office Advanced Edition

Superior Customer Service and Intelligence

Overview

IP Office *Advanced Edition* enables growing businesses to take advantage of Avaya's industry-leading contact center expertise. For small to medium businesses that want to differentiate themselves through exceptional customer service, *Advanced Edition* provides customer service reps and their supervisors with the tools to effectively handle call volumes and gather and report valuable customer intelligence to help increase sales and agent productivity.

Building on the IP Office *Preferred Edition* (required pre-requisite), *Advanced Editio*n helps businesses take customer service to a higher level.

Capabilities

- **View agent status** – Customer service reps and supervisors can get real-time information on call queues, hold times, agent status and more, to help ensure customers are always being served quickly, efficiently and professionally.

- **Assess agent productivity** – Customer service supervisors can gather current and historic data and generate reports to gauge the productivity and performance of agents. The intuitive browser-based interface offers drag-and-drop simplicity, making it easy to configure, generate and deliver customized reports that can be acted upon quickly.

- **Manage campaign performance** – Growing businesses can get real-time insights into how marketing campaigns are performing so resources can be adjusted if necessary to maximize on the investment. Capture information such as telephone number and area where responders are calling from (among other data) that can help streamline costs and boost campaign-generated revenue.

- **Selectively retrieve recorded calls** – Call recording can positively impact customer service and revenue and it also enables more meaningful training sessions. Calls can be easily and securely retrieved from any PC by searching on any number of fields such as date, time and extension number, and archived to a storage device such as DVD.

- **Automate popular inquiries** – Free up valuable time for customer service reps by providing customers with easy-to-use caller menus for fast and efficient responses to commonly-asked questions. Callers can respond with touch-tone or voice response (or both). Create customized surveys. Retrieve information the same way voicemail messages are replayed.

- **Create self service menus** – Improve responsiveness to customers and continue generating revenue even outside of normal business hours. Customized, automated self-help menus allow customers to place or change orders, check status of shipments, and more.

Benefits

- **Measure and track customer service** – Real time and historical call statistics gives your business insight into how well you are serving your customers

- **Quicker response to service issues** – Simple to use management tools enable you to react to and change routing rules, agent assignments or service capacity on demand

- **Manage resources efficiently with automated 24/7 service** – Self-help options can drive revenue in off-hours (access information, get directions, check order status and more) and free up agents for more critical, customer-facing tasks

- **Discover new opportunities** – Leverage your customer recordings for first-hand information on what your customers want. Confidently create new offers or enhance existing ones to boost your revenue stream and expand market presence

- **Address individual agent needs** – Quality checks (through call recordings) can reveal both positive and negative agent performance. This will enable you to correct or reward accordingly

- **Conflict resolution** – Replay customer conversations to help resolve customer issues with the facts

Specifications

System Requirements	System Requirements All system requirements as in IP Office Preferred Edition **plus**: Viewing agent productivity, monitoring, and report generation: • The following Server Operating system (32 bit) Microsoft Windows Small Business Server 2003 R2, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2003 R2 • Intel Pentium D945 core/AMD Athlon 64 4000+; with 2GB RAM and 30 GB free hard disk space Storage facility for call recording: • Ethernet-attached PC running Server 2003 SP2 with Pentium 4, 2.8 GHz or higher with 256MB of RAM minimum. • A minimum of 20GB disk space is recommended to allow for at least 10GB of recordings (1000+ hours of audio). Self Service Menus: • Interaction with 3rd party standards based ADO interface (ActiveX Data Objects) databases • Interaction with Visual Basic Scripting • Intel Pentium 4, 2.8 GHz or higher; AMD Athlon XP 3000+; all Athlon 64 chip processors; 512MB RAM, minimum 20GB hard drive.
User Requirements	• Any IP Office telephone Viewing agent productivity, monitoring, and report generation: • Microsoft Internet Explorer, version 7.0 and above • Mozilla Firefox, version 3.0 and above • Apple Safari, version 2.0 and above Access to storage facility for call recording: • Microsoft Internet Explorer, version 5.0 and above
Feature Detail	All features included in IP Office Preferred Edition **plus**: Viewing agent productivity, monitoring, and report generation: • Browser Based, Drag & Drop application • View statistics: Agent States, Agent ACW, Agents Available, Agents Logged On, gents Present, Agents Ringing, Answered Calls, Answered External (non-queue), Answered Internal (non-queue and queue), Average Answer %, Average Answer Time, Average Wait Time, Busy Not Available, Calls Waiting, Current Wait Time, Grade of Service, Longest Wait Time, Lost Calls, New Messages, No Answer, Outbound Calls (external), Overflowed Answered, Overflowed Calls, Overflowed Calls Waiting, Overflowed Lost, Queue State, Queue State Time, Routed to Other, Routed to Voicemail, Transferred • Alarm setting and notification (color change) by agent and group: White for Normal state, Yellow for Caution, Red for Alarm, Blue for Alarm Acknowledge • Historical Call Reporting using templates: Agent Summary Report, Call Details Report, Call Summary Report, Trace Reports, Alarm Reports, Voicemail Reports • Customize over 100 reports using common fields (Name, Subject, Call Type, Reporting Period, etc) and through use of wildcards • Report format (Adobe, Word, Excel, Rich Text, or Crystal) • Email report in format of recipients choice Storage facility for call recording: • Search and replay application • Secure log in • Locate recording through filters: Date, Parties, Length of Call, and Target Number • Replay controls: Start, Stop, Pause, Skip Forward, Skip Backward, and export recording to readily playable .wav file • Archive recordings to DVD Self service menus: • Database actions: Database Open, Database Execute, Database Get Data, Database Close • Interaction with database accomplished through Structured Query Language scripts (SQL) • SQL Query Builder Wizard

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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