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 IP Office™

Regardless 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 ensures 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-premise and via Partner Cloud Powered by Avaya.

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, and an intuitive agent desktop experience.

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.

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 and up-to-the-second agent state visibility provide real-time contact center metrics. Supervisors and managers are provided with clear and concise call information. Provides queue statistics for each hunt group with a set of continuously updating graphs representing the number of queued calls, longest wait time, and average wait time.

Historical Reports – Comprehensive call reporting helps unlock call data metrics providing complete call insights. Sixty out-of-the-box reports help you measure performance and identify and pursue improvement opportunities. Customize and create your own reports and schedule them too.

Web Chat – Optional add-on web chat gives your customers the option to interact with your businesses via web chat. Easy deployment with the ability to customize end user chat displays with full reporting.
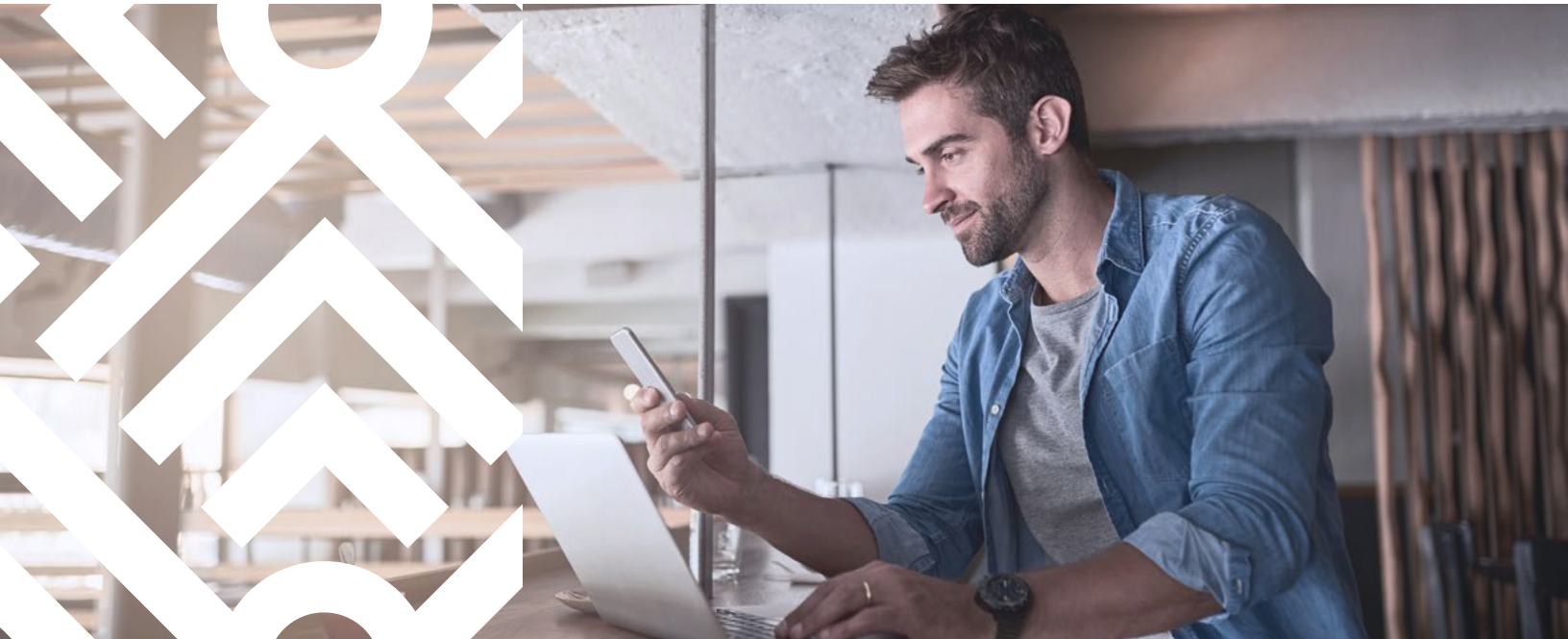
Skill-Based Routing – Intelligent routing of customer calls based on skill group and proficiency. Easily create skill groups.

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. Ability to tag account/job/disposition codes.

Call Recording – Record calls and integrate it with cradle-to-grave reporting. Supports recording for inbound, outbound and internal calls via active recording. Download, email or listen to calls within the Avaya Call Reporting application. 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.

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.

Modular and Customizable

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

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.

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

Deployment Options – Deploy on-premise or via Partner Cloud Powered by Avaya.

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.

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