Enghouse Interactive

Console for Avaya Enterprise Edition

EXEMPLARY CUSTOMER SERVICE AND
CONTACT RESOLUTION

Attendant consoles are both the springboard for business relationships with new customers and the friendly broker for your existing ones. So it is vital to not only create a great first impression but to provide a consistent and memorable experience for returning callers. With Enghouse Interactive Console for Avaya - Enterprise Edition, organisations can project an exemplary level of customer service using a pedigree operator console solution from the global leaders in call reception solutions.

Enjoy all the features and functionality of an advanced enterprise operator solution for Avaya Unified Communications - whether you are using Avaya Aura Communications Manager or Communication Server 1000.

Enhance Customer Service

Enghouse Interactive Console for Avaya: Enterprise Edition was developed as a powerful and scalable attendant console for Avaya's Unified Communications platforms. With a clean and uncluttered intuitive user interface, designed for ultimate efficiency, supported by an extended contact directory and search features it helps enterprises answer large call volumes efficiently and professionally with an impressive level of customer service. Its directory is capable of containing up to 100,000 contacts with a rich set of fields. And it's pure-SIP based call handling engine provides a powerful call delivery solution with a low total cost of ownership.

Console for Avaya: Enterprise Edition is the most powerful attendant console solution in its class and the must-have business enabler for delivering exemplary customer service, 24/7.

Benefits

- Clean, uncluttered console user interface is proven to reduce training requirements

- Optimises call handling speed and eases use for temporary operators

- Shorter call handling times and higher volume of calls processed

- Be located anywhere on the corporate network offering disaster recovery resilience

- Empower operators to connect the caller to the correct contact first time

- Minimum training times and immediate higher-level of knowledge

- Track and analyse call patterns and staffing requirements

- Allow transfer to an alternative contact quickly

- Migrate your software with the minimum of disruption

Process Calls Faster

Individual calls are processed faster and large call volumes managed capably, while maintaining highest service standards.

The console user interface helps operators process incoming calls with the help of a single-key answer and on-screen greeting reminders, allowing multiple callers to be answered and delivered to their destination from multiple inbound call routes ('queues') without a hitch.

Operators can use pre-recorded 'Agent Smile' messages to automatically greet the caller, avoiding repetitive strain in busy environments.

Organisations can build the attendant solution around their business processes with advanced directory look-up facilities and a range of enhancements including corporate database connectivity, Microsoft Lync® presence status integration, contact notes and Microsoft Exchange® calendar views.

Clear, Intuitive and Easy to Use

Console for Avaya - Enterprise Edition was especially designed to help operators handle large numbers of calls fast and efficiently using it's straightforward users interface design, providing caller or status information only when needed. As well as using the mouse, all telephony and directory functions can be fully controlled from the keyboard for extra speed.

The console displays each current incoming call with its origination and status indicator, so the operator can tailor his response according to the number the caller dialed, or is calling from. Operators taking large numbers of calls can choose to pre-record their agent greeting to avoid having to repeat their greeting to every caller.
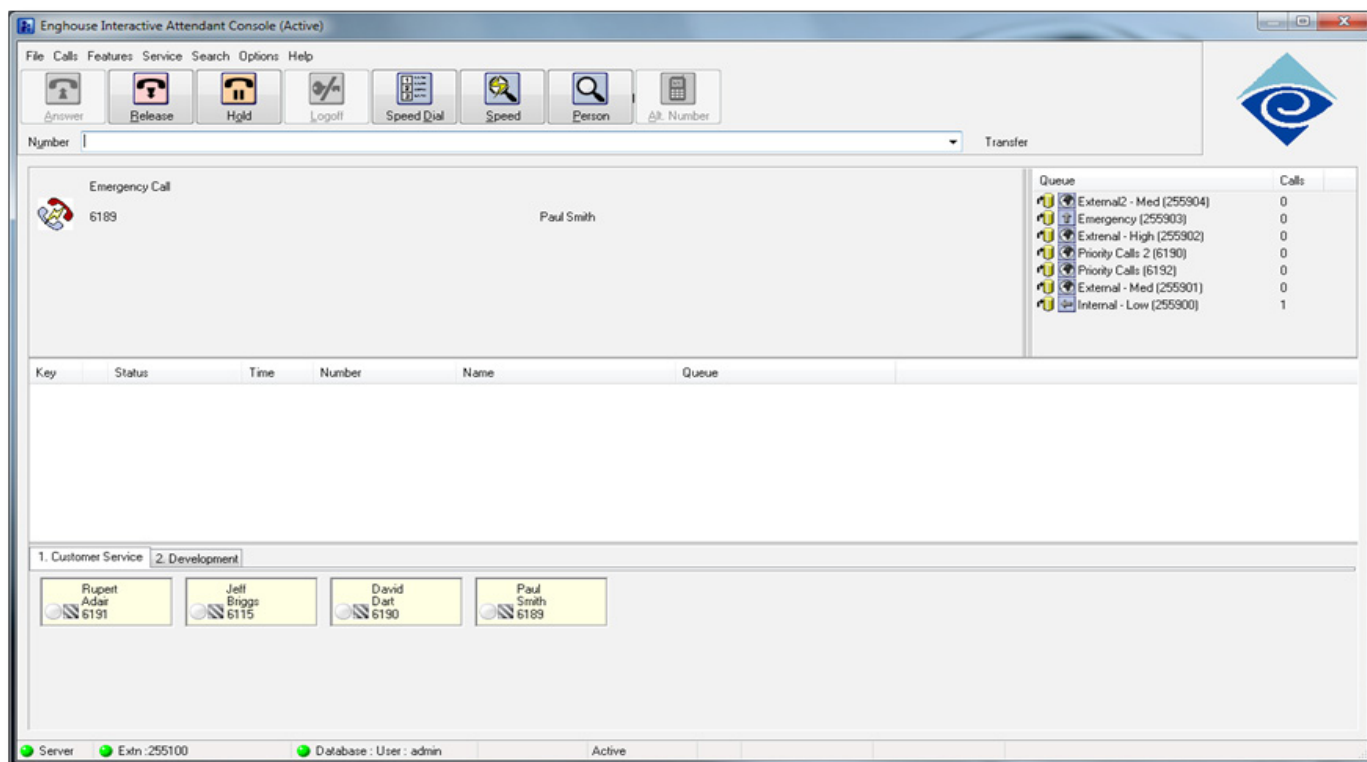
fig.1 Enterprise Edition console screen displaying caller details and directory search with presence status.

Intelligent Queuing

Console for Avaya: Enterprise Edition supports unlimited numbers of queues and utilises a powerful queuing engine which identifies and places calls into the relevant queue. An on-screen display shows the number of calls waiting in each queue and the system gives an automatic warning when call thresholds are exceeded, so corrective action can be taken before the business is adversely impacted. Night service options allow some or all queues to be switched into night service whereupon callers are directed to an alternate night service destination. The software uses a number of criteria including skills-based routing to ensure calls are routed straight to the most appropriate resource. For example, calls received from a particular number can be routed to a particular office or given priority over less urgent calls.

Queue highlights include:

• Multiple queues

• Night service per queue

• Basic skills-based routing

• Queue allocation based on CLID or DNIS

• Prioritise VIP calls

Multi-site call control enables geographically dispersed operators to efficiently handle calls for the whole organisation, for multiple tenants, or for those operators to be centralised and appear to be offering a regional service.

The Right Contact, First Time

Knowing where to find the right contact is essential in a truly connected enterprise. Console for Avaya: Enterprise Edition truly supports an enterprise level contact directory, with up to 255 fields per contact, a hierarchical directory structure and varied search options. Operators can search by multiple parameters including key words, the first few letters of a name, job title, and even phonetic ('sounds like') search.

Enghouse's Click2Dial feature even allows callers to be transferred to numbers in web sites, intranet pages or third party CRM applications.

With the optional LDAP integration, all changes in your contact database are immediately reflected in the console, reducing administration time and ensuring the most up-to-date information is always at your operator's fingertips.

Multiple directory sources can be integrated to create a single, master directory for your centralised attendant console solution.

Directory highlights include:

• Enterprise level contact directory with up to 100,000 contacts

• Contacts can be imported from multiple databases

• Configurable multi-field searching with up to 255 fields

• Multiple directory groups

• Customised directory view
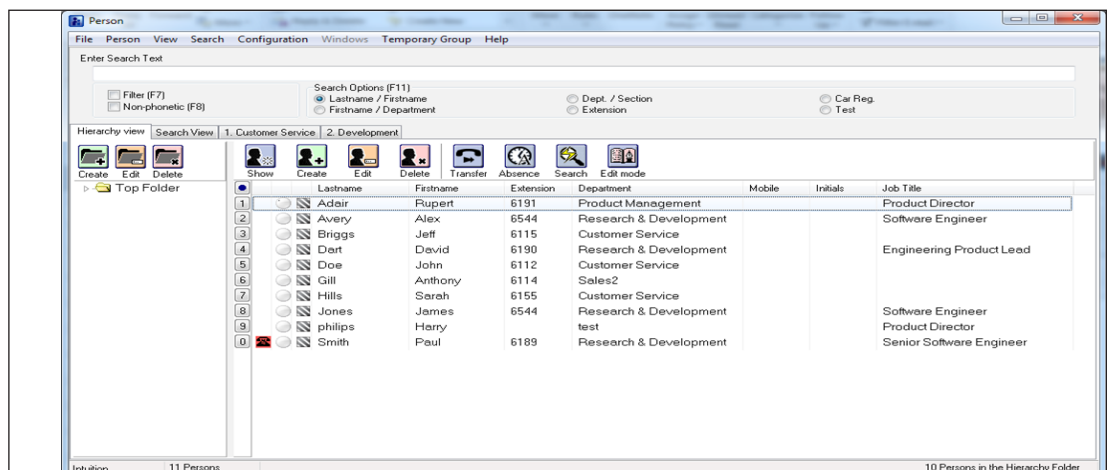
Customise Your Call Handling System

From a simple central answering point to a networked system supporting multiple operators in a large-scale, sophisticated service centre, Console for Avaya: Enterprise Edition meets a variety of enterprise needs.

Choose from two levels of client functionality and optional extra modules:

- AVAILABLE AS PART OF THE STANDARD CLIENT PACKAGE

WEB SEARCH
Enable operators to respond to vague enquiries using key words, job titles, project names or any specially designed category. Powerful web-based search engines provide click-to-dial links to the in-house database of phone numbers, extensions and other information.

PRIORITISE CALLS
Priority status can be applied to emergency and high value customer calls in the queue to ensure they are answered first.

CONTACT NOTES
An information screen with location and contact details appears automatically when an operator attempts to connect to an absent employee.

EMAIL & INSTANT MESSAGING
If a call is urgent and the requested contact is in a meeting or on the phone, the operator can send an email or Instant Message from the console to advise them that a call is waiting or provide caller details so that the call can be returned. Integrating these tools with the console removes the need to swap applications and keep the caller on hold, improving productivity and caller experience.

VISUALLY IMPAIRED OPTION
The Visually Impaired option allows vision impaired or blind operators to use the console. ZoomText provides a wide range of magnification levels for enlarging text on screen, enhancing colour, pointers and cursors. ScreenReader reads out the text on the screen. Console for Avaya - Enterprise Edition is also compatible with JAWS technology which reads out information that appears on the screen, or displays this information in Braille when used with refreshable Braille displays.

- AVAILABLE AS PART OF THE PROFESSIONAL CLIENT PACKAGE

INTEGRATED PRESENCE
Real-time status information means operators can choose the best contact method to ensure each call transfer is successful. The console integrates with Microsoft Office Communications Server, Outlook and Lync, enabling operators to see a person's availability before they transfer a call.

OPERATOR STATISTICS
Valuable historical statistics enable system administrators and supervisors to track and control operator utilisation, performance, response times, lost and abandoned calls and other important information.

PERSONALISED GREETING
Operators can pre-record greetings in their own voice so that every caller is greeted with a fresh and consistent message. Pre-recorded greetings can be linked to an operator's individual log-in, time of day and number dialled.

REAL-TIME WALLBOARD
The wallboard displays valuable real-time information such as number of abandoned calls, available operators, calls in a queue and call answer rates, ensuring service level agreements are met. Supervisors can set thresholds to provide early warning of potential service level issues, enabling them to respond quickly and avoid any degradation of service.

SERVER FAILOVER
In the instance of the first (publisher) server failing, a second (subscriber) server takes over call control, allowing operators to continue providing service and with the minimum of disruption.

DISASTER RECOVERY RESILIENCE
Attendant operators to be located anywhere on the corporate network. If part of the network fails, operators can simply log in to the second 'disaster recovery' server and continue to take calls, minimising disruption and downtime.

Optional components

CLICK TO DIAL FROM OTHER APPLICATIONS

Operators can click on any number in any application to initiate or transfer a call from the console. This reduces time and errors associated with copy and paste and manual dialling. It's ideal for transferring calls from customer's CRM systems, or from third party directories like intranet sites or web pages.

CALL LOGGING AND COST ANALYSIS

The ability to monitor and manage the cost of communications is an essential requirement for any business. With Call Logging and Billing solution, calls to and from the organisation can be logged, monitored and analysed through a standard web-browser, making this valuable information available throughout the business.

Graphical reports with call patterns, busy periods and call traffic trends enable supervisors to see at a glance if incoming calls are being answered within specified response times and provide the evidence needed to justify additional phone operators, or modify the way that calls are handled to maintain high levels of service.

By providing a clear and precise picture of call handling performance and costs, call logging helps managers to plan for change and build an efficient call handling system based on accurate information rather than costly guesswork.

Trusted Avaya Expertise

Enghouse Interactive has been a trusted partner for over twenty years, through our original family of solutions - Datapulse and Zeacom. Our solutions are tested to ensure they are interoperable with Avaya Unified Communications solutions and as a Avaya Dev Connect technology Partner you can be rested assured you are in safe hands.

Best of Breed

Designed exclusively for Avaya Aura Communications Manager and CS1000, Console for Avaya: Enterprise Edition is flexible enough to adapt to networks of any size and complexity.

Whether your business requires one operator on a standalone system or several operator centres on a network of switches located over multiple sites, the solution is scalable to your current and future requirements, and supports seamless migration from one Avaya platform to the other.

Speak to Enghouse interactive to learn more about a solution used by thousands of companies across a variety of verticals to handle millions of calls every day

About Enghouse Interactive

nghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.