Intuition Advanced Console

Operator Attendant Solution for Avaya

Provide excellence
in customer service

Attendant consoles are both the springboard for business relationships with new customers and the friendly broker for your existing ones.

It is vital not only to create a great first impression, but to provide a consistent and memorable experience for returning callers. With Intuition Advanced Console, 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 on Avaya Aura Communication Manager or Communication Server 1000 with the power of SIP call control via Avaya Session Manager.

Enhance Customer Service

Intuition Advanced Console 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 extended contact directory and search features, it helps enterprises answer large call volumes efficiently and professionally and with an impressive level of customer service. Its directory manages up to 200,000 contacts with the ability for extensive customisation. SIP based call handling engine via Avaya's Session Manager provides a powerful call delivery solution with a low total cost of ownership compared to other solutions.

Intuition Advanced Console is the most flexible and powerful attendant console solution in its class and a business enabler for delivering exemplary customer service, 24/7.

Benefits

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, which 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, contact notes and Microsoft Exchange® calendar views.

- Reduce training requirements and call handling time and measurably increase call throughout.
- Optimise call handling speed and ease 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 – fast.
- Minimum training times and immediate high-level of knowledge.
- Track call patterns and staffing requirements with historic statistics.
- Monitor operators performance live using Real Time Operator statistics.
- Allow transfer to an alternative contact quickly.
- Migrate your software with the minimum of disruption.

Clear, Intuitive and Easy to Use

Intuition Advanced Console helps operators handle large numbers of calls fast and efficiently using its straightforward user 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 optimal speed. A custom laser-printed keyboard is available as an option.

The console displays each current incoming call with its origination and status indicator, so the operator can tailor his/her response according to the number the caller dialled, 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.

Intelligent Queuing

Intuition Advanced Console utilises a powerful queuing engine, which identifies and places calls into the relevant queue based on business rules. An on-screen display shows the number of calls waiting in each queue. The system gives an automatic warning when call thresholds are exceeded, so corrective action can be taken before the business – or the caller experience – 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 skills-based and priority-based routing to ensure calls are routed straight to the most appropriate resource.

- Multiple queues.
- Night service per queue.
- Basic skills-based routing.
- Queue allocation based on CLID or DNIS.
- Prioritise VIP calls.
- Call traffic can be load balanced across multiple servers.

Multi-site call control enables geographically dispersed operators to efficiently handle calls for the whole organisation or for multiple tenants. Alternatively, it can allow centrally located operators to 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. Intuition Advanced Console 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.

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.

- Enterprise level contact directory with up to 100,000 contacts.
- Contacts can be imported from multiple databases.
- Configurable multi-field searching on 255 fields.
- Multiple directory groups.
- Customised directory views.
- Configurable 'speed search' options.

Customise Your Call Handling System

From a simple central answering point to a multiple operator solution in a large-scale service centre, Intuition Advanced Console meets a variety of enterprise needs. Choose from the off the shelf product or add Enghouse Professional Services to customise your solution to meet your unique business needs.

Prioritise Calls

Priority status can be applied to emergency and high value customer calls in the queue to ensure they are answered first.
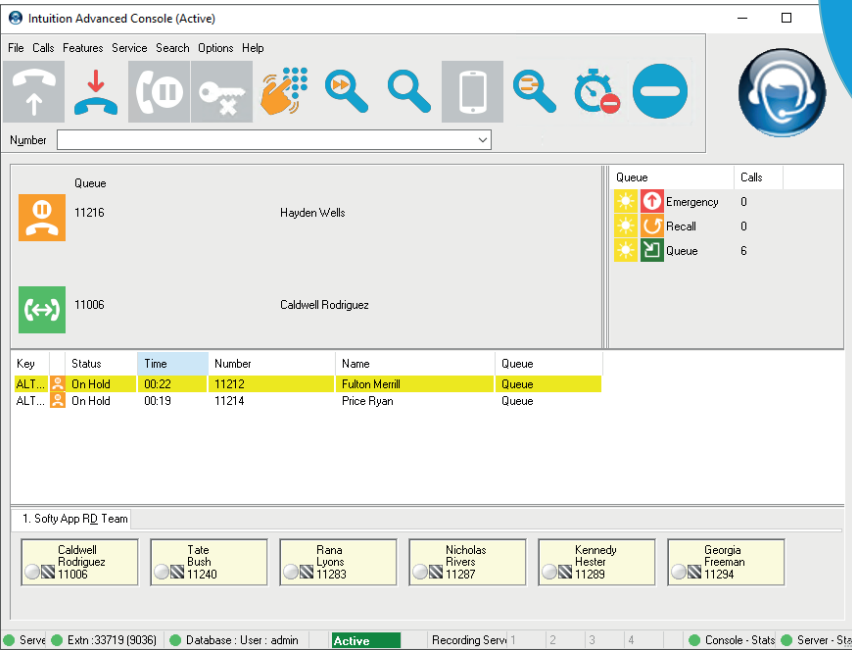
Available as part of the standard client package

Console with incoming call in progress and additional calls in queue.

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.

Contact Notes

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

*Skype for Business clients only

Historic 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.
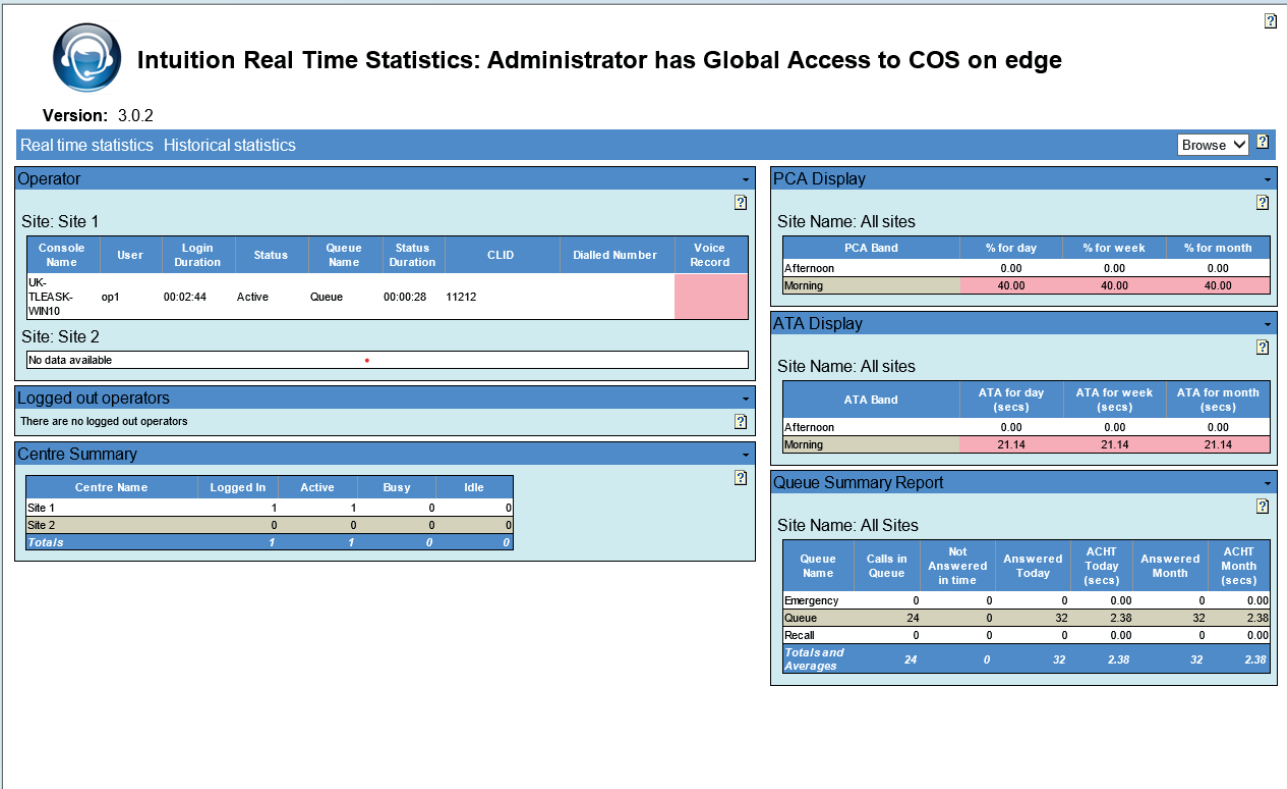
Real-time Operator Statistics / Wallboard

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.

Combined historic and real-time operator statistics.

Disaster Recovery Resilience

Attendant operators can 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.

Calendar Integration

Searching the contact directory shows the free/busy calendar status of contacts to allow the operator to make informed decisions about where to route the call.

		Lastname	Firstname	Extension	Job Title	Department	DDI Number
1		Chapman	Eagan	23053	Administrator	Accounts Payable	443-3569
2		Curtis	Quin	23049	Administrator	Accounts Payable	108-1280
3		English	Hyatt	23047	Administrator	Accounts Payable	466-8435
4		Greene	Lev	23052	Administrator	Accounts Payable	975-1196
5		Higgins	Amal	23050	Administrator	Accounts Payable	1-174-180-6343
6		Macdonald	Jorden	23055	Manager	Accounts Payable	804-5368
7		Morrison	Brooke	23051	Administrator	Accounts Payable	1-500-529-3019
8		Solomon	Walker	23054	Manager	Accounts Payable	1-612-118-6687
9		Vasquez	Delilah	23048	Administrator	Accounts Payable	1-729-234-9380

Directory of person database with variation of calendar statuses.

Optional components

Call Recording

Enghouse Quality Management System (QMS) provides the ability to record calls into the IAC system. Stored alongside the recordings are the Operator ID, the queue and caller details as well as the time and duration of the call. This allows smart searching of the recordings when required at a later date. Ideal for compliance or operator training purposes.

Call Logging and Cost Analysis

The ability to monitor and manage the cost of communications is an essential requirement for any business. With Enghouse Proteus, 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 Platinum member of the Avaya Dev Connect programme, you can rest assured you are in safe hands.

Compatibility

EIAC supports industry platforms including Windows 10, Server 2016 and SQL Server 2016. For full details on supportability including Avaya CS1000 and ACM, please refer to the supporting documentation for more information.

Best of Breed

Designed exclusively for Avaya Aura Communication Manager and CS1000 with Session Manager, Intuition Advanced Console 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

We are the world's most reliable customer contact technology provider. Our global brand is built on our track-record of consistently honouring our commitments to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of customer contact software and service solutions that deliver enhanced customer service and transform the contact centre from a cost centre into a powerful growth engine.

Our practices and solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably. Supporting over 10,000 customers, in 120+ countries, Enghouse Interactive works within any local regulatory environment and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere and via any channel.

Enghouse Interactive