



IP Telephony

Contact Centers

Mobility

Services

## PRODUCT BRIEF

# Avaya Call Management System



Avaya Call Management System (CMS) is an Operational Effectiveness solution from Avaya that offers integrated analysis and reporting to help you keep in touch with virtually everything that's going on in your contact center – whether you want to evaluate the performance of one agent, a group of agents, a single contact center, or multiple locations around the world. Avaya CMS provides robust real-time monitoring and historical reporting, including custom reporting, task scheduling, exception notification, threshold warning, administration and configuration, and long term ACD data storage, working with one or more of your Avaya Media Servers and Gateways.

### **Avaya CMS helps you optimize the efficiency of your call center by allowing you to:**

#### **Increase call volume without adding staff.**

Operational Effectiveness Solutions from Avaya give you the power to monitor and analyze virtually everything that's happening in your contact center — from wait times to average answer speeds, to percent reduction over the past year in abandoned call times. Using real-time information, Avaya CMS provides you with the ability to make "on-the-fly" decisions to redistribute your expensive human resources, or redirect calls. Or you can leverage historical data to develop new and improved procedures that will increase performance and minimize costs.

#### **Enhance productivity while keeping close control on costs.**

Avaya Call Management System will help you meet your key business objectives now — and grow with you into

the future. Because all of our solutions are easy to use and quick to deploy, you'll start enjoying your return on investment right away. You can also take advantage of historical reports to analyze trends, establish performance benchmarks, and plan new, more effective marketing or customer service campaigns.

#### **Improve customer satisfaction.**

When you use Avaya CMS to leverage information to improve staffing, call flow, and service levels — you'll win your customers' loyalty with your superior service and support.

#### **Recruit and retain top agents.**

Using information to create a more efficient and effective contact center in support of both excellence and quality related metrics has the proactive side benefit of creating a better place to work and grow, thereby increasing your ability to attract and retain optimal talent.

#### **Support Business Continuity**

Avaya CMS provides two options for contact center data resiliency. With High Availability CMS, two systems operate in tandem, providing for data redundancy. The Survivable CMS offer provides for business continuity in multi-location contact centers, providing for continued operation in the event of a disaster at the controlling site.

Avaya CMS is flexible and scalable. It's ideal for small single-location contact centers, large multi-location applications — or anything in between. You can use Avaya CMS to analyze the performance of a single agent, a specific skill, thousands of agents, or agent skills — on up to eight Automatic Call Distribution (ACD) systems.

### **Add Avaya CMS Supervisor and enjoy even more flexibility and convenience**

Avaya CMS Supervisor enables you to use a PC to access all the reporting and administrative power of Avaya CMS — with a familiar graphical user interface in a Microsoft® Windows® environment that runs on Windows 2000 and Windows XP.

Avaya CMS Supervisor gives you the power to be immediately responsive — anytime, anywhere. Avaya

CMS Supervisor enables you to monitor contact center performance and activity from a PC, whether it's within your contact center, at home, or on the road.

Avaya CMS Supervisor has powerful tools that let managers monitor — in real time — any area of contact center performance, such as the number of abandoned calls, average hold time, and number of calls in queue. A colorful icon on the PC screen alerts managers whenever any thresholds are being approached or have been exceeded. Managers can then immediately respond by redirecting contact center resources to increase agent productivity and respond more effectively to the influx of incoming calls.

### All Avaya products are easy to integrate

Avaya CMS Supervisor supports your existing TCP/IP Ethernet LAN connections for access to Avaya CMS capabilities. Avaya CMS Supervisor can be loaded onto your server and downloaded across the LAN to your networked PCs. Instantly access your critical data anytime. . . anywhere.

- Analyze call flow
- Match your personnel resources and skills to call volumes and caller needs
- Identify areas where you can increase productivity and reduce costs
- Plan new marketing and promotional campaigns
- Identify training needs
- Take fast, effective action to improve the overall efficiency of your contact center operations
- Integrate data with mainframe-based documents such as sales and marketing reports

### Includes:

- More than 200 preformatted reports help you see where you are in achieving your critical objectives. In addition, our custom reports package lets you modify those reports, or create your own, to fit your unique requirements.

Contact your Avaya Client Executive or Avaya Authorized BusinessPartner today for more information. Or visit us at [www.avaya.com](http://www.avaya.com).

### System Requirements:

- The Sun Netra 210 or Sun Fire V890 platform running Avaya CMS will support Ethernet 10Base-T LAN connectivity to Avaya CMS Supervisor
- Avaya CMS can support up to 400 simultaneous Avaya CMS Supervisor log-ins, depending on the hardware platform in use

### CMS Supervisor Client Requirements:

- Pentium® II or compatible 233 MHz (minimum) or 500 MHz (recommended) or higher processor
- 64 MB RAM (minimum), or 256 MB or higher (recommended)
- Microsoft® Windows® 2000 and Windows XP
- 50 MB disk space
- CD-ROM installation (unless Avaya CMS Supervisor is launched from a server)
- LAN connectivity — Winsock 1.1 or later compliant network TCP/IP protocol stack

### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

# AVAYA

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