AVAYA
The Power of We™

Avaya IP Office Contact Center

A Simple and Robust Multichannel Contact Center for IP Office

Customer expectations have risen dramatically, requiring companies to develop a far broader set of capabilities for their customer interactions. To be successful today, small and midsize businesses must be capable of responding swiftly, efficiently and accurately to their customers no matter which channel of interaction – or combination of channels – customers choose.

Avaya IP Office Contact Center extends Avaya innovation in contact centers to small and midsize businesses, giving them the simplicity and value they require.

Optimal Accessibility – Putting You Ahead of the Competition

Businesses that want to differentiate themselves in today's competitive global market environment must be able to provide superior service and high quality customer interactions. The demands placed on an efficiently functioning contact center are high: service must be superior, and tailored to the individual needs of customers. Idle time and operating costs need to be reduced, while at the same time the business must be accessible around the clock, and still have the ability to respond quickly during peak busy times.

Avaya IP Office Contact Center extends Avaya innovation in contact centers to small and midsize businesses, giving them the simplicity and value they require. Optimized for use with Avaya IP Office software, the solution enables

blended multichannel capabilities to enhance and expand customer communications.

IP Office Contact Center is a true end-to-end solution for businesses that want to differentiate their services from the competition, achieve better customer segmentation, and increase the value of each customer relationship – which can translate into more satisfied customers and a more profitable business.

With IP Office Contact Center, businesses can integrate voice, e-mail, and web chat channels, and proactively manage the entire customer interaction lifecycle. Your business can begin at its own pace with one channel such as voice, for example, and add other channels such as e-mail as your objectives evolve.

All-in-one Customer Service Solution

Enables delivery of consistent, personalized service to customers across multiple media channels and locations

Integrated with IP Office

Single, easy-to-use administration interface

Evolves with your business

Start with voice, and add multimedia channels without hardware

Fast Implementation with Minimum Disruption

Simplicity extends to installation, where it can be up and running in as little as a few hours

Complete End-To-End Customer Service Strategies

With Avaya IP Office Contact Center, you can implement a complete end-to-end customer service strategy to make your business a customer's first choice. This fully integrated suite can deliver a variety of values and benefits to the customer, such as:

- Maximizing the value of every interaction by delivering consistent, personalized service and identifying cross selling and up-selling opportunities
- Stronger customer relationships by enabling every employee to be a customer advocate, providing exceptional customer service across the business
- Delivering the right service at the right level, anytime, anywhere through skills-based routing and multichannel capabilities
- Increasing first contact resolution (i.e. "I'm calling you today about the e-mail I sent yesterday")

- Enabling your employees to be more productive by giving them the tools they need to proactively reach out to customers with new opportunities or to resolve issues

Highlights at a Glance

Flexible media distribution – optimizes business processes by distributing contacts to employees based on your pre-defined processes

Integrated multi-channel customer contact solution for voice, e-mail, and web chat – provides optimal accessibility on all communication channels – customers are free to choose which channel they prefer in order to do business with you

Customer prioritization – define and prioritize customers based on your business strategies

Skills-based routing – routes all customer inquiries to the employee who is best qualified to handle them, based on media type, expertise, and past experience with a particular customer or situation

Customer / prospects

Voice

Email

Chat, Call Back

Contact Management

Universal Queue

Media-specific Skills-based routing and Channel prioritization

Contact Center Resources

Agent Groups

Agents

External Destination

Waiting Announcements

IVR Agents
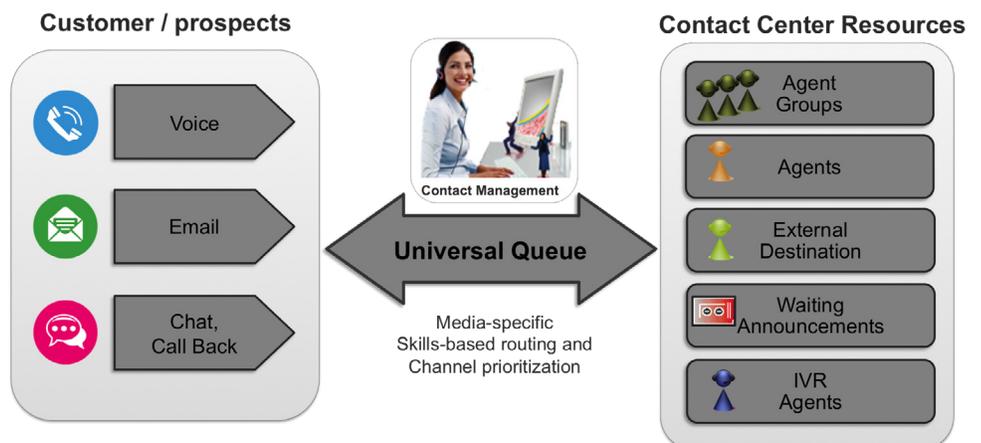
Voice and self-service solutions – allows customers to serve themselves, leading to more satisfied customers and a marked decrease in employee workloads

Enhanced outbound campaigns – enables multichannel outbound voice and e-mail campaigns, helping make employees more productive and providing more opportunities for revenue generation

Telemarketing – allows the contact center to conduct targeted telephone campaigns, helping increase trend research, customer acquisition and sales

Online monitoring – delivers real-time information, which provides insight into business operations and enables immediate adjustment when needed to maximize availability

Historical reports – provides information over longer periods of time, helping identify, measure and pursue opportunities, and discover and resolve issues or outages

Interactive Voice Response (IVR) – supports specialized announcement and call routing treatments

Call Recording – every agent and supervisor license includes the ability to record calls for training purposes or conflict resolution

Remote workers – enables multi-site operations and optimal resource allocation, regardless of location
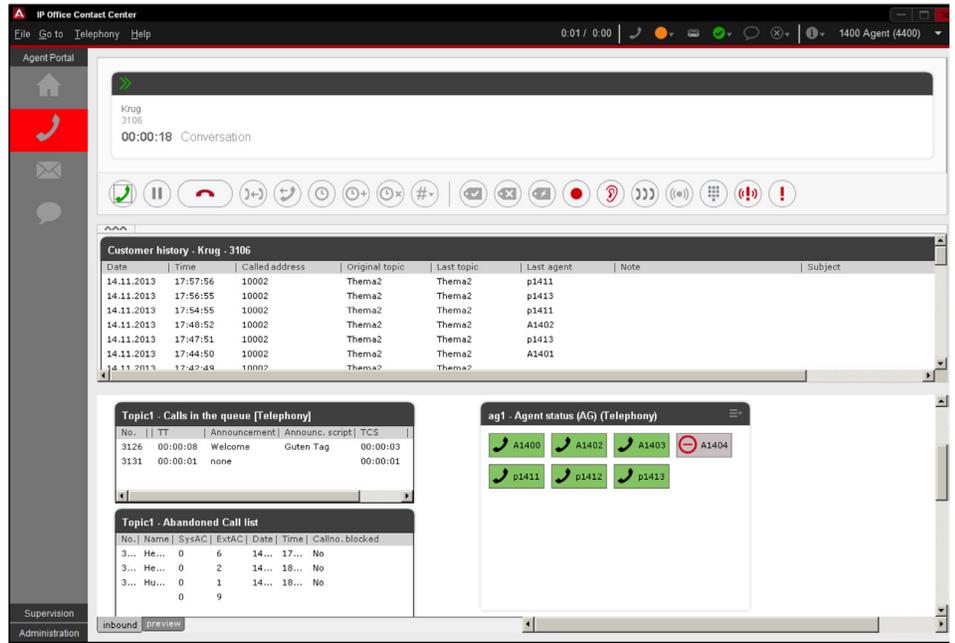
Capacities

	Preferred Edition	Server Edition
IP Office Hardware	• IP 500 V2	• Dell R210/220 • HP DL 360 • Virtualized
Server Virtualization	Yes	Yes
Multi-site	No	Yes
Max. Number of Seats	30	100
Max. Active Voice Agents[1]	30	100
Max. Configured Voice Agents	150	500
Multimedia-Enabled Agents	Yes	Yes
Max. Supervisors[1]	30	100
Max. Simultaneous Agent Recordings	30	100

[1]**Note**: The combined number of active agents and supervisors cannot exceed the total number of seats

Learn More

To learn more about the IP Office Contact Center solution, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at **avaya.com**

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.

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