Enghouse
Interactive

Attendant Console for Avaya

CONSOLE FOR AVAYA CM AND CS1000

Your operator centre is often the first point of contact with your organisation, so it is vital to create a positive impression by dealing with callers enquiries efficiently. With Enghouse Interactive Attendant Console, organisations can now enjoy the features and functionality of an enterprise operator solution based on either Avaya Communication Manager or CS1000.

Enhance Customer Service

Enghouse Interactive Attendant Console for Avaya makes it easy for operators to process calls efficiently and greet callers personally. Operators are instantly alerted to an incoming call by a screen pop-up that automatically presents the caller's details where available.

Advanced directory look-up facilities and a range of optional enhancements, providing links to corporate databases, presence status, contact notes and calendars, make Intuition one of the most productive systems in its class and a valuable customer service tool. With Intuition, individual calls are processed faster and high call volumes handled successfully, without compromising service standards.

Intelligent Queuing

Attendant Console for Avaya supports unlimited numbers of queues and utilises a powerful queuing engine which identifies and places calls into the relevant queue. The console uses a number of criteria to ensure calls are routed 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.

Multi-site call control enables geographically dispersed operators to efficiently handle calls for the whole organisation or multiple tenants..

Benefits

- Fast, precise answering and effiicient call transfer

- Important calls can be prioritised to meet service level requirements

- Unanswered calls return to the operator, improving service

- Shorter call handling times and higher volume of calls processed

- Easy identification of call source

- Operators can be located anywhere on the corporate network offering disaster recovery resilience

- Ability to track people and location changes within the organisation and note staff absence

- Powerful search engines make sure callers are always connected to the most appropriate person

- Minimum training times and immediate high-level of knowledge for temporary operators.

- Track and analyse call patterns and staffing requirements

Clear, Intuitive And Easy To Use

Attendant Console for Avaya is easy to use with a clear screen layout so operators can become proficient quickly with minimal training.

Attendant Console for Avaya displays caller details and so the response can be tailored according to the number dialled. An on-screen thermometer shows the number of calls waiting in each queue and the system warns when call thresholds are exceeded, so corrective action can be taken before business is adversely impacted

The Right Contact First Time

Attendant Console for Avaya's powerful database means operators can rapidly locate the right people using simple and logical selection commands, even if a caller asks for a member of staff by first name only, or has a vague enquiry about a particular product. Entering key words, first few letters of a name, job title, etc. will bring up closest matches with click to dial options which reduces caller waiting time.

## Customise Your Call Handling System

Attendant Console for Avaya meets a variety of needs, from a simple central answering point to a networked system supporting multiple operators in a large-scale, sophisticated service centre. Add the following operator centre modules for increased functionality:

PERSONALISED GREETING

Operators can prerecord greetings in their own voice so that every caller is greeted with a fresh and consistent message. This takes the stress out of making repetitive greetings in noisy offices. Prerecorded greetings can be linked to an operator's individual log-in, time of day and number dialled.

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 and dial' links to the inhouse database of phone numbers, extensions and other information.
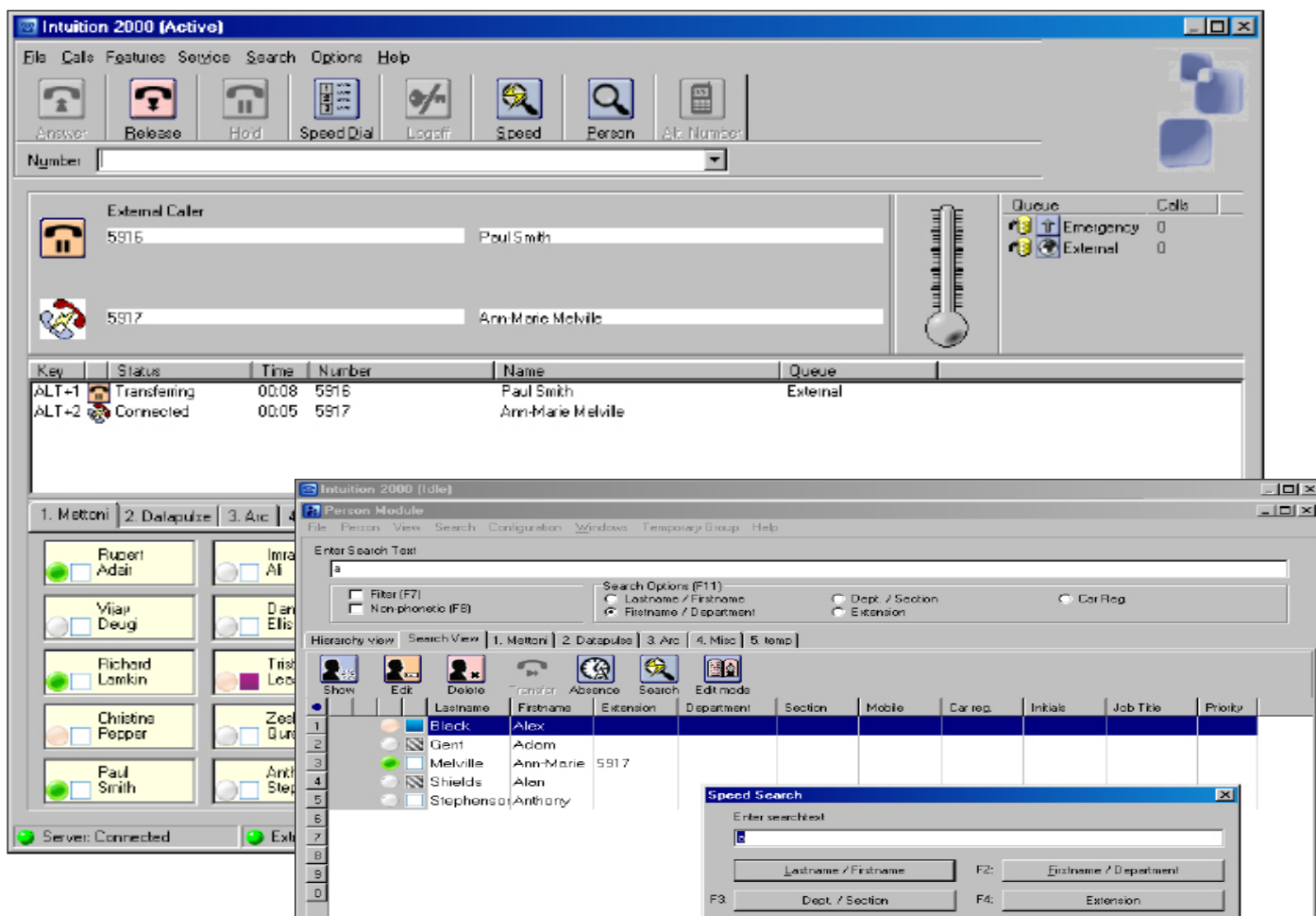
Intuition 2000 console screen displaying caller details and directory search with presence status.

PRIORITISE CALLS

Attendant Console for Avaya detects priority calls in the queue and alerts operators. Priority status can be applied to emergency and high value customer calls to ensure they are answered first.

CONTACT NOTES

Free up operator time and keep track of the whereabouts of staff. An information screen with location and contact details appears automatically when an operator attempts to connect to an absent employee.

INTEGRATED PRESENCE

The console integrates with Microsoft OCS or Lync enabling operators to see a person's availability before they transfer a call. They can also view Outlook Calendar to see when a person is free and inform callers. Real-time status information means operators can choose the best contact method to ensure the transfer is successful or if the required person is unavailable the operator can quickly and easily transfer to an alternative contact.

DIRECTORY INTEGRATION

With LDAP integration changes in one database are reflected in Intuition, reducing administration time and ensuring the most up-to-date information is at your operator's finger-tips.

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, which improves productivity whilst allowing operators to be more responsive to callers and staff.

CLICK-2-DIAL

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.

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.

REAL-TIME WALLBOARD

Attendant Console for Avaya's 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 also set thresholds to provide early warning of potential service level issues enabling them to respond quickly and avoid any degradation of service.
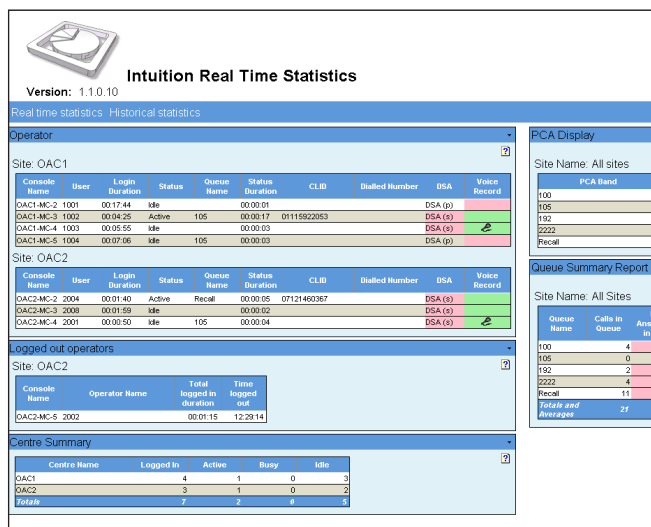
VISUALLY IMPAIRED OPTION

The Visually Impaired option allows vision impaired or blind operators to use Intuition. ZoomText provides a wide range of magnification levels for enlarging text on screen. There are also options for enhancing colour, pointers and cursors. ScreenReader reads out the text on the screen, with options for volume, speed, administrators and managers to track and control operator utilisation, response times, lost and abandoned calls and other important information.

Attendant Console for Avaya is compatible with JAWS technology which speaks information that appears on the screen. JAWS can also display this information in Braille when used with refreshable Braille displays.

Call Logging and Cost Analysis

The ability to monitor and manage the cost of communications has always been essential to organisations. 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 showing call patterns, busy periods and telephone traffic trends enables 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 responsiveness.

By providing a clear and precise picture of call handling performance and costs, Precision call logging helps managers to plan for change and build an efficient call handling system based on accurate information rather than costly guesswork. Scalable from small single site businesses to multi-site, multinational organisations, Precision provides centralised, comprehensive call handling information accessible from the desktop.

Disaster Recovery Resilience

Attendant Console for Avaya provides a truly distributed operator centre by allowing operators to be located anywhere on the corporate network. Where office space is limited or local staffing costs are high, this can be a huge saving on resources. This 'work anywhere' capability also means if part of the network fails operators can simply login from another site and continue to take calls. Business can continue, minimising disruption and ensuring calls are not lost.

Best of Breed

Designed exclusively for Avaya Communication Manager and CS1000, Attendant Console for Avaya 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, Attendant Console for Avaya is scalable to your current and future requirements.

About Enghouse Interactive

Enghouse 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.

Enghouse Interactive

Learn more at www.enghouseinteractive.com