

# IP Office Customer Service for Agents and Supervisors

## Improve Agent Productivity and Customer Intelligence

### Overview

Businesses that understand how communications can enhance customer service and productivity will appreciate the powerful information IP Office Customer Service applications for Agents and Supervisors can deliver.

Whether a business has a traditional call center or simply people who answer phones, valuable data in customer calls can help improve customers' experiences and deliver greater revenue and more satisfied and loyal customers.

Available with IP Office *Advanced Edition*, Customer Service for Agents and Supervisors provides a wealth of information through intuitive, easy-to-use interfaces and tools

### Capabilities

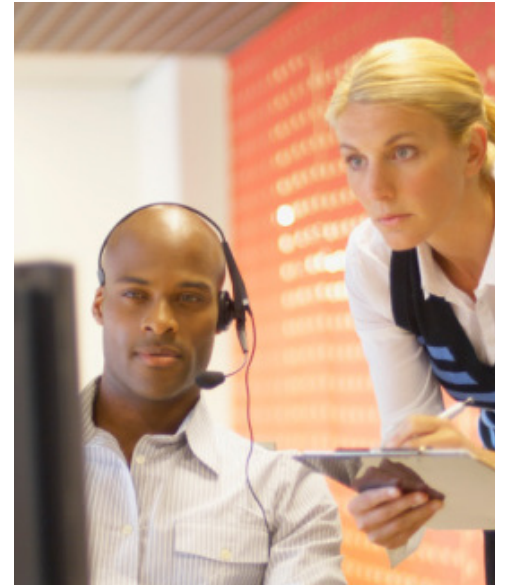
**Real-time Access to Information** – Supervisors get point and click, drag and drop convenience for real-time information by agent or group of agents or to set alarm notifications and automatically deliver customized reports.

Through customizable views set by their supervisor, agents can see a wide range of information to help them budget their time based on workload, call queues and agent availability, including number of calls on hold or in progress, lost calls, number of agents logged in/out, and more.

When an agent knows that no callers are waiting in queue, he or she can spend more time with customers building relationships, generating more revenue, and enhancing overall customer satisfaction and loyalty.

**Customizable Reports** – Customer Service Supervisor offers easily customized reports to display specific information that is most relevant to the business:

- Create a caller identification report to see where the most (or fewest) calls originate from (by area code, country code, prefix, etc.)
- See how many calls have been taken over a period of time, the length of calls, and more
- Set and adjust thresholds to trigger alarms to suit changing objectives and campaign targets
- Schedule automatic report delivery in preferred formats



Detailed, actionable data helps Supervisors schedule staffing for peak times, provide relevant agent training (including recording and archiving of calls for later review) and to improve overall business performance.

### Benefits

- **Improve customer experience** – provide highly personalized customer service with speed and efficiency
- **Manage staff more effectively** – understand the peaks and valleys of call volumes so you can staff accordingly
- **Improve training** – make better use of agent call recordings to enhance sales techniques and service skills
- **Grow revenue** – detailed data on calling patterns helps drive more effective sales campaigns and day-to-day selling performance



## Specifications

<b>Format</b>	<ul style="list-style-type: none"><li>• Included with IP Office Advanced Edition</li></ul>
<b>System Requirements</b>	<ul style="list-style-type: none"><li>• IP Office 500</li><li>• The following Server Operating system (32 bit) Microsoft Windows Small Business Server 2003 R2, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2003 R2</li><li>• Intel Pentium D945 core/AMD Athlon 64 4000+; with 2GB RAM and 30 GB free hard disk space</li></ul>
<b>User Requirements</b>	<ul style="list-style-type: none"><li>• Any IP Office telephone</li><li>• Microsoft Internet Explorer, version 7.0 and above</li><li>• Mozilla Firefox, version 3.0 and above</li><li>• Apple Safari, version 2.0 and above</li></ul>
<b>Feature Detail</b>	<ul style="list-style-type: none"><li>• Browser Based, Drag &amp; Drop application</li><li>• View statistics: Agent States, Agent ACW, Agents Available, Agents Logged On, agents Present, Agents Ringing, Answered Calls, Answered External (non-queue), Answered Internal (non-queue and queue), Average Answer %, Average Answer Time, Average Wait Time, Busy Not Available, Calls Waiting, Current Wait Time, Grade of Service, Longest Wait Time, Lost Calls, New Messages, No Answer, Outbound Calls (external), Overflowed Answered, Overflowed Calls, Overflowed Calls Waiting, Overflowed Lost, Queue State, Queue State Time, Routed to Other, Routed to Voicemail, Transferred</li><li>• Supervisor Alarm setting and Notification by agent and group</li><li>• Change in color indicates state of Alarm: White for Normal state, Yellow for Caution, Red for Alarm, Blue for Alarm Acknowledge</li><li>• Historical Call Reporting using templates: Agent Summary Report, Call Details Report, Call Summary Report, Trace Reports, Alarm Reports, Voicemail Reports</li><li>• Customize over 100 reports using common fields (Name, Subject, Call Type, Reporting Period, etc) and through use of wildcards</li><li>• Report format (Adobe, Word, Excel, Rich Text, or Crystal)</li><li>• Email report in format of recipients choice</li></ul>

### About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



© 2009 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions.

All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

07/09 • LB4275-01

[avaya.com](http://www.avaya.com)

