AVAYA ACD ELITE, ONE-X AGENT, CONTACT RECORDER, NFOCUS CALL REPORTING
Avaya one-X Agent

• Desktop client used in conjunction with desk phone - included with ACD software license

• Remote worker capability – additional one-time license fee of $330.00
Agent State

**Agent State:**

- **Auxiliary default**
- **Manual-Accept**
- **33777:15299**
- **Ready**
- **00:12:02**
- **00:01:05**
Incoming Call
Contacts

![Contacts interface image](image-url)
VuStats
Service Observe

Click to toggle between listen only and listen/talk
INSTANT MESSAGING

- Dialpad interface showing contact Chris Grewe and Medved.
- Instant Message conversation:
  - Chris Grewe (5/7/2014 4:45:27 PM): Hey there what can I do for you?
  - 33777 (5/7/2014 4:45:56 PM): Don’t forget to thank the customer before you hang up 😊
  - Chris Grewe (5/7/2014 4:48:01 PM): I will thanks for the tip 😊
More one-X Agent Features

• **Agent greetings** - The Greetings feature frees you from repeating the same greeting at the beginning of each call.

• **TTY and Section 8 Compliant**

• **Screen Pops** - Screen Pop refers to a system capability of showing a customer program with predefined customer information based on incoming call parameters. Avaya one-X® Agent can start as a Screen Pop using a Web browser and Web services customer program while answering an incoming call. You can pass the Calling Number, VDN, UUI, or digits to the Screen Pop program to customize how the content must appear on the system.
• **Reason Codes** –
  - Avaya one-X® Agent supports the following three classes of reason codes:
  - Aux
  - Agent logout
  - Work code

• Use reason code to associate a particular number to a label when agents are either not present at the workstation or do not want to accept the ACD call. These reason codes appear on the message window when an agent changes the work status to auxiliary or logs out from the ACD service. By default, the system creates a default reason code each for auxiliary, logout, and work reason code types. You can change the default reason codes, but cannot delete reason codes.
NFOCUS

Call Center Reporting
## Skill Status

<table>
<thead>
<tr>
<th>Skill</th>
<th>Date</th>
<th>Acceptable Service Level</th>
<th>% In Svc Lvl</th>
<th>Aband Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD demo</td>
<td>05/08/2014 13:41</td>
<td>20</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

### Daily Activity
- Calls Waiting: 0
- Oldest Call: 0:00

### Staffed: 2
- Avail: 2
- ACD: 0
- ACW: 0
- AUX: 0
- Extn Calls: 0
- Other: 0

### Agent Status

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Login Id</th>
<th>Ext</th>
<th>State</th>
<th>Elapsed Time</th>
<th>Acd Calls</th>
<th>Extn In Calls</th>
<th>Extn Out Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clancy, Gail</td>
<td>15299</td>
<td>33777</td>
<td>Avail</td>
<td>3:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Grewe, Chris</td>
<td>13071</td>
<td>27980</td>
<td>Avail</td>
<td>17:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>
### Historical - Skill (ACD Group)

<table>
<thead>
<tr>
<th>Time*</th>
<th>Acd Calls</th>
<th>Avg Speed Answer</th>
<th>Aband Calls</th>
<th>Avg Aband Time</th>
<th>Avg Talk Time</th>
<th>Total After Call Time</th>
<th>Flow In</th>
<th>Flow Out</th>
<th>Total Aux/Other</th>
<th>Avg Staff</th>
<th>% In Svc Lvl</th>
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<tbody>
<tr>
<td>5-2-2014 8:00</td>
<td>4</td>
<td>0:10</td>
<td>1</td>
<td>0:12</td>
<td>0:30</td>
<td>0:00</td>
<td>0</td>
<td>3</td>
<td>26:17</td>
<td>4.2</td>
<td>38</td>
</tr>
<tr>
<td>5-2-2014 8:30</td>
<td>5</td>
<td>0:07</td>
<td>0</td>
<td>0:00</td>
<td>2:20</td>
<td>0:00</td>
<td>0</td>
<td>2</td>
<td>23:34</td>
<td>5.0</td>
<td>71</td>
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<tr>
<td>5-2-2014 9:00</td>
<td>5</td>
<td>0:06</td>
<td>1</td>
<td>0:02</td>
<td>1:12</td>
<td>0:00</td>
<td>0</td>
<td>0</td>
<td>20:40</td>
<td>5.0</td>
<td>83</td>
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<td>5-2-2014 9:30</td>
<td>5</td>
<td>0:05</td>
<td>1</td>
<td>0:01</td>
<td>0:49</td>
<td>0:00</td>
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<td>0</td>
<td>10:12</td>
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<td>83</td>
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<td>5</td>
<td>0:10</td>
<td>0</td>
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<td>0:52</td>
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<td>37:31</td>
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<td>83</td>
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<td>5-2-2014 10:30</td>
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<td>0:07</td>
<td>0</td>
<td>0:00</td>
<td>1:16</td>
<td>0:00</td>
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<td>0:11</td>
<td>0</td>
<td>0:00</td>
<td>0:57</td>
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<td>0</td>
<td>3</td>
<td>34:46</td>
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<td>56</td>
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<td>0</td>
<td>0:00</td>
<td>0:48</td>
<td>0:00</td>
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<td>1:07:36</td>
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<td>100</td>
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<td>5-2-2014 12:30</td>
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<td>0</td>
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<td>1:00</td>
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<td>1:17:26</td>
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<td>0:06</td>
<td>0</td>
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<td>1:44</td>
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<td>75</td>
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<td>5-2-2014 15:30</td>
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<td>0:00</td>
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<td>0</td>
<td>32:53</td>
<td>4.0</td>
<td>100</td>
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</tbody>
</table>

**Summary** 91 0:07 3 0:05 1:01 0:00 0 10 10:17:16 4.6 85
Web Alert Trigger

Name: Calls Waiting
PBX: Michigan State University
Field: Real-time Skill Oldest Call
Split number: 1
Trigger when: above 05:00

Display properties of web alert:
Color of text: #000000
Background color: #CC3300
Bold text: □
Italic text: □
Popup window: □
Play a sound (URL):
Avaya Contact Recorder
<table>
<thead>
<tr>
<th>Call Start Range</th>
<th>Call Direction</th>
<th>Length</th>
<th>Agents</th>
<th>Parties</th>
<th>VDN</th>
<th>Skills</th>
<th>Record Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/06/14 10:06:54 AM</td>
<td>Incoming</td>
<td>00:12</td>
<td>N/A</td>
<td>27913, 27980 (Demo 9608)</td>
<td>15774 (ACD DEMO)</td>
<td>13074 (ACD demo)</td>
<td>00001110651399385207</td>
</tr>
<tr>
<td>05/06/14 10:08:50 AM</td>
<td>Incoming</td>
<td>00:07</td>
<td>N/A</td>
<td>27913, 27980 (Demo 9608)</td>
<td>15774 (ACD DEMO)</td>
<td>13074 (ACD demo)</td>
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<tr>
<td>05/06/14 10:09:00 AM</td>
<td>Incoming</td>
<td>00:11</td>
<td>N/A</td>
<td>27913, 27980 (Demo 9608)</td>
<td>15774 (ACD DEMO)</td>
<td>13074 (ACD demo)</td>
<td>00001114761399385264</td>
</tr>
<tr>
<td>05/08/14 11:10:18 AM</td>
<td>Incoming</td>
<td>01:00</td>
<td>N/A</td>
<td>48090, 27980 (Demo 9608)</td>
<td>15774 (ACD DEMO)</td>
<td>13074 (ACD demo)</td>
<td>00001138201399561807</td>
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<tr>
<td>05/08/14 11:15:11 AM</td>
<td>Incoming</td>
<td>00:08</td>
<td>N/A</td>
<td>48090, 27980 (Demo 9608)</td>
<td>15774 (ACD DEMO)</td>
<td>13074 (ACD demo)</td>
<td>00001004241399562105</td>
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</tbody>
</table>
Avaya Aura® Contact Center – Power Up Your Contact Center with Multimedia

Connect with Customers on Their Terms
Supported Contact Types

*Source: Webtiorals Editorial/Analyst Division
Supported Contacts (continued)

• Contact channels other than phone now account for more than 30% of customer service engagements.

• More than half of best in class companies measure support center success across email, chat, web and voice.

• 25% of consumers utilize one or two channels while 52% will use 3 or 4 channels when seeking customer care.

Icons in history show you how previous contacts were handled. Hover over to see what each icon means.

Auto Suggestions will show up based on subject and body information.

Email from customer

I would like help resetting my vm password.

Christopher Grewe
Communication Systems Analyst
Infrastructure Planning & Facilities - Telecommunication Systems
Michigan State University
Public Safety Building

Agents can Reply, Transfer or Finish this contact.
AAAD (Chat)

Customer Details
Title: [blank]
Last Name: [blank]
First Name: [blank]

Contact ID: 482

Text Chat Customer
Date: Monday, September 16, 2013 11:13:16 PM
Subject: Who do I contact about a new phone?

Customer Text Chat
23:23:18 [Chris] Thank you for contacting MSU Telecom Demo. How can I help you?

Click the envelope to send a copy of the chat to the customer
Use the Spellcheck
Push a pre-populated web page
Push a pre-populated phrase

You can consult another agent-supervisor or transfer to them.

Chat with customer here

http://www.telecom.msu.edu/mtsutelecom/
http://www.msu.edu
http://www.ipi.msu.edu
http://www.avaya.com

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AAAD (Multiplicity continued)
<table>
<thead>
<tr>
<th>Agt ID</th>
<th>Agt First Name</th>
<th>Agt Last Name</th>
<th>Ans SkiSet</th>
<th>In Contacts Status</th>
<th>DN In</th>
<th>DN Out</th>
<th>Time In State</th>
<th>Logout</th>
<th>Change State</th>
<th>NR Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>John</td>
<td>Smith</td>
<td></td>
<td>Not Ready</td>
<td></td>
<td></td>
<td>02:54</td>
<td></td>
<td></td>
<td>Lunch</td>
</tr>
<tr>
<td></td>
<td>Jane</td>
<td>Doe</td>
<td></td>
<td>Idle</td>
<td></td>
<td>30:57</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tom</td>
<td>Brown</td>
<td></td>
<td>Busy</td>
<td></td>
<td>Active</td>
<td>00:29</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sarah</td>
<td>Johnson</td>
<td></td>
<td>Not Ready</td>
<td>07:07</td>
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<td></td>
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<td>HR Related Processing Activity</td>
</tr>
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<td></td>
<td>Mary</td>
<td>Davis</td>
<td></td>
<td>Idle</td>
<td>23:50</td>
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<td>04:57</td>
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<td></td>
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<td>Charlie</td>
<td>Lewis</td>
<td></td>
<td>Idle</td>
<td>02:51</td>
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<td></td>
</tr>
</tbody>
</table>

Moving Window, refreshing every 1 second
Information as of 5/5/2014 11:02:35 AM
Page 1 of 1
There are 120+ reports to choose from. As well as the Report Creation Wizard.
AACC Outbound

- AACC Outbound Campaign Manager Tool is another tool built into the AACC system.
- You can use Outbound Campaign Manager Tool (OCMT) to create, monitor, and modify outbound telephone campaigns.
- Historical Reports within AACC can be used to review campaign performance.
- Agents can schedule callbacks using the AAAD software. Agents can specify time and date for callback.
AACC options

• Additional Features that are not currently available at MSU.
  • Proactive Outreach Manager
  • Speech Analytics
  • Workforce Optimization
  • Experience Portal
Thank you.
If you need further information or have questions contact Telecom at:
http://www.ipf.msu.edu
353-5515