



AVAYA CONTACT CENTER SELECT

Simplicity without Compromise: A robust, multichannel contact center solution, fully integrated with the Avaya IP Office™ Platform

Avaya Contact Center Select is a context-sensitive, multichannel contact solution that enables businesses to improve customer experiences; increase customer lifetime value and revenue; and anticipate, automate and accelerate customer interactions while improving agent efficiency to reduce cost. Every agent has inbound and outbound voice capabilities.

The blended multichannel capabilities of Avaya Contact Center Select intelligently route multichannel contacts (voice - inbound and outbound, email, web chat, SMS and fax) to the most appropriate resource. By creating a complete view of the customer and the context of their interaction, businesses and organizations can proactively manage the customer experience in a way that consistently delivers a superior level of engagement.

Avaya Contact Center Select allows users to automatically dial-out to customers, combines historical and real-time contextual customer information to help improve the quality of interactions, optimizes agent utilization and productivity, and enhances supervisor performance to deliver superior customer experiences and drive sustainable business growth.

Agent Efficiency

Unified Agent Desktop: The Agent Desktop interface makes it quick and easy for agents to interact with customers regardless of the communications channel. Agents use the Agent Desktop to manage inbound and outbound voice interactions, as well as email, web chat, text (SMS), and fax. The application can be configured to allow each agent to handle these

interactions individually or simultaneously. The single interface provides contact history and out-of-box screen pop functionality, which easily integrates the contact center into business systems.

Outbound Dialing: An integrated preview and progressive dialer enables businesses to utilize their agents for targeted telephone campaigns and programs that help increase upsell



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opportunities, find new customers, schedule sales appointments, lower accounts receivables and more, leading to higher customer engagement and profitability.

Call Recording: Avaya Contact Center Select provides two call recording options. The IP Office Recorder delivers the opportunity to record each agent-to-customer interaction to improve agent performance and avoid potential conflicts. Recorded calls are easily recovered with an intuitive supervisor interface, and are searchable by agent name, extension, calling number and more.

For more advanced call recording requirements, Avaya Workforce Optimization Select's Recorder module responds with flexible, secure and scalable inbound and outbound recording capabilities, including 100 percent recording, random recording, event-driven recording and on-demand recording based on call duration, call direction, site, department, extension, agent ID, customer consent and more. It can also be deployed in a wide variety of configurations, scaling seamlessly from a single site to a distributed multisite environment.

Agent Quality, Motivation and Performance: The ability to offer flexible, at-home teleworking arrangements empowers contact center managers to hire the best agents, motivate them, improve performance and reduce agent turnover. Avaya Contact Center Select allows an agent with a laptop or PC and a home or mobile phone to manage customer interactions as if they were in the office.

Customer Self-service: By reducing the number and duration of live calls agents handle, businesses can dramatically improve agent and business efficiency. Adding Avaya Aura® Experience Portal to the contact center enables customers to complete part or even the entire call using touch tones or speech recognition to get information, such as account balances, without touching an agent. If customers need an agent, the information is presented, reducing time, and the frustrating “can you give me your account details.”

Supervisor and Administrative Effectiveness

Simplified Administration: Common, web-based administration capabilities for contact center supervisors and managers help reduce configuration complexity, eliminate duplication, reduce errors and lower implementation time and cost.

Unified Reporting: Historical and real-time displays with dynamic filtering provide easy-to-read information on Key Performance Indicators (KPIs), contact summaries and consolidated multichannel reports. This helps reduce the time spent analyzing data and allows more time for coaching agents, helping improve both agent and supervisor productivity.

Orchestration Designer: The drag and drop menus in the Orchestration Designer graphical user interface make it easy and more efficient to develop graphical workflows or scripts.

Security, Scalability and Architecture

Resilience: Avaya Contact Center Select can be architected to help ensure business continuity during unforeseen disruptions.

Flexible Deployment: Avaya Contact Center Select is appropriate for a wide range of deployments from a single site to up to 150 IP Office locations. It creates an environment where skills are utilized across the entire enterprise to create greater efficiency and allows businesses to draw from a wider talent pool.

GDPR Compliance: Strengthen GDPR compliance with data encryption for sensitive data such as customer details, email transcripts and attachments to prevent unauthorized access. Additional GDPR features include erasure of personal data, delivery of personal data upon request and identifying consent/no consent customers.

Customer Satisfaction

Skills-based Routing: Reducing or eliminating transfers improves the customer experience and streamlines the customer journey. Avaya Contact Center Select can route voice calls and multichannel transactions to the most appropriate resource based on language, knowledge, past history and availability. Alternative options are offered should the first choice be busy or unavailable.

Increased Access Options:

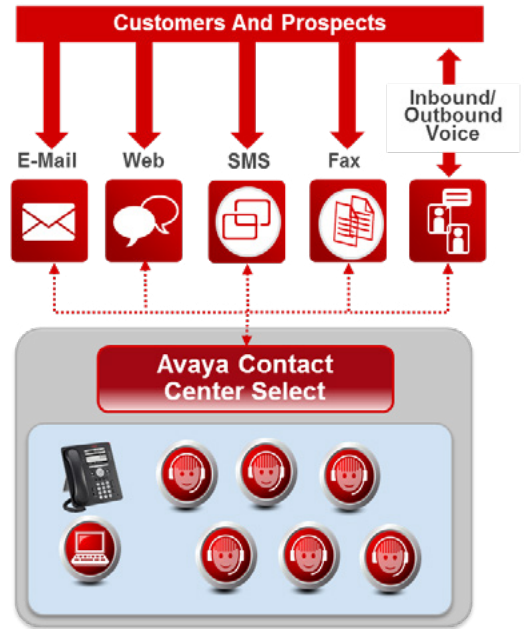
Intelligent assignment of up to five multichannel contacts including voice, web chat, SMS text, email, and fax through an open, universal queue offers customers numerous contact options. This multichannel capability helps businesses and organizations promote the concept of ‘always-open-for-business,’ increasing customer options and ease of access.

Deliver Exceptional Customer Experiences

Businesses that want to differentiate themselves in today’s highly competitive global market environment must be able to provide superior service and high quality customer interactions. Context is critical to experience management. Knowledge of a customer’s most recent activity, past history, purchase behavior, and preferences provides a wealth of meaningful information and a rich context for the interaction. Businesses that harness this context to deliver superior experiences differentiate themselves from their competitors.

Avaya Contact Center Select helps businesses and organizations:

- Offer customers more communication channels to improve customer satisfaction and loyalty
- Improve agent utilization and productivity through multiple contact handling



- Use real-time and historical customer data to frame the appropriate context for each and every interaction to boost first contact resolution and revenue
- Equip managers to administer the contact center, analyze performance through unified reporting, learn and apply best-practices to continuously improve contact center operations
- Manage the customer experience, both assisted and automated, to quickly resolve customer issues and increase profitable revenue opportunities
- Evolve from queuing and routing to resource selection and work assignment

Agt ID	Agt First Name	Agt Last Name	Supr First Name	Supr Last Name	Ans SkillSet	In Contacts Status	Change State	Logout	DN In	DN Out	Time In State
-4001	sample1	supervisor1	sample1	supervisor1	EM_Skill1	Active					2:45

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About Avaya

Avaya is a global leader in digital communications software, services and devices for businesses of all sizes. Our open, intelligent and customizable solutions for contact centers and unified communications offer the flexibility of Cloud, on-premises and hybrid deployments. Avaya shapes intelligent connections and creates seamless communication experiences for our customers, and their customers. Our professional planning, support and management services teams help optimize solutions, for highly reliable and efficient deployments. Avaya Holdings Corp. is traded on the NYSE under the ticker AVYA. For more information, please visit www.avaya.com.

Avaya Contact Center Select Supported Capabilities at a Glance

Multichannel with skills based routing	Fully blended support for voice, email, web chat, fax and SMS contact types with the ability to route contacts to the best skilled agents or other destination (voicemail, IVR, etc.)
Multiple call handling	Agents can handle up to five simultaneous contacts - voice call, email, web chat, fax and SMS
Multi-location	Supports multichannel agents across up to 150 locations in a SCN (At least one Avaya IP Office Server Edition and all running 'select' license required in the network)
Reporting	Granular and customizable real-time and historical reporting for voice and multichannel. Report Creation Wizard tool for simple report customization
Scripting/Workflow	Built-in Graphical Orchestration Designer tool
Outbound Campaigns	Integrated preview and progressive outbound dialing with integrated campaigns manager, including web services controls
Call recording	Every agent can record all calls, random selection or on-demand, leveraging the IP Office Recorder. Choose Avaya Workforce Optimization Select's Recorder module for more advanced inbound and outbound recording capabilities
Workforce Optimization	Connect Avaya Workforce Optimization Select to Avaya Contact Center Select to get advanced call recording, agent desktop screen captures, live monitoring, quality management, agent coaching, e-learning, workforce management and more
Remote agents	Enables teleworking for optimal resource allocation, regardless of location
Customer prioritization and data directed routing	Define and prioritize customers based on your business strategies and objectives

Avaya Contact Center Select Requirements and Capacities

UC Platform	Avaya IP Office™ Platform IP Office Server Edition (minimum software version R9.1) IP Office 500v2 (minimum software version R9.1) IP Office Select R9.1
Operating system	Microsoft Windows 2012 Server R2 Standard and Datacenter VMware vSphere platform with ESXi hypervisor Version 5.0/5.1/5.5/6.0
Client	Microsoft Windows 7 SP1 Microsoft Windows 8.1 Microsoft Windows 10
Server Hardware	Hardware appliance with the OS and Avaya Contact Center Select application pre-loaded Avaya Contact Center Select R7 DVD (ISO image) format for deployment onto a customer supplied server Avaya Contact Center Select R7 DVD and AMA (Avaya Media Server) OVA for Virtual Host for deployment onto a customer supplied server and virtualized environment
Max Voice Multichannel Agents	400 agents with IP Office 10 Server Edition 250 agents with IP Office 9.1 Server Edition 30 agents with IP Office 9.1 and 10 500 v2
Max Multichannel Agents (email, chat, SMS, fax)	400 agents with IP Office 10 Server Edition 250 agents with IP Office 9.1 Server Edition 30 agents with IP Office 9.1 and 10 500 v2
Max. Configured Agents	1000
Max. Supervisors	80 supervisors with IP Office 10 Server Edition 50 supervisors with IP Office 9.1 Server Edition 30 supervisors with IP Office 9.1 and 10 500 v2

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