Avaya Call Reporting

Better Data, Better Results

Jon Florence

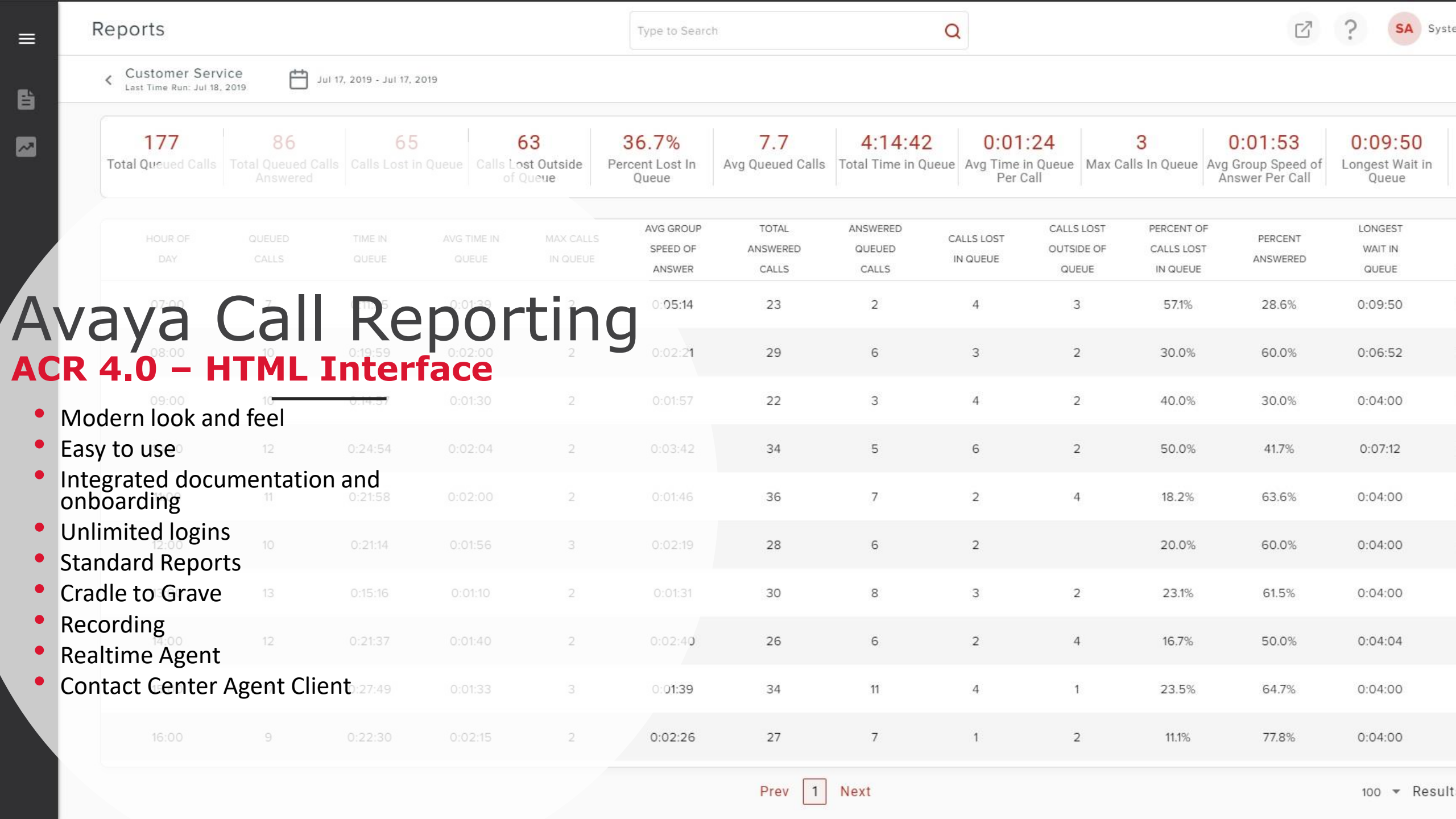
Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

Avaya Call Reporting

ACR 4.0

- Design for all businesses
  - Reporting (Call Accounting)
  - Call Recording
  - Call Center
  - Edina Reality – Success Story
- IP Office Release 10.1 or higher
- Smaller System Resources
- Internationalization (14 different languages)
- Web UI and Desktop UI

Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy



Avaya Call Reporting

ACR 4.0 – HTML Interface

- Modern look and feel
- Easy to use
- Integrated documentation and onboarding
- Unlimited logins
- Standard Reports
- Cradle to Grave
- Recording
- Realtime Agent
- Contact Center Agent Client

Standard Reports

Emergency Call Notification
50 Canned Reports

- Cradle to Grave Reporting
- Account Code
- Agent / Extension
- Call Costing / Accounting
- Call Direction
- Caller ID and Extern Number
- Group (Hunt and ACR Skill)
- Local Number
- System Reports
- Time Interval
- Trunk

Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

Avaya Call Reporting

ACR 4.0 - Active Recording

- Compliant
- Pure software solution; very simple to deploy
- Supports Inbound, Outbound and Internal
- Supports any type of device
- ACR Recording Port (concurrent)
- Features
  - Cradle to Grave
  - Download, Email, Delete
  - Generate External Listen Link
  - Apply Notes
  - Scorecards (QA)

Avaya Call Reporting

ACR 4.0 – Contact Center Features

- Simple Setup
- Unlimited Skills
- Queue Callback
- Max Calls in Queue
- Clear Queue at end of Day
- Callback Offer Window
- Clear Pending callbacks
- Max Callback Attempts
- Attempt Guess Return Number
- Include Estimated Wait time
- Multi Channel Support

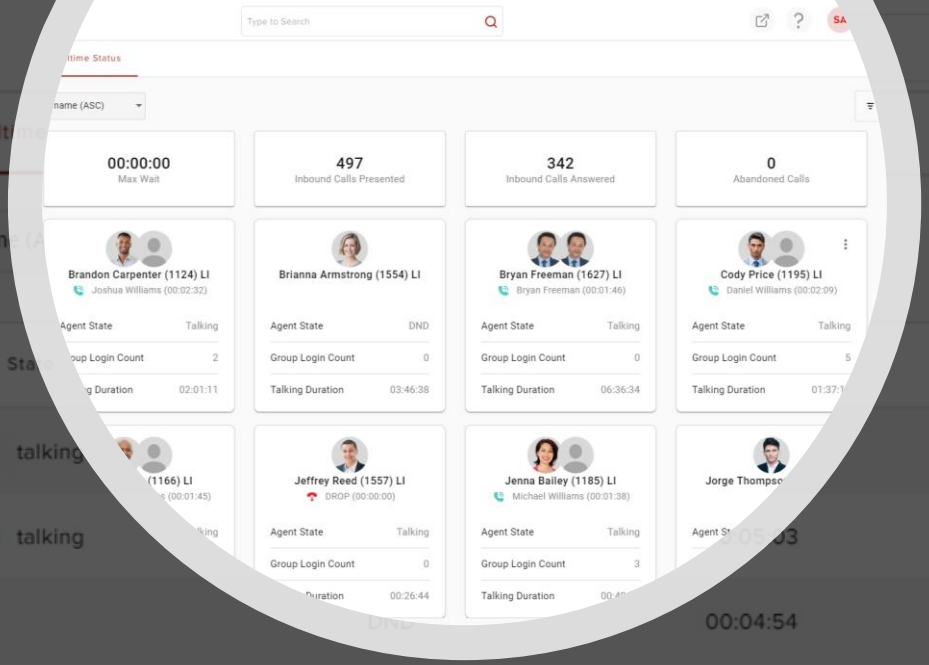
Avaya Call Reporting

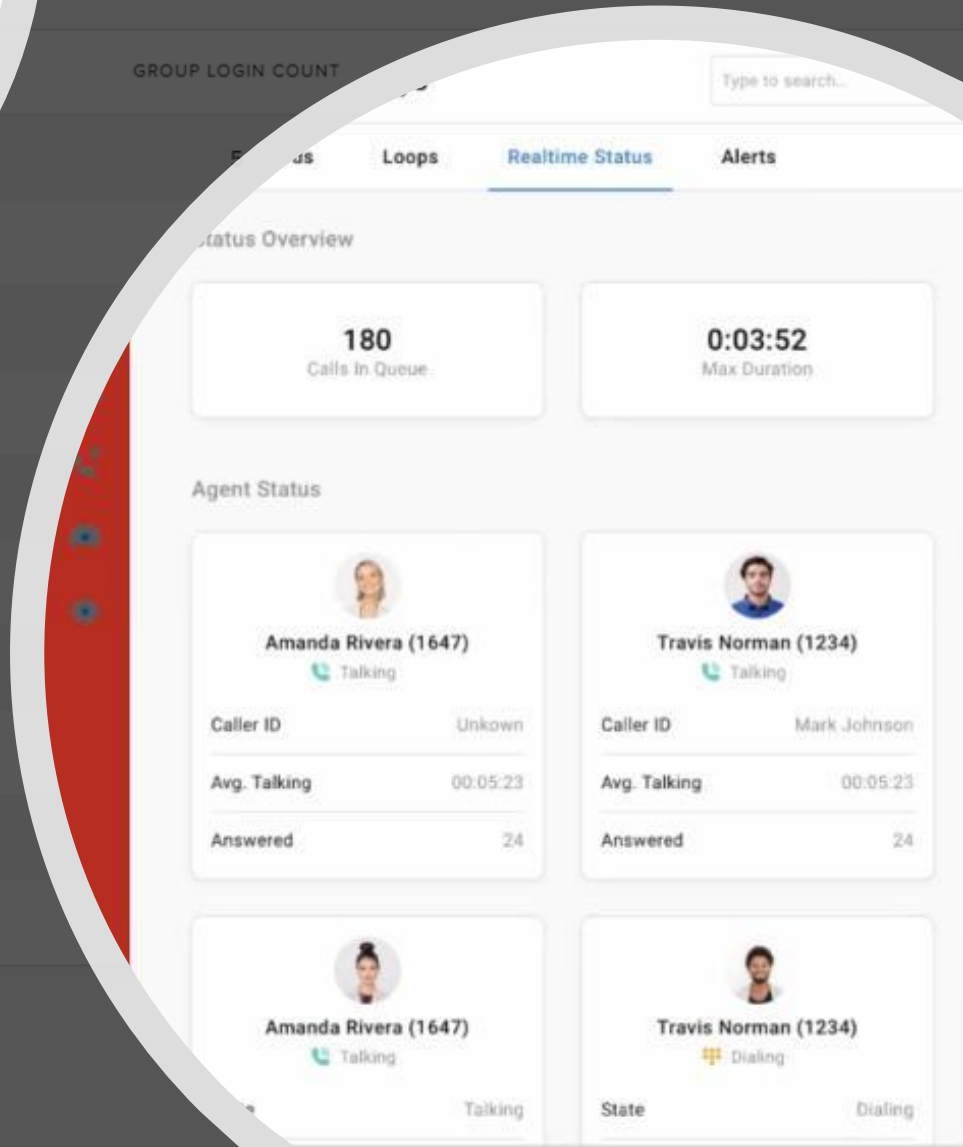
ACR 4.0 – Realtime Agent Seat

- Supervisor view
- Agent and Queue Call Control (Contact Center)
- Live Listen
- Realtime Wallboards
- Realtime Alerts & Triggers
  - Email, SMS, and Pop Screen

Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

SUPERVISOR VIEW
ACR 4.0





AVAYA
Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

Realtime Status

Sort by agent name (ASC)

0	00:00:00	497	342	0
Queued Calls	Max Wait	Inbound Calls Presented	Inbound Calls Answered	Abandoned Calls

Ashley Scott (1123) LI
Daniel Jones (00:00:01)

Agent State	Talking
Group Login Count	5
Talking Duration	06:41:00

Brandon Carpenter (1124) LI
Joshua Williams (00:02:32)

Agent State	Talking
Group Login Count	2
Talking Duration	02:01:11

Brianna Armstrong (1554) LI

Agent State	DND
Group Login Count	0
Talking Duration	03:46:38

Bryan Freeman (1627) LI
Bryan Freeman (00:01:46)

Agent State	Talking
Group Login Count	0
Talking Duration	06:36:34

Cody Price (1195) LI
Daniel Williams (00:02:09)

Agent State	Talking
Group Login Count	5
Talking Duration	01:37:19

Courtney Adams (1155) LI
DROP (00:00:00)

Agent State	Idle
Group Login Count	4
Talking Duration	02:47:12

Jared Baker (1166) LI
Christopher Jones (00:01:45)

Agent State	Talking
Group Login Count	0
Talking Duration	00:47:38

Jeffrey Reed (1557) LI
DROP (00:00:00)

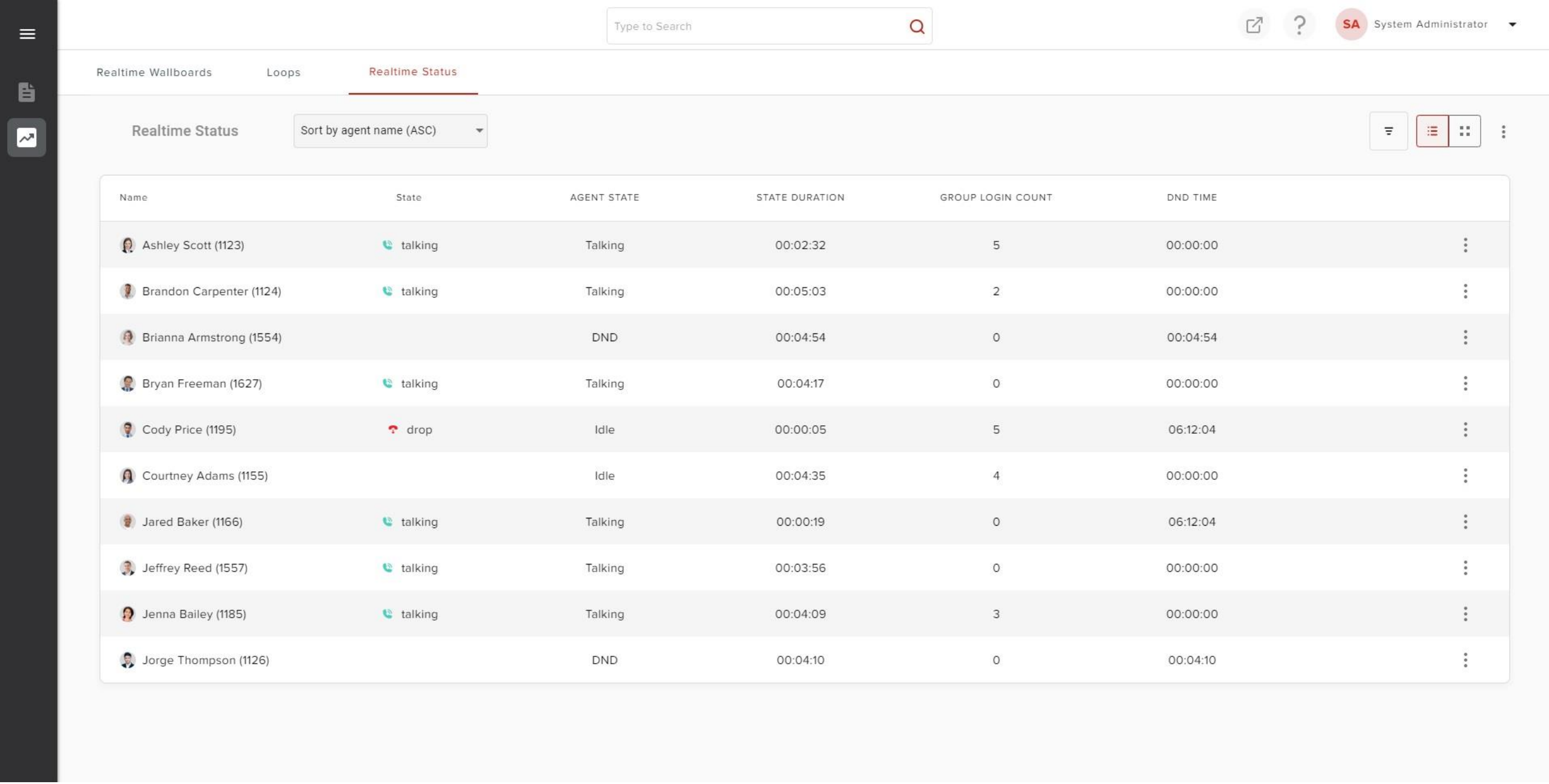
Agent State	Talking
Group Login Count	0
Talking Duration	00:26:44

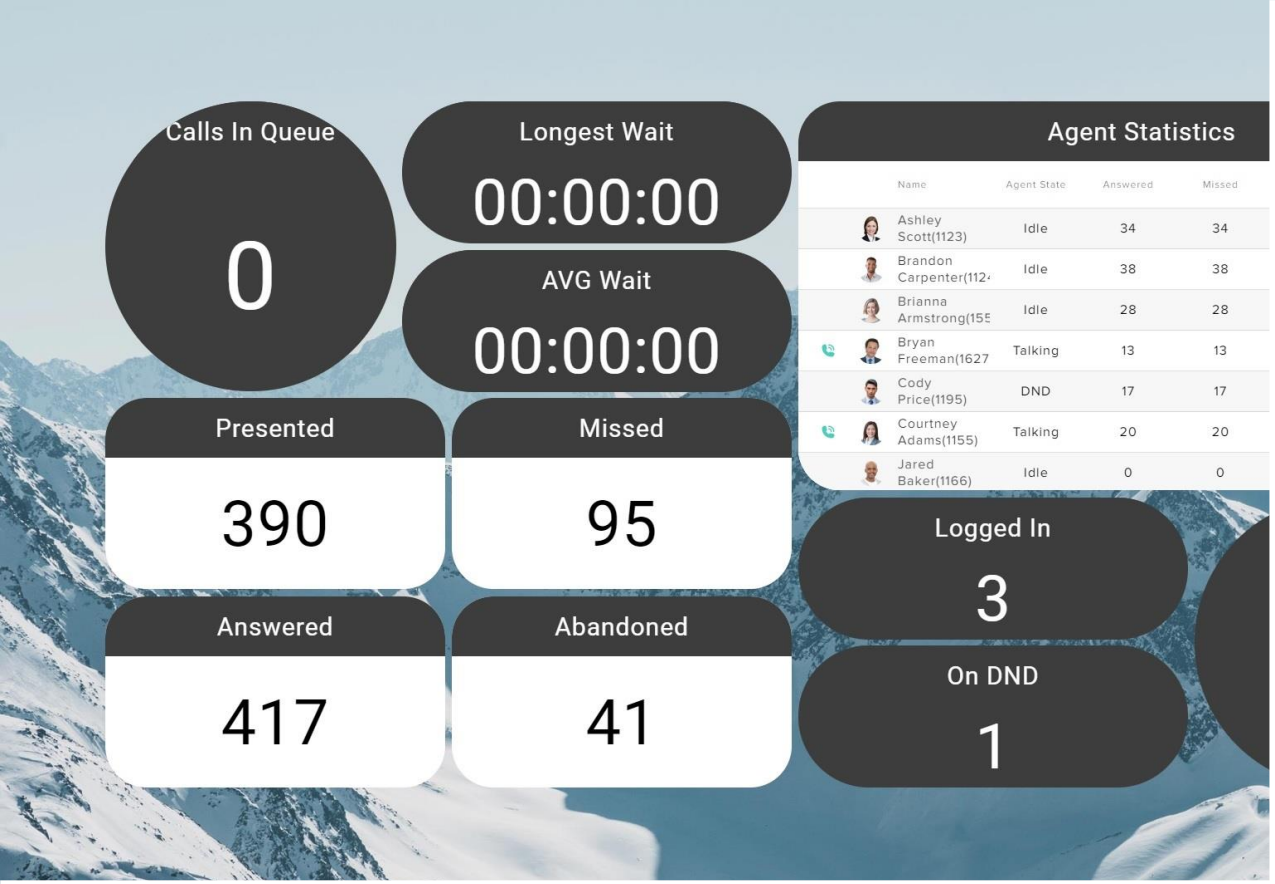
Jenna Bailey (1185) LI
Michael Williams (00:01:38)

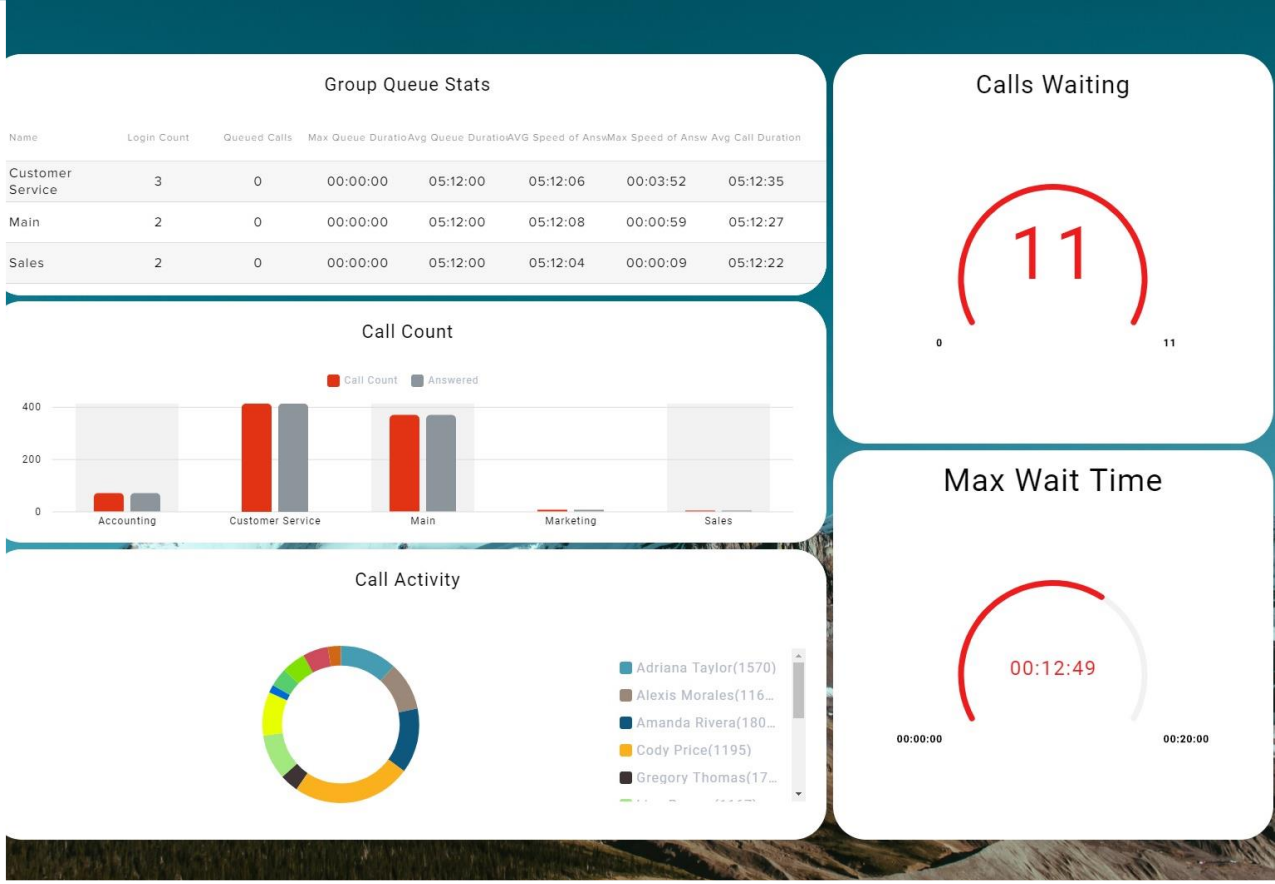
Agent State	Talking
Group Login Count	3
Talking Duration	00:49:35

Jorge Thompson (1126) LI

Agent State	DND
Group Login Count	0
Talking Duration	00:48:06


Type to Search
SA
System Administrator
Realtime Wallboards
Loops
Realtime Status
Realtime Status
Sort by agent name (ASC)
Name
State
AGENT STATE
STATE DURATION
GROUP LOGIN COUNT
DND TIME
Ashley Scott (1123) talking Talking 00:02:32 5 00:00:00
Brandon Carpenter (1124) talking Talking 00:05:03 2 00:00:00
Brianna Armstrong (1554) DND 00:04:54 0 00:04:54
Bryan Freeman (1627) talking Talking 00:04:17 0 00:00:00
Cody Price (1195) drop Idle 00:00:05 5 06:12:04
Courtney Adams (1155) Idle 00:04:35 4 00:00:00
Jared Baker (1166) talking Talking 00:00:19 0 06:12:04
Jeffrey Reed (1557) talking Talking 00:03:56 0 00:00:00
Jenna Bailey (1185) talking Talking 00:04:09 3 00:00:00
Jorge Thompson (1126) DND 00:04:10 0 00:04:10





WALLBOARDS
ACR4.0

- Pick from pre-defined templates
- Customize the wallboards
- Unlimited number
- Alerts and triggers including color change, audible alarms, email and pop screen messages.

AVAYA
Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

Avaya Call Reporting

ACR 4.0 – Contact Center Agent Client (CCAC)

- Single pane of Glass
- Web based
- WEBRTC Softphone
- Voice and Webchat channel
- Personalized Display
- Reason and Account Codes
- Pop screen
- Salesforce Plugin (coming soon)

Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

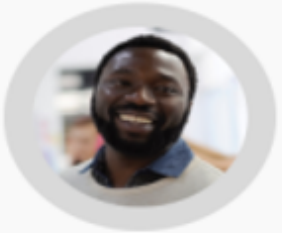
Clifford Johnston

Details | Notes | Codes

Channel States

Active Media

- Clifford Johnston — 2m — 615-129-1234
- Sarah Torres — 30s — storres@gmail.com — Hi, just got my oder and it seems like I received a different color...
- Willie Beck — 5m — willbeck@icloud.com — Hi, just got my oder and it seems like I received a different color...



Clifford Johnston

Calling...

Customer Details:

Name
Clifford Johnston

Phone Number
123-456-7891 (123)

Location
California, USA

Local Time
2:43 PM

Media Details:

Wait Time
00:10:13

Time Ellapsed
00:06:19

Target Skill
Technology

Direction
Inbound

Adriana Taylor
Ready

Channel States

Active Media

Catherine Clarke 1m
615-129-4782

Sarah Torres 6m
oausting@gmail.com
Hi, just got my oder and it seems like I received a different color...

Willie Beck 12m
oausting@gmail.com
Hi, just got my oder and it seems like I received a different color...

Willie Beck

End Chat

Hello, I ordered a couple of different items from you guys a couple of weeks ago and I'm just now receiving it. The problem is the order came incomplete and a couple of the items that came were damaged.

Willie Beck - 8:30 am

Hello Willie, I'm very sorry about what happened with your order

Can

k furhter into the order

Adriana Taylor - 8:30 am

wbeck@gmail.com.

Here's a picture of the

Willie Beck - 8:35 am

Write a reply...

Select template

Send

Incoming Call

AP

Alexander Patterson

(660) 722-6088

Urich, Missourri

Details

Notes

Codes

Customer Details:

Name
Willie Beck

Location
Tennessee, USA

Local Time
2:43 PM

Media Details:

Wait Time
00:10:13

Time Ellapsed
00:03:25

Target Skill
Technology

Direction
Inbound

Adriana Taylor
Ready

Willie Beck

End Chat

Details | Notes | Codes

Channel States

Active Media

Unkown 2m
615-129-1234

Sarah Torres 30s
storres@gmail.com
Hi, just got my oder and it seems like I received a different color...

Willie Beck 5m
willbeck@icloud.com
Hi, just got my oder and it seems like I received a different color...

Hello, I ordered a couple of different items from you guys a couple of weeks ago and I'm just now receiving it. The problem is the order was incomplete and a couple of the items that came we

Willie Beck - 8:30 am

...opened with your order

Can ... k furhter into the order

Adriana Taylor - 8:30 am

wbeck@gmail.com.

Here's a picture of the ...

Willie Beck - 8:35 am

Write a reply...

Send

Start new call

Contacts | Dialpad

615-819-2982
Clifford Johnston

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Customer Details:

Name
Willie Beck

Location
Tennessee, USA

Local Time
2:43 PM

Media Details:

Wait Time
00:10:13

Time Ellapsed
00:03:25

Target Skill
Technology

Direction
Inbound

Channel States

Active Media

Unkown 2m
615-129-1234

Sarah Torres 30s
storres@gmail.com
Hi, just got my oder and it seems like I received a different color...

Willie Beck 5m
willbeck@icloud.com
Hi, just got my oder and it seems like I received a different color...

Willie Beck End Chat

Hello, I ordered a couple of different items from you guys a couple of weeks ago and I'm just now receiving it. The problem is the order came incomplete and a couple of the items that came were damaged.

Willie Beck - 8:30 am

Hello Willie, I'm very sorry about what happened with your order

Can I please get the email attached to the account so I can look furhter into the order

Adriana Taylor - 8:30 am

wbeck@gmail.com.

Here's a picture of the damaged product

Willie Beck - 8:35 am

Write a reply...

Send

Details | Notes | Codes

Customer Details:

Name
Willie Beck

Location
Tennessee, USA

Local Time
2:43 PM

Media Details:

Wait Time
00:10:13

Time Ellapsed
00:03:25

Target Skill
Technology

Direction
Inbound

Live Demo

Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy

Questions

Avaya Call Reporting

ACR 4.0

- What Next?
  - Talk with your CSG Global Team
  - Schedule a Demo
  - Ask questions
  - Better your business!
- Thank you!

Confidential & proprietary. Use pursuant to your signed agreement or Avaya policy