

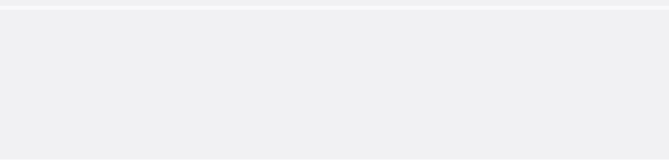


Avaya Call Reporting

Better Data, Better Results



Jon Florence



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



Reports

Type to Search

?

SA

System

< Customer Service

Last Time Run: Jul 18, 2019

Jul 17, 2019 - Jul 17, 2019

177

Total Queued Calls

86

Total Queued Calls Answered

65

Calls Lost in Queue

63

Calls Lost Outside of Queue

36.7%

Percent Lost In Queue

7.7

Avg Queued Calls

4:14:42

Total Time in Queue

0:01:24

Avg Time in Queue Per Call

3

Max Calls In Queue

0:01:53

Avg Group Speed of Answer Per Call

0:09:50

Longest Wait in Queue

Hour of Day	Queued Calls	Time in Queue	Avg Time in Queue	Max Calls in Queue	Avg Group Speed of Answer	Total Answered Calls	Answered Queued Calls	Calls Lost in Queue	Calls Lost Outside of Queue	Percent of Calls Lost in Queue	Percent Answered	Longest Wait in Queue
07:00	7	0:11:55	0:01:39	2	0:05:14	23	2	4	3	57.1%	28.6%	0:09:50
08:00	10	0:19:59	0:02:00	2	0:02:21	29	6	3	2	30.0%	60.0%	0:06:52
09:00	10	0:14:37	0:01:30	2	0:01:57	22	3	4	2	40.0%	30.0%	0:04:00
10:00	12	0:24:54	0:02:04	2	0:03:42	34	5	6	2	50.0%	41.7%	0:07:12
11:00	11	0:21:58	0:02:00	2	0:01:46	36	7	2	4	18.2%	63.6%	0:04:00
12:00	10	0:21:14	0:01:56	3	0:02:19	28	6	2		20.0%	60.0%	0:04:00
13:00	13	0:15:16	0:01:10	2	0:01:31	30	8	3	2	23.1%	61.5%	0:04:00
14:00	12	0:21:37	0:01:40	2	0:02:40	26	6	2	4	16.7%	50.0%	0:04:04
15:00	11	0:27:49	0:01:33	3	0:01:39	34	11	4	1	23.5%	64.7%	0:04:00
16:00	9	0:22:30	0:02:15	2	0:02:26	27	7	1	2	11.1%	77.8%	0:04:00

Prev

1

Next

100 Results

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

LIST OF STANDARD REPORTS

ACCOUNT CODE

Account Code Summary
Calls by Account Code

AGENT

Agent Calls
Agent Call Summary
Agent Call Summary
Agent Inbound Calls
Agent Inbound Summary
Agent Outbound Calls
Agent Outbound Summary
Agent Summary by Group
Agent Talking Summary
Agent Transfer Summary
Agent Voicemail Summary
Event Sequence Calls by Agent
Excessive (Event Type) by Agent

CALL DIRECTION

Call Direction Summary
Calls by Call Direction

CALL COSTING

Agent Call Cost
Agent Call Cost Summary
Roles Call Cost
Roles Call Cost Summary

CALLER ID

Calls by Caller ID
Inbound Caller ID Summary

EXTERNAL NUMBER

Calls by External Party
External Number Summary

TAG

Tag Summary

GROUP

Excessive (Event Type) by Group
Group Abandoned Calls
Group Event Summary
Group Presented Calls
Group Summary
Group Summary by Agent
Queued Calls by Group
Queued Call Volume
Queue Summary by Group

LIST OF CALLS

911 Calls
Abandoned Calls
Agent Calls
Agent Inbound Calls
Agent Outbound Calls
Call Details
Calls by Account Code
Calls by Call Direction
Calls by Caller ID
Calls by External Party
Conference Calls
Event Sequence Call List
Event Sequence Calls by Agent
Excessive (Event Type) by Agent
Excessive (Event Type) by Group
Group Abandoned Calls
Group Presented Calls
Inbound Calls by Local Number
Queued Calls by Group

LOCAL NUMBER

Inbound Calls by Local Number
Local Number Inbound Summary

TRUNK

Trunk Usage by Time
Trunk Usage Summary

TIME INTERVAL

Agent Call Volume
Inbound Call Performance
Inbound Call Summary
Lost Call Summary
Outbound Call Summary
Inbound Call Service Level

NO TAG

Basic System Totals
Cradle to Grave

ADD-ON LICENSE REPORTS

Available with Realtime

Agent Realtime Feature Trace
Agent Time Card
Agent Performance Summary Agent
Summary by Group

Available with Agent Dashboard

Agent Reason Code Report
Agent Reason Code Trace
Reason Code Report
Agent Reason Code by Time
Time of Day Reason Code

Available with Recording Library

Agent Scorecard Summary
Group Scorecard Summary
Scores by Agent
Scores by Group

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)

CALL INFO	DURATION	CALLING PARTY	RECEIVING PARTY	CALLER NAME	LOCATION	GROUP	START TIME/STAMP	MESSAGES
Call 08330404000 - Outbound	1:08:27	Rev1207	(703) 259-2092		Denver, Colorado	Sales	07/17/2019 9:51:05 AM	
Call 08330708000 - Outbound	1:02:10	Rev1207	(703) 259-2092		Denver, Colorado	Sales	07/17/2019 9:51:05 AM	
Call 08330712000 - Outbound	0:43:01	Lucia Sanchez1203	(408) 325-4317		Denver, Colorado	Sales	07/17/2019 9:51:05 AM	
Call 08330942000 - Inbound	0:27:48	IT	Matthew Sanchez1202			Customer Service	07/17/2019 7:38:43 PM	
Call 08330946000 - Inbound	0:23:19	(800) 333-7529	Michelle Fleming1202				07/17/2019 7:38:43 PM	
Auto Attendant	0:00:28	(800) 333-7529	Lucille Stone		Salt Lake City, Utah	Sales	07/17/2019 4:10:28 PM	
Ring	0:00:11	(800) 333-7529	Manda			Sales	07/17/2019 4:10:28 PM	
Sum	0:01:34	(800) 333-7529	Sara			Sales	07/17/2019 4:10:28 PM	
Ring	0:00:02	(800) 333-7529	Sara			Sales	07/17/2019 4:10:28 PM	
Ring	0:00:18	(800) 333-7529	Michelle Fleming1202			Sales	07/17/2019 4:10:28 PM	
		(800) 333-7529	Michelle Fleming1202			Sales	07/17/2019 4:10:28 PM	

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



SUPERVISOR VIEW

ACR 4.0

Type to Search

SA

System Administrator

Realtime Wallboards

Loops

Realtime Status

Realtime Status

Sort by agent name (ASC)

0

Queued Calls

00:00:00

Max Wait

497

Inbound Calls Presented

342

Inbound Calls Answered

0

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

AVAYA

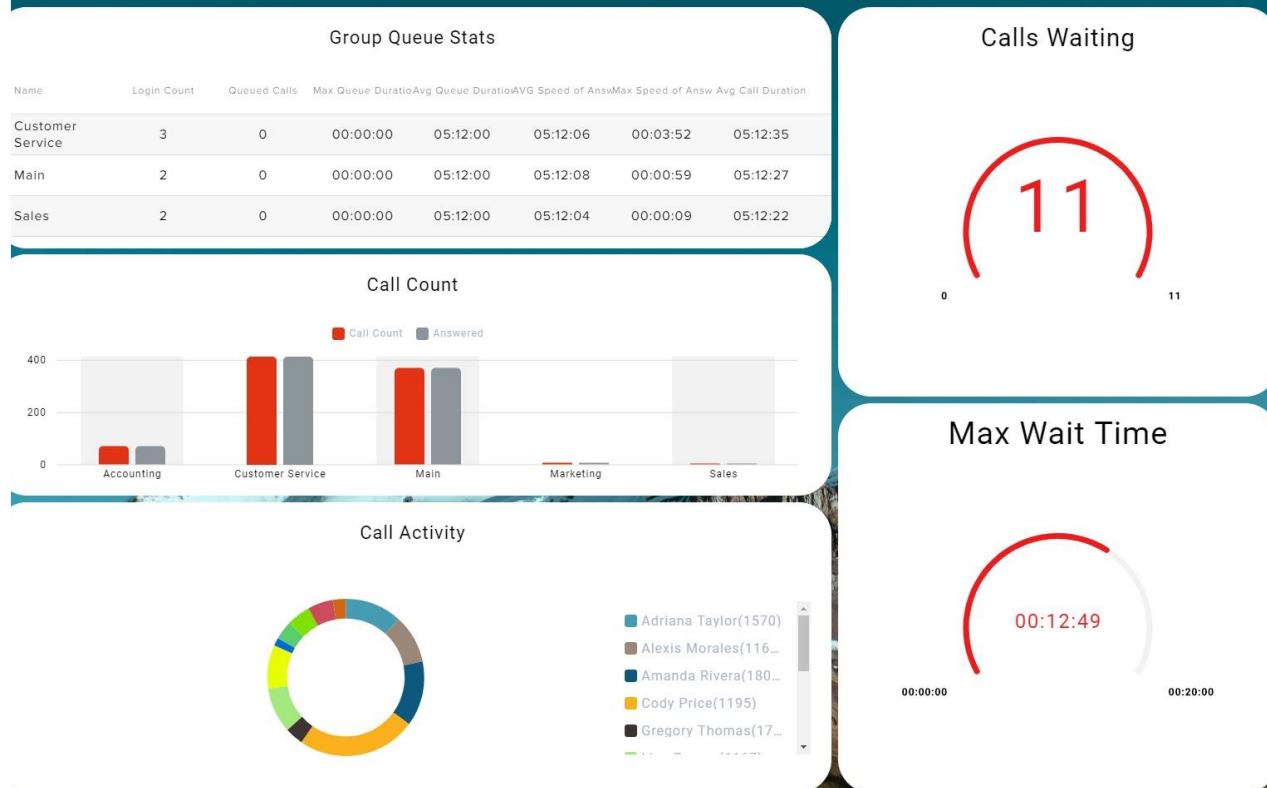
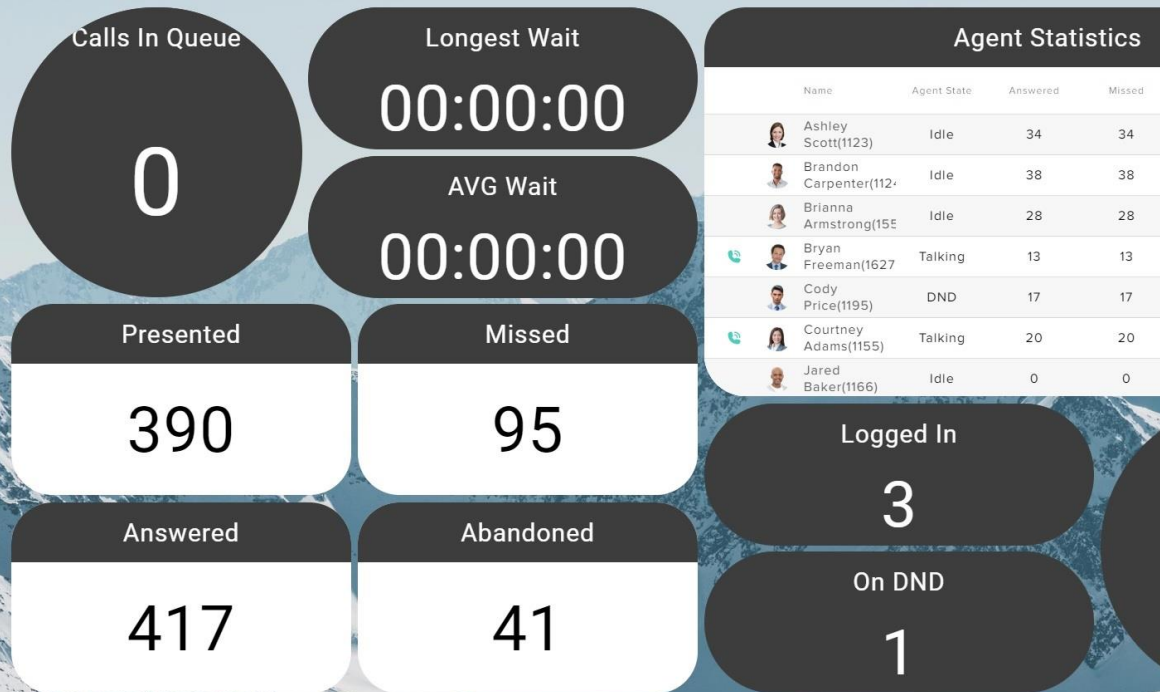
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9

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

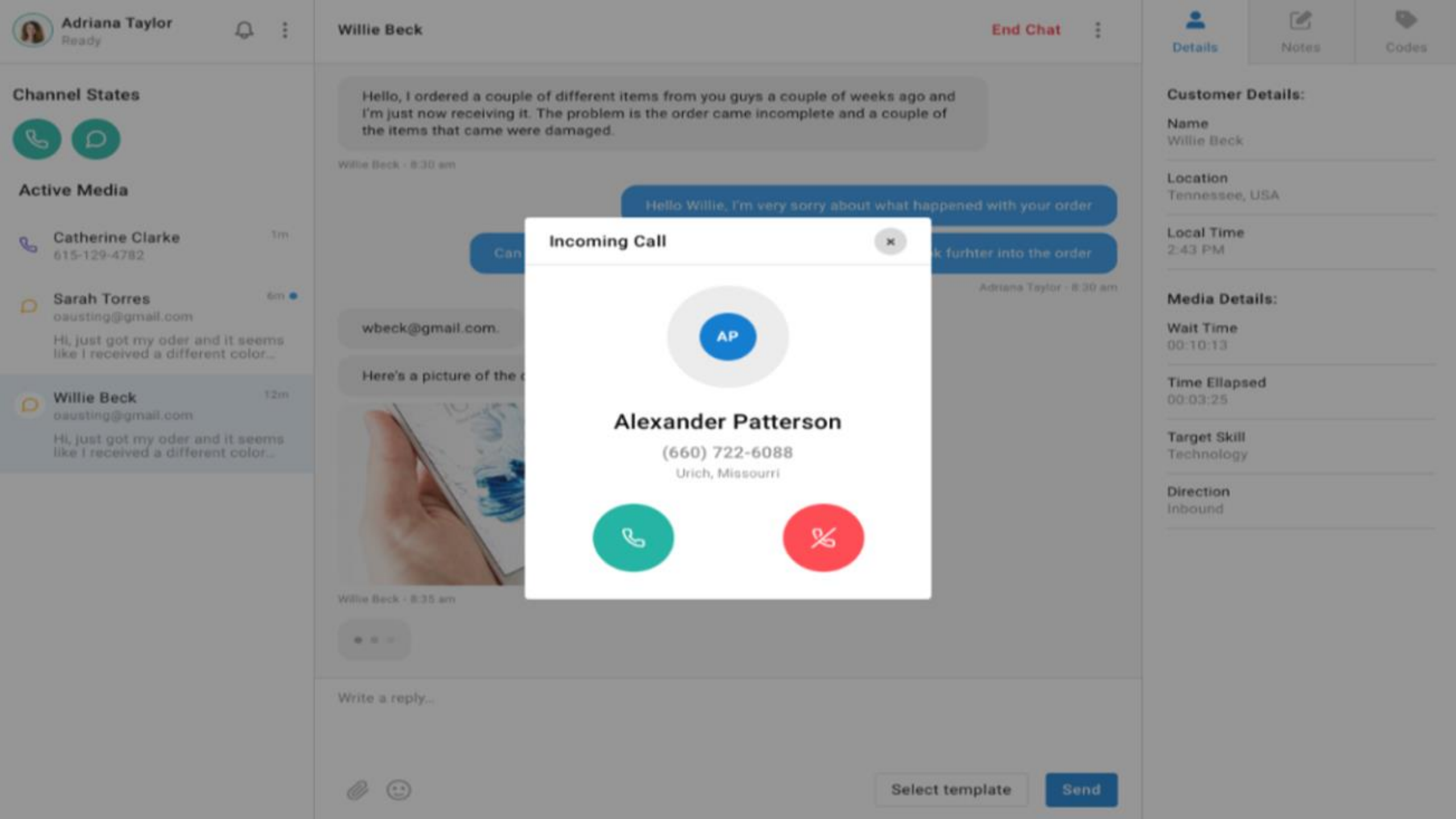
- Pick from pre-defined templates
- Customize the wallboards
- Unlimited number
- Alerts and triggers including color change, audible alarms, email and pop screen messages.

Avaya 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)





Adriana Taylor
Ready



Willie Beck

End Chat



Details

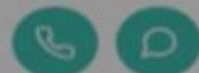


Notes



Codes

Channel States



Active Media

Catherine Clarke
615-129-4782
1m

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

Willie Beck
oausting@gmail.com
12m
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 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

Customer Details:

Name
Willie Beck

Location
Tennessee, USA

Local Time
2:43 PM

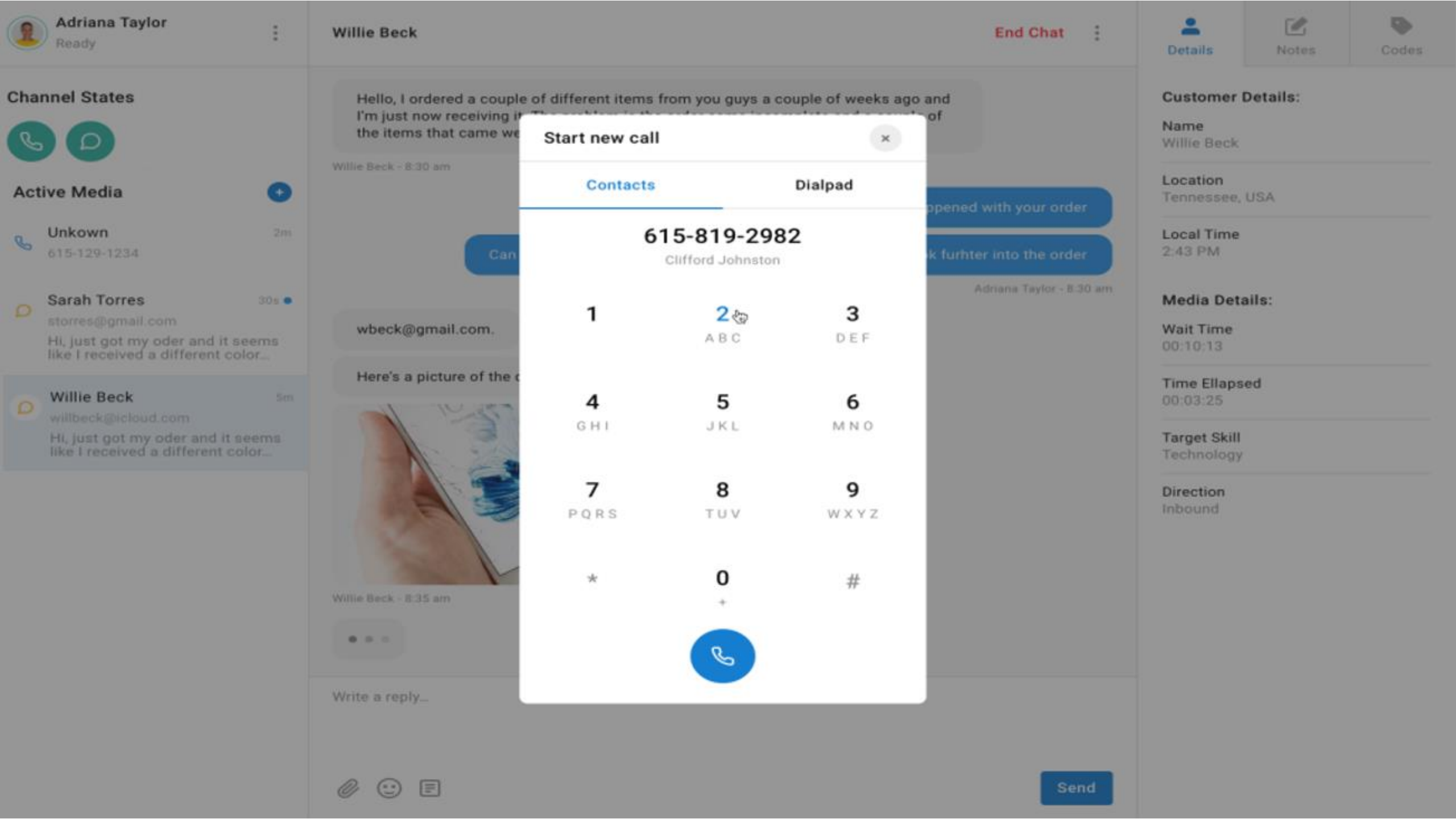
Media Details:

Wait Time
00:10:13

Time Ellapsed
00:03:25

Target Skill
Technology

Direction
Inbound



Adriana Taylor

Ready

Willie Beck

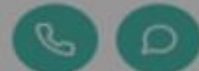
End Chat

Details

Notes

Codes

Channel States



Active Media



Unkown

615-129-1234

2m

Sarah Torres

storres@gmail.com

30s

Hi, just got my oder and it seems like I received a different color...

Willie Beck

willbeck@icloud.com

5m

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 color for the order was different than what I ordered. I'm just now receiving it. The color for the order was different than what I ordered. I'm just now receiving it. The color for the order was different than what I ordered.

Willie Beck - 8:30 am

wbeck@gmail.com.

Here's a picture of the c

Willie Beck - 8:35 am

Write a reply...



Send

Start new call



Contacts

Dialpad

615-819-2982

Clifford Johnston

1

2

3

ABC

DEF

4

5

6

GHI

JKL

MNO

7

8

9

PQRS

TUV

WXYZ

*

0

#

+



Live Demo

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!

