AVAYA

Engage The Power of We™

Avaya Call Management System

Avaya Call Management System (CMS) is an integrated analysis and reporting solution that keeps you in touch with virtually everything that's going on in your contact center from evaluating the performance of a single agent or group of agents to managing a contact center with multiple locations worldwide. Built on the performance, reliability and flexibility of the Avaya Aura® platform, Avaya CMS delivers real-time monitoring and historical reporting for Avaya Call Center Elite solutions including Elite omnichannel information, custom reporting, task scheduling, exception notification, threshold warning, administration and configuration, and long term ACD data storage.

Increase the efficiency of your call center

Optimize performance across multiple channels. Improve service levels and increase agent efficiency by monitoring and reporting response times across Avaya Aura® Call Center (CC) Elite systems and non-voice channels. A simple extension to your CC Elite system, Elite Multichannel enables response time reporting and monitoring that can increase agent efficiency for voice, e-mail, fax, web Chat, SMS text or social media customer contact.

Manage dynamic call volumes without adding staff. Monitor and analyze everything from wait times and average answer speeds to the percentage by which abandoned call times have

decreased in the past year. CMS measures up to 24K trunks, providing administration ease and increases reporting accuracy. Make a well- informed decision based on real-time CMS data to redirect calls on-the-fly or to redistribute expensive human resources. Increase performance, minimize costs or develop new or improved procedures by leveraging historical data.

Enhance productivity while controlling costs. Realize a quick return on your CMS investment. Easy to deploy, CMS helps maximize the success of marketing and customer service campaigns. Continue benefitting from your investment over time by leveraging historical data to analyze trends and to establish performance benchmarks.

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Improve customer satisfaction. Deliver the kind of superior service and support that enhances customer loyalty and advocacy by using CMS data to improve staffing and call flows. Flexible and scalable, CMS helps you achieve the service levels you desire by enabling you to analyze the performance of a specific skill or agent or thousands of skills and agents on up to eight Automatic Call Distribution (ACD) systems. CMS supports monitoring and reporting of up to 360K agent-skill pairs per ACD; a maximum of up to 800K agent-skill pairs per CMS.

Recruit and retain top agents. Attract the best talent by creating an efficient, effective, data-analysis-driven operation and high-quality contact center that first-class agents prefer.

Support Business Continuity. Enable data redundancy for your small single site or large multisite contact center by leveraging High Availability and/or Survivable CMS. High Availability consists of two systems operating in tandem and, for multi-site contact centers, Survivable CMS allows a back-up site to take over in the event of a disaster at the controlling site.

Take Action when Thresholds are Breached. Alarm functions are available via SNMP MIBs and alarm detail can be monitored via Secure Access Link (SAL) or your own Network Management System (NMS). Modems sold with previous releases for alarm purposes can be used with the current CMS release.

CMS works with many Avaya Customer Engagement solutions such as Desktop Wallboard, Agent Maps, Avaya Workforce Optimization and with other third-party applications such as reporting and monitoring packages. Avaya CMS is also part of the Avaya Customer Experience Virtualized Environment which allows enterprises to leverage their existing VMware infrastructure to improve resiliency and lower costs by using less hardware and deploying applications faster. Backup options for CMS include tape drives, LAN back-up, and Network File Systems (NFS).
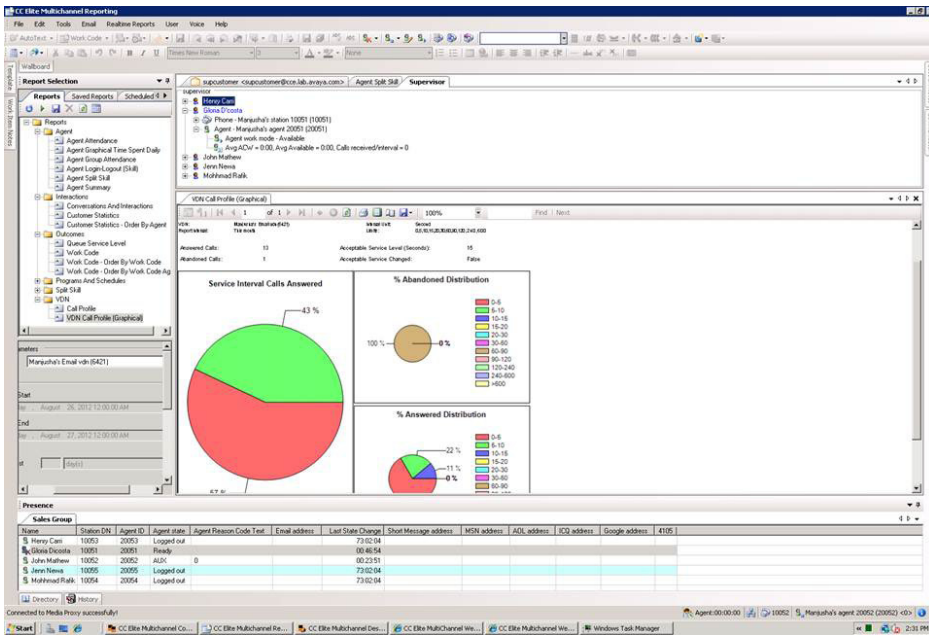
CMS Supervisor

Monitor and manage from anywhere

Use a familiar graphical user interface to access the reporting and administrative power of CMS via a PC or Web browser with Avaya CMS Supervisor. Monitor and manage in real time from anywhere by setting alerts for abandoned calls, average hold time, number of calls in queue, etc. then respond quickly by redirecting resources and managing call spikes to increase agent productivity. Up to 1600 simultaneous CMS Supervisor log-ins are supported depending upon which hardware platform you choose.

The CMS Supervisor uses a familiar Microsoft Windows interface via a web and/or desktop client. Avaya CMS Mobile Supervisor, supported on various iPad models, is a free mobile supervisor app that enables supervisors to monitor agent performance while away from their desk.

Integrates easily

Avaya CMS Supervisor uses your existing TCP/IP Ethernet LAN connections to access the CMS server. It can be loaded onto your server, downloaded to networked PCs or accessed via a Web-based interface, enabling you to:

- analyze call flow

- match agent resources and skills based on call volume and caller need

- identify opportunities for increasing productivity and/or reducing costs

- plan effective marketing and promotional campaigns

- detect training needs

- improve the overall efficiency of contact center operations

- integrate data with mainframe-based documents such as sales and marketing reports

Helping you track progress toward your contact center objectives, Avaya CMS Supervisor includes more than 200 preformatted reports, a free custom report package and direct access to CMS data using IBM Informix® ODBC and JDBC drivers.

Contact Center Services

Optimize performance and efficiency

Avaya contact center solutions draw on the expertise of a range of Avaya experts from strategic design and road-mapping to platform and system architecture, implementation and ongoing support and highly flexible managed services. We deliver these services to you through strategic and tactical contact center solutions designed to optimize business operational and performance management, agent-assisted operations, automated experience management, social media services, performance management and analytics. A leader and innovator in the communications services industry, Avaya offers Professional Services, Support Services and Managed Services to help make sure that our contact center solutions are standards-based and aligned globally so that you can achieve optimum performance levels no matter where your operations are located.

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit **www.avaya.com.**

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