Contact Center

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, collaborative, multichannel customer contact solution that allows businesses to anticipate, automate and accelerate customer interactions, improve customer experiences, increase customer lifetime value and revenue, 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 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 historic 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 experience 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 channel. Agents use the Agent Desktop to manage inbound and outbound voice interactions, as well as email, web chat, text (SMS), and fax.

Agent Efficiency

- Unified Agent Desktop

- Outbound dialing

- Call recording

- Agent quality, motivation and performance

- Customer self service

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, easily integrating the contact center into the business systems.

Browser-based agent desktop: Add Avaya IX Workspaces to your Avaya Contact Center Select solution. Avaya Workspaces, a browser-based agent desktop, improves customer responsiveness, agent productivity and the overall customer experience by enabling you to bring key customer data from multiple sources into a single desktop screen. The widget-driven design makes it easy to quickly customize the desktop with application add-ons and information feeds. Agents get all the information they need to make smarter decisions and personalize customer interactions to enhance customer loyalty.

Outbound dialing: An integrated preview and progressive dialer enables businesses to utilize their agents for revenue generating activities. The ability to reach out to customers with timely information helps increase up-sell opportunities, which can result in higher revenues and profitability. It also helps shape the type and number of inbound contacts.

Call recording: Providing the opportunity to record each agent-to-customer interaction helps improve agent performance and avoid potential conflicts. Recorded calls are easily recovered with the intuitive supervisor interface, searchable by agent name, extension, calling number and more.

Agent quality, motivation and performance: The ability to offer flexible, at-home teleworking arrangements allows 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 handle customer interactions as if they were in the office.

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Customer self service: Reducing the number and duration of live calls agents handle, dramatically improves agent and business efficiency. Adding Avaya 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 they do 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.

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 enterprise to create greater efficiency and allow businesses to draw from a wider talent pool.

Customer Satisfaction

Skills based routing: Reducing or eliminating transfers improves the customer experience. Avaya Contact Center Select can route voice calls, and multichannel transactions to the most appropriate resource based on language, knowledge, past history and availability, with alternative options 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. The multichannel capability helps businesses and organizations promote the concept of 'always-open-for-business', increasing customer options and ease of access.
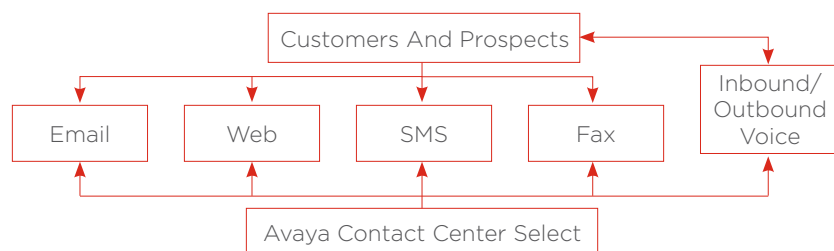
Deliver Exceptional Customer Experience

Businesses that want to differentiate themselves in today's 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 information and a rich context for the interaction. Businesses that harness this context to deliver superior experience differentiate themselves from their competitors.

Avaya Contact Center Select helps businesses and organizations:

• Offer customers more channels to improve 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 and boost first contact resolution

• Equip managers to administer the contact center, analyze performance through unified reporting, learn and apply best-practices to continuously improve the agility of the contact center

• Manage the customer's experience, both assisted and automated, to quickly solve customer issues and increase profitable revenue opportunities

• Evolve from queuing and routing to resource selection and work assignment

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 best skilled agent(s) or other destination (voice mail, 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 up to 150 locations
Avaya IX Workspaces	Avaya Workspaces, a browser-based agent desktop, improves customer responsiveness, agent productivity and the overall customer experience by enabling you to bring key customer data from multiple sources into a single desktop screen.
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
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 11 Server Edition, 400 agents with IP Office 10 Server Edition
Max Multichannel Agents (email, chat, SMS, fax)	400 agents with IP Office 11 Server Edition, 400 agents with IP Office 10 Server Edition
Max. Configured Agents	1000
Max. Supervisors	80 supervisors with IP Office 10 Server Edition

Notice: While reasonable efforts were made to provide information that is complete and accurate at the time of printing, Avaya can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.