Avaya Aura™ Call Center 6.0.x Overview

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Chapter 1: What's new in Call Center 6.0.x

Reorganization of Avaya Aura™ Call Center documentation

Avaya Aura™ Call Center documentation has been reorganized for Release 6.0.

Document title before the 6.0 release	Avaya Aura™ Call Center 6.0 document titles
1. What's New 2. Automatic Call Distribution Call Center Guide 3. Call Vectoring and Expert Agent Selection Guide	1. Avaya Aura™ Call Center Overview 2. Planning an Avaya Aura™ Call Center Implementation 3. Administering Avaya Aura™ Call Center Features 4. Avaya Aura™ Call Center Feature Reference 5. Programming Call Vectors in Avaya Aura™ Call Center

The Automatic Call Distribution Call Center Reference content is now in the following books.

ACD Call Center content	New document title
ACD Call Center Screens	Administering Avaya Aura™ Call Center Features
Administering VRUs/IVRs as Station Ports	
Implementing the Time of Day Clock Synchronization	
Recorded Announcements	
ACD Basics	Avaya Aura™ Call Center Feature Reference
ACD Call Center features	
Variables in Vectors	Programming Call Vectors in Avaya Aura™ Call Center

The Call Vectoring and Expert Agent Selection (EAS) reference content is now found within the following books:

Call Vectoring and EAS content	New document title
Information Forwarding	Avaya Aura™ Call Center Feature Reference
Adjunct (ASAI) Routing	
Call Prompting	
Advanced Vector Routing - EWT and ASA	
Look-Ahead Interflow	
Best Service Routing	
Holiday Vectoring	
Service Hours Table Routing	
Percentage Allocation Routing	
Network Call Redirection	
Network Call Redirection with SIP	
Attendant Vectoring	
Meet-me Conference	
Expert Agent Selection	
Service Level Maximizer	
Maximum Agent Occupancy	
App A - Job Aids	
App C - Considerations for the Vectoring Features	
App E - Advanced Multi-Site Routing	
App F - Advanced Information Forwarding for ISDN Trunks	
App H - Call Vectoring/EAS and BCMS/CMS Interactions	
App M - Call Flow and Specifications for Converse – VRI Calls	
App N - Security Issues	
App G - Functional Differences for G2 and CM	This content is obsolete, hence deleted.
App O - Setting up a Call Center	Planning an Avaya Aura™ Call Center Implementation
App P - Converting a Call Center to EAS	
App Q - Feature Availability	

Call Vectoring and EAS content	New document title
App C - Avaya Reporting Adjuncts and Communication Manager Compatibility	
App D - Avaya Servers and Gateways	
Call Vectoring Fundamentals	Programming Call Vectors in Avaya Aura ™ Call Center
Call Vectoring Overview	
Call Vectoring Applications	
Basic Call Vectoring	
Variables in Vectors	
VDN Variables	
Vector Subroutines	
ANI/II-digits Routing and Caller Information Forwarding	
Multi-national Calling Party Number Prefixes	
Creating and Editing Call Vectors	
Call Vectoring Commands	
App B - Vector Management and Monitoring	
App D - Troubleshooting Vectors	
App I - Operation Details for the Route-To Command	
App J - Advance Set Command Rules and Applications	
App K - Set Command Examples	
App L - Notifying Callers of Queue Position Example	
App R - Improving Performance	

New Features in Call Center 6.0

The Avaya Call Center Release 6.0 offers new features and enhancements to the functionality provided by Call Center Release 5.2 and its successor Service Pack releases. This section contains an overview of the changes and additions in Call Center Release 6.0.

Note:

Reporting support is added in Avaya Call Management System R16.1 and Avaya IQ 5.1 for the Call Center Release 6.0 Capacity Increases as well as for the Call Center Release 5.2 features Interruptible AUX, Route by Skill Level and/or Skill Level Range and Policy Routing Tables for Percent Allocation.

Related topics:

Two Additional Thresholds that Trigger Interruptible Aux on page 10
Redirected Call (RONA, ROIF or ROOF) Retains Active VDN on page 12
Forced Agent Logout/Aux Work by Location/Skill on page 13
Local Persistent Variables on page 14
Allow Star (*) and Pound (#) Ahead of a Variable in route-to number on page 15
Capacity increases on page 15

Two Additional Thresholds that Trigger Interruptible Aux

In addition to the use of Service Level Target, Call Center 6.0 has added two (2) more thresholds that can trigger Interruptible Aux: Calls Warning Threshold and Time Warning Threshold. The threshold for triggering the interruptible aux feature could be set as one of the following using the **Interruptible Aux Threshold** field on the Hunt Group screen.

The following table explains the three activation thresholds:

Activation thresholds	Description
Calls Warning Threshold	Calls Warning Threshold activates Interruptible Aux if the number of calls in the queue for a hunt group exceeds a specified number. If Calls Warning Threshold is set to 20, interruptible agents in Aux start getting interrupted as soon as the number of calls in the queue goes to 21 or beyond.
Service Level Target	Service Level Target is administered as a percentage of calls answered within specified number of seconds. If, for example, 90% (specified percentage) or more of calls are answered within 15 (specified number of) seconds, then the skill is meeting the Service Level Target. If fewer than 90% of calls are answered within 15 seconds, then the skill is not meeting the Service Level Target and interruptible agents in Aux start getting interrupted.
Time Warning Threshold	Time Warning Threshold activates Interruptible Aux if the oldest call has been in the queue for longer than the specified number of seconds. If Time Warning Threshold is set to 60, interruptible agents start getting interrupted as soon as the duration of the oldest call in the queue for a hunt group exceeds 60 seconds.

You enable Interruptible Aux by:

- Setting the Interruptible Aux Threshold policy on the hunt group form to calls-warning-threshold, service-level-target, or time-warning-threshold.
- Setting the corresponding threshold field on the hunt group form with a value: `Calls Warning Threshold`, `Service Level Target (% in sec)`, or `Time Warning Threshold`
- Setting the **Interruptible?** field on the change reason-code-names screen to `y` (signifies that the corresponding reason code is interruptible).
- Identifying interruptible agents by setting the **Agent Login ID Reserve Level (RL)** field of an agent's skills to one of the "interruptible" values to either a notify type (`n`) or a forced type (`a`, return to auto-in or `m`, return to manual-in).

With this release, the feature-related system parameter Interruptible Aux Deactivation Threshold (%) is removed and replaced by an Interruptible Aux Deactivation Threshold (%) field on each hunt group form. The algorithm for setting the Deactivation Threshold is also simplified, eliminating the need for the table that was previously published in the Avaya Aura Call Center 5.2 Automatic Call Distribution Reference. Based on the Interruptible Aux Threshold policy and the associated threshold value you have set, you also need to set up a deactivation threshold to turn off agent notification.

A threshold for deactivation, in addition to the activation threshold, is used to help keep a buffer (differential) between the two levels at which Interruptible Aux is activated and deactivated. This buffer avoids a situation of the Interruptible Aux feature going on and off frequently when the Calls Warning, Service Level, or Time Warning values fluctuate around the activation threshold.

The values of the activation and deactivation thresholds must differ by at least ‘1’ (one). For example, if the service level threshold is 80% calls in 15 seconds, a deactivation threshold of 90% calls in 15 seconds will keep the notifications on until the service level rises back to 90% in 15 seconds. The system does not deactivate Interruptible Aux until the Service Level gets up to the specified level. If the service level drops below the Service Level Target again, the system reactivates Interruptible Aux notifications. The following table lists the activation and deactivation criteria for each of the Interruptible Aux Thresholds.

Interruptible Aux Threshold	Administered Threshold…	Interruptible Aux Activation Criteria	Interruptible Aux Deactivation Criteria
calls-warning-threshold	Calls Warning Threshold	When at least X calls are in a hunt group queue (Allowed values 1-999)	Fewer than X calls are in the hunt group queue (Allowed values 0-998)
service-level-target	Service Level Target	When less than X% of calls are answered in Y seconds (Allowed values 1-99 for % of calls)	At least X% of calls are answered in Y seconds (Allowed values 1-100 for % of calls)

Interruptible Aux Threshold	Administered Threshold…	Interruptible Aux Activation Criteria	Interruptible Aux Deactivation Criteria
time-warning-threshold	Time Warning Threshold	When the oldest call has been in queue for at least Y seconds (Allowed values 1-999)	The oldest call has been in queue for less than Y seconds (Allowed values 0-998)

Redirected Call (RONA, ROIF or ROOF) Retains Active VDN

In Call Center 6.0, you can specify whether to retain the active VDN context when RONA (Redirect On No Answer), ROIF (Redirect on IP Failure), or ROOF (Redirect on OPTIM Failure) redirects an unanswered call to an alternate VDN (Vector Directory Number), specified in the Redirect VDN fields on the hunt group form. If you choose to retain the active VDN context, you can set up a generic VDN-vector combination that caters to calls redirected from multiple VDNs with specialized treatment based on the context parameters of the previous active VDN.

When you administer the **Retain Active VDN Context?** field on the hunt group form as `y`, the VDN context from the previous active VDN is retained and used after the call is redirected to the specified redirect VDN.

The VDN context includes the following information:

- VDN Name
- Tenant Number (TN)
- VDN of Origin Announcement (VOA) Extension
- VDN Skills (1st, 2nd, 3rd)
- VDN Return Destination

Note:
The VDN Return Destination is set before being RONA/ROIF/ROOF redirected and is not changed by subsequent routing. The staffed agent receiving the redirect call sees "CR" at the right end of the display indicating that this is a RONA/ROIF/ROOF redirected call so that they can provide more appropriate answering treatment.

- VDN Timed ACW (After Call Work) Interval
- BSR (Best Service Routing) Application
- BSR Available Strategy
- BSR Tie Strategy
- Display VDN for Route-to DAC (Direct Agent Calling)

- Trunk ASAI (Adjunct Switch Application Interface) Messages
- BSR Local Treatment
- VDN Variables
- VDN Time Zone Offset

For the RONA, ROIF, and ROOF calls, you can set up a generic VDN and assigned vector that:

1. Utilizes the VDN/Call parameters carried over by the “VDN Override function” to specialize the treatment and further routing for the call.
2. Allows specialized treatment for redirected calls from many different applications based on each of their original active VDNs.

If the call is redirected to a VDN when routed directly to a hunt group rather than through a VDN, the redirect to VDN is the active VDN regardless of the setting of the **Retain Active VDN Context?** field.

Forced Agent Logout/Aux Work by Location/Skill

The Forced Agent Logout/Aux Work by Location/Skill feature is used to force all agents in a:

- location to logout
- location into Aux Work
- skill to logout
- skill into Aux Work

Note:

This feature does not apply to Auto-Available Splits/Skills (AAS). For more information on AAS, see Auto-Available Splits/Skills in the *Avaya Aura™ Call Center Feature Reference* document.

Forcing agents to log out or to the Aux work mode is a two-step process that you can perform directly from a phone by dialing a Feature Access Code or a VDN:

1. A Supervisor, using an administered workstation, dials the administered Feature Access Code to do one of the following:

Feature Access Code (FAC)	Action
Forced Agent Logout by Location	Log out all the staffed agents in a particular location
Forced Agent Aux Work by Location	Put all the agents in a location into Aux work mode

Feature Access Code (FAC)	Action
Forced Agent Logout by Skill	Log out all the agents who are logged into a particular skill
Forced Agent Aux Work by Skill	Put all the agents in a skill into Aux work mode

Note:

When the feature access code for Forced Agent Aux Work by Location is entered, the system validates the location to be in the range of allowable locations. 1 is a valid location digit string when **Multiple Locations** is set as `n`; when **Multiple Locations** is set as `y`, the range 1-50 for small systems and 1-250 for others. The location digit string is not validated against the list of administered location numbers.

2. After entering one of the Facility Access Codes (FACs) on a phone, the Supervisor gets another dial tone. The Supervisor then enters the location or skill number of the agents to log out or put in Aux Work mode. For example, if the FAC for Forced Agent Logout by Location is *46, and the location is 9, the Supervisor dials *46, waits for a second dial tone, then dials 9#. A confirmation tone is then heard.

This feature has the following prerequisites:

- The COR (Class of Restriction) for the station which the Administrator is using to force an action must have the permission to do so, as indicated by the **Can Force a Work State Change?** field set to `y`.
- Each agent whose work state is being changed must have the COR (Class of Restriction) **Work State Can Be Forced?** field set to `y`.
- Forced Logout/Aux by Location or Skill applies only to the active server on which the feature was invoked. If the system is fragmented into multiple Avaya Servers [Main/Local Survivable Processor (LSP) /Enterprise Survivable Server (ESS)],, then the command must be invoked separately on each individual Avaya Server, as required.

For more information on Forced Agent Logout/Aux Work by Location/Skill, see Forced Agent Logout/Aux Work by Location/Skill in the *Avaya Aura™ Call Center Feature Reference* document.

Local Persistent Variables

Vector variables are administered on the change variables form (Variables for Vectors tables). Among other attributes, each variable has an associated scope field. A new scope value, local (per call) persistent, is added in Call Center Release 6.0 for “collect” type vector variables.

When a collect type variable’s scope is “local persistent” (the P scope), its value is assigned on the basis of call-specific information (the same as “local” scope) and applies in one or more vectors that processes the inbound call. Unlike a local collect variable, the value assigned to a local persistent variable persists until a call disconnects. The application continues to use the variable and its most recently-assigned value when the call leaves vector processing but then returns to vector processing, such as via VDN return destination or when the call is transferred by the answering agent to a VDN for further processing.

For example, to count the VDN return destination loops, a local collect persistent variable can be defined with a length of 1 digit in the Variables for Vectors table. The value can be incremented every time the vector processing loops through the VDN return destination vector. The vector that the VDN Return goes to can test that value to determine how many loops the call has gone through.

One application for this variable type is to redirect a caller to a survey after completing an interaction with an agent. Using a local persistent collect variable, you can detect the callers for whom the call has already been connected to the survey once. To count the VDN returns, you can set up a vector using the collect variable with scope local persistent. For more information on Local persistent variables, see “Local persistent scope” in the *Programming Call Vectors in Avaya Aura™ Call Center* document.

Allow Star (*) and Pound (#) Ahead of a Variable in route-to number

The **route-to number** command destination field syntax is expanded to allow combinations of *, #, ~r, and digits with vector or VDN variables. The enhanced support:

- Allows a variable, “A” for example, to be used in place of digits at the end of a "route-to number" destination field, when preceded by *, #, or other special characters: *A, #A, ~*p*A, ~*m*A, ~*s*A, ~*w*A, ~*W*A, ~*r*A, ~*r*+A
- Digits can be entered ahead of a variable within the number field, as long as the 16 digit position limit is not exceeded: <digits>A, <digits>*<digits>A, <digits>#<digits>A,<digits>~*p*<digits>A, ~*r*<digits>A, ~*r*+<digits>A

For more information, see route-to command in the *Programming Call Vectors in Avaya Aura ™ Call Center* document.

Capacity increases

Following are the increased capacities for a variety of resources in Call Center Release 6.0. The reason for most of these increases is to support 10,000 concurrently logged in EAS agents on the Avaya S8800 Server.

Resource	Old limit	New limit
Administered Agent Login IDs	20,000	30,000
Administered Agent-Skill Pairs	180,000	999,999

Resource	Old limit	New limit
Concurrently logged in ACD agents (total, all types)	7,000	10,000
Holiday Tables	99	999
Separate VDN extensions from Station extensions	36,000	N/A (allows full capacity for VDNs and for stations)
Policy Routing tables (PRTs)	2,000	8,000
PRT Routing Destination Points	6,000	24,000
Service Hours Tables	99	999
Skills/Hunt Groups per CM Instance	2,000	8,000
Skills per Agent	60	120
Station Extensions	36,000	41,000
Total extensions	55,733	64,000
VDN extensions	20,000	30,000
Vector Routing Tables	100	999
Vectors (99 steps each)	2, 000	8, 000

New Features in Call Center 6.0.1

Avaya Call Center Release 6.0.1 offers new features and enhancements to the functionality provided by Call Center Release 6.0. This section contains an overview of the changes and additions in Call Center Release 6.0.1.

Related topics:

Agent Caller Disconnect Tones on page 16
Timed ACW After Transfer or Held Call Drops Option on page 17
Zip Tone Burst for Callmaster Endpoints on page 17

Agent Caller Disconnect Tones

Call Center policy often expects that an agent or other call center resource remains on a call until the caller disconnects or is redirected to an automated entity such as an after-call survey. A feature related system yes/no option is available to play one of two distinct disconnect tones to help you identify whether a caller or the call center (e.g., agent) has disconnected first from an active incoming ACD or DAC call. These tones can be used to alert an agent that the caller has disconnected, and can be monitored by a service observer as part of agent training or by call recording features.

On an incoming, internal or external, ACD or DAC call, the remaining parties hear a:

- *Caller Disconnect Tone*: three (3) beeps heard when the caller terminates the call
- *Agent Disconnect Tone*: two (2) beeps (in most countries) heard when the agent or other call center party terminates the call

The remaining parties still on the call that hear the relevant disconnect tone include an agent, Auto Available Split/Skill (AAS) agents, service observers (human and systems such as call recorders), and any additional conferees other than the caller depending on who disconnects first. If the caller is the only remaining party on the call, no tone is played.

Timed ACW After Transfer or Held Call Drops Option

An auto-in agent handling an incoming ACD or DAC call can be placed into Timed After Call Work (Timed ACW) mode instead of immediately being made available if the caller drops while in a held call or the agent transfers the call. You can enable this option for agents in a hunt group or for calls delivered from a VDN by setting the **After Xfer or Held Call Drops?** option to `y` either on the hunt group screen or the VDN screen to apply when Timed ACW is active (the Timed ACW Interval field is set to a non-zero value).

If the agent places an ACD/DAC call on hold or holds a conference that includes an ACD/DAC call and the caller disconnects the call, the agent is put in Timed ACW for the interval specified in the associated Timed ACW Interval (sec) field assigned on the VDN screen or Hunt Group screen if the **After Xfer or Held Call Drops?** option is enabled. As with the basic Timed After Call Work feature the setting on the active VDN for the call takes precedence over the setting on the hunt group. This feature also places an Auto-in agent into the Timed ACW mode after the agent transfers an incoming ACD/DAC call.

Zip Tone Burst for Callmaster Endpoints

With Callmaster phones, this feature allows you to apply only one burst auto-answer zip tone for calls to ACD agents instead of the two bursts that are applied by default. In the **Zip Tone Burst for Callmaster Endpoints** field Call on page 13 of the Feature Related System Parameters screen, you can apply only one burst auto-answer zip tone for calls to ACD agents with Callmaster phones instead of the two bursts. This option eliminates the 2nd burst of zip tone to reduce the time it takes for the agent to start conversation with the caller and to reduce the possibility of the agent and the caller to hear “open mike” background noise between the first and second tones. This option applies to zip-tone applied for ACD calls with the station/ agent ID auto-answer option set to “acd” and for the ICI (“tweedle-dee”) tone applied for auto-answer non-ACD calls with the “all” setting.

Note:

Use this option only when the agent always hears enough of the single burst auto-answer to recognize that a call is being delivered. The default entry is “double” to retain existing two burst operation while the “single” entry reduces the zip tone application to a single burst.

Chapter 2: Overview

Introduction to Call Center

The Avaya Aura ™ Call Center provides a fully integrated telecommunications platform that supports a powerful assortment of features, capabilities, and applications designed to meet all of your customers' call center needs.

Automatic Call Distribution (ACD) is a communication server software feature that processes high-volume incoming, outgoing, and internal calls and distributes them to groups of extensions called hunt groups or splits. The communication server also sends information about the operation of the ACD to Avaya CMS (Call Management System) and/or Avaya IQ, which store and format the data and produces real-time and historical reports on ACD activity.

ACD is used by a call center to route incoming calls to specifically assigned splits/skills and agents. ACD allows a system administrator to create an efficient call management environment. This administrator can add or remove splits/skills from the system, add or remove announcements, add or remove agents, add trunk groups and route calls to the appropriate splits/skills. The administrator can also specify ACD measurement criteria and use an optional CMS and/or Avaya IQ reporting solutions to provide reports on ACD efficiency.

Call center applications such as Avaya CMS and Avaya IQ for real-time reporting and performance statistics, and Avaya Business Advocate for expert predictive routing based on incoming calls rather than historical data, are easily integrated.

This chapter contains brief descriptions of the key Call Center features. For more information on these features, see *Avaya Aura™ Call Center Feature Reference* and *Administering Avaya Aura™ Call Center Features*.

Call Center Features

Add/Remove Skills

Add/Remove Skills allows an agent using Expert Agent Selection (EAS) to add or remove some of their administered (assigned) skills. A skill is a numeric identifier in the communication server that refers to an agent's specific ability. For example, an agent who is able to speak English and Spanish could be assigned a Spanish-speaking skill with an identifier of 20. The agent then adds skill 20 to his or her set of working skills. If a customer needs a Spanish-speaking agent, the system routes the call to an agent with that skill.

Adjunct (ASAI) Routing

Adjunct Routing provides a means for an Adjunct Switch Application Interface (ASAI) processor to specify the destination of an arriving call when it encounters an **`adjunct routing link`** vector command during vector processing. An adjunct is any processor that is connected to an Avaya Communication Manager (sometimes called a "switch") that can use the ASAI protocol. The adjunct makes a routing decision according to caller information and/or agent availability, and returns a call route response to the switch.

The switch provides information in an ASAI route request message that the adjunct application uses to access a database and determine a route for the call. In a typical application, the ASAI adjunct might use the dialed number, the Calling Party Number/Billing Number (CPN/BN), or the digits that are collected by way of Call Prompting to access caller information and thereby determine an appropriate call route.

Advanced Vector Routing - EWT and ASA

Several Advanced Vector Routing features can be used to enhance conditional routing capabilities of Basic Call Vectoring in order to achieve additional efficiencies in call center operations. These features include:

Rolling Average Speed of Answer (ASA)

Rolling ASA Routing allows routing decisions to be based on the current average time for a call to be answered in a skill or VDN, so that vectors route calls to the VDN or skill where it is likely to be answered most quickly.

Expected Wait Time (EWT)

EWT routing allows you to make routing decisions based on the wait time in queue for a call or split. The EWT can also be passed to a Integrated Voice Response (IVR) or Voice Response Unit (VRU) so that a caller can be notified of his or her expected time in queue.

VDN Calls

Vector Directory Number (VDN) Calls routing helps you to make routing decisions that are based on the quantity (number) of incoming trunk calls that are currently active in a VDN. With the VDN Calls conditional, a vector can be used to limit the number of simultaneous calls that are made to a particular VDN. For example, if a service agency is contracted to handle 100 simultaneous calls for a client, calls in excess of that number can be routed to a **`busy`** step.

Agent Call Handling

Agent Call Handling allows you to administer functions that Automatic Call Distribution (ACD) agents use to answer and process ACD calls.

You define the following agent capabilities in support of Agent Call Handling:

- ACD Call Disconnect (Release button)
- ACD Work Modes: Auxiliary Work (AUX Work), Auto-in, Manual-in, or After Call Work (ACW)
- Agent Answering Options: Automatic Answer (zip tone) or Manual Answer
- Agent Login and Logout
- Agent Request for Supervisor Assistance
- Call Work Codes (CWCs)
- Forced Entry of Stroke (Event) Counts and/or Call Work Codes
- Stroke counts
- Timed ACW (After Call Work)

Attendant Vectoring

The Attendant Vectoring feature enables a set of commands that can be used to create (write) call vectors for calls to be routed in environments that do not have typical call center agents within them. When Attendant Vectoring is enabled, all attendant-seeking or dial 0 (zero) calls are processed using the call vectors, not the normal attendant console call routing. The main reason to use Attendant Vectoring is to allow for enhanced flexibility with routing of attendant-seeking calls. If users are instructed to dial an attendant VDN, the call could be answered by an attendant, but it may also be covered (in the event the attendant does not answer) to the voice mailbox of a night station. Training users to understand these different call routing options is something you should consider before using Attendant Vectoring.

If you use Attendant Vectoring and night service to route calls to a voice mail system, you can also use the Automatic Message Waiting (AMW) feature to notify after-hours personnel that there are messages in the night service station mailbox by assigning an AMW lamp on one or more backup telephones. When personnel see that there are new messages, they can check those messages after hours and act upon them as needed.

Auto-Available Split/Skill

Auto-Available Split/Skill (AAS) allows members of an ACD split or skill to be in auto-in work mode continuously. An agent in auto-in work mode becomes available for another ACD call immediately after disconnecting from an ACD call.

Use AAS to bring ACD agents back into auto-in work mode after a system restart. Although not restricted to such, this feature is intended to be used for splits/skills containing only nonhuman members - for example, recorders or voice response units (VRUs). To allow the IVR hardware to take back to back calls, you can assign a Timed-ACW delay of 1 to 2 seconds for the Auto Available Splits/Skills.

Automatic Call Distribution

Automatic Call Distribution (ACD) allows incoming calls to connect automatically to specific splits/skills. An ACD split or skill is simply a hunt group that is designed to receive a high volume of similar calls. ACD hunt groups with basic ACD, but non-EAS (Expert Agent Selection), are called splits. ACD hunt groups with basic ACD with EAS are called skills. Calls to a specific split or skill are automatically distributed among the agents, or hunt group members, assigned to that split or skill. Calls queue to the split or skill until an agent is available.

An ACD agent can be a physical telephone extension, an individual attendant extension, or, in an EAS environment, an agent login ID. An agent can be logged into multiple splits/skills. However, in a non-EAS environment, agents can be logged into only one split if that split is administered for Multiple Call Handling (MCH).

You can assign a supervisor to each split or skill. The split or skill supervisor can listen in on agent calls, monitor the split or skill queue status, and assist agents on ACD calls. Although supervisors can assist agents on ACD calls, the supervisors do not normally receive ACD calls unless they are also members of the split or skill.

If you have Call Management System (CMS), Avaya IQ, or Basic Call Management System (BCMS), you can measure and create reports on the status of ACD agents, splits/skills, and trunks. See Agent Call Handling and Reporting adjuncts or Basic Call Management System before setting up your ACD splits. See Agent Call Handling for detail on administering agent functions and operations.

The Basic Call Management System (BCMS) is a software package, residing on the PBX/communication server, used to provide real-time and historical reports to assist in managing ACD splits/skills, agents (extensions), trunk groups and VDNs. These reports, provided by the system, are a subset of those reports available with the CMS and Avaya IQ adjuncts. For more information on BCMS, see the Basic Call Management System (BCMS) Operations document.

Avaya Business Advocate provides predictive and adaptive methods for call centers that can transform how a center deals with the most expensive resource of the center, its agents, gets used every time a call is handled. For more information, see *Avaya Business Advocate User Guide*.

Avaya Business Advocate

Avaya Business Advocate is a collection of features that provide flexibility in the way a call is selected for an agent in a call surplus situation and in the way that an agent is selected for a call in an agent surplus situation.

For more information on Avaya Business Advocate, see *Avaya Aura™ Call Center Feature Reference*.

Basic Call Management System

Basic Call Management System (BCMS) provides real-time and historical reports to assist you in managing agents, ACD splits/skills (hunt groups), VDNs, and trunk groups. You can display BCMS reports on a terminal or print a paper copy.

Best Service Routing (BSR)

The Best Service Routing (BSR) feature compares specified splits/skills and selects the one that provides the best service to a call. To respond to changing conditions and operate more efficiently, BSR monitors the status of the specified resources and adjusts call processing appropriately.

BSR can be configured for either single-site or multi-site operation. Single-site BSR compares splits/skills on the Communication Manager where the BSR resides to find the best resource to service a call. Multi-site BSR extends this capability across a network of Communication Managers, comparing local splits/skills, remote splits/skills, or both, and routing calls to the resource that provides the best service.

Call Prompting

Call Prompting provides flexible call handling that is based on information that is collected from a calling party. This information is in the form of dialed digits that originate from an internal or external touch-tone telephone or from an internal rotary telephone that is on the same switch as the vector. Call Prompting allows for the temporary transfer of call management control to the caller.

With Call Prompting and Vectoring enabled, the switch can collect caller entered digits (ced) and customer database provided digits (cdpd) that are supplied by the network. The system can receive Call Information Forwarding (CINFO) digits in an incoming call's ISDN message when the AT&T Network Intelligent Call Processing (ICP) service is in use. A switch can collect digits and forward those digits to other switches by way of interflow commands. For more information, see Caller Information Forwarding in the *Programming Call Vectors in Avaya Aura™ Call Center* document.

With Voice Response Integration (VRI), digits can be returned to the switch by a Voice Response Unit (VRU) script that is accessed by a **`converse-on split`** command. Such digits can also be used for call management.

Call Prompting can be used in various applications so that calls can be handled with more flexibility.Call Prompting uses specialized vector commands to process incoming calls based on information collected from the caller or from an ISDN-PRI message. It can be used in various applications to better handle incoming calls.

Call Vectoring

Call Vectoring processes incoming and internal calls according to a programmed set of commands. These commands, called vector commands, determine the type of processing that calls receive. For example, vector commands can direct calls to on-premise or off-premise destinations, to any hunt group, split or skill, or to a specific call treatment such as an announcement, forced disconnect, forced busy, or delay. Vectors can queue or route calls based on a variety of different conditions, such as most important calls can be routed to better skilled agents. For more information about routing calls to agents by skill level, see *Administering Avaya Aura™ Call Center Features*.

For a description of routing calls a detailed description of Call Vectoring, see *Programming Call Vectors in Avaya Aura™ Call Center*.

Direct Agent Calling (DAC)

DAC is an Expert Agent Selection (EAS) feature that lets a caller:

- Contact a specific agent instead of a random agent within skill hunt group
- Queue for the agent if the agent is already on a call
- Use the EAS Agent LoginID (3 to 13-digits) for callbacks and transfers
- Hear system-wide Direct Agent Calling delay announcement while holding
- Follow the agent's coverage path, if the arriving ACDcall is not answered immediately.

DAC calls have two (2) important advantages:

- They tend to reduce the need to transfer callers who want or need to speak with a certain agent, such as the agent spoken to on a previous call.
- They provide more accurate reporting of calls, because CMS and Avaya IQ count direct agent calls as ACD calls. In this way, agents get proper credit for taking them. By comparison, calls transferred to an agent are not counted as ACD calls.

Expert Agent Selection

Expert Agent Selection (EAS) helps call center managers provide the best possible telephone service to callers by matching the needs of the callers with the skills or talents of the agents.

Call center applications such as Avaya Call Management System for real-time reporting and performance statistics, and Avaya Business Advocate for expert predictive routing based on incoming calls rather than historical data, are easily integrated. Caller needs and agent skills are matched using Call Vectoring. All the Call Vectoring features can be used with EAS. Matching the call to an agent with the appropriate skills reduces transfers and call-holding time. Accordingly, customer satisfaction is increased. Also, since an entire agent group need not be trained at the same time for the same skills, employee satisfaction is increased.

In addition to matching the skills that are required for a call to an agent with one of those skills, EAS provides other capabilities:

- Logical Agent associates hardware (the telephone) with an agent only when the agent is logged into a telephone and/or oneX-Agent or IP Agent. While the agent is logged in, (staffed) calls to the agent login ID are directed to the agent. The EAS Logical Agent ID must be part of the Avaya Communication Manager's dial plan and can range from 3-digits to 13-digits in length.For more details, see Logical Agent capability in the *Avaya Aura™ Call Center Feature Reference* document.
- Direct Agent Calling (DAC) allows a user to call a particular agent and have the call treated as an ACD call. For more details, see Direct Agent Calling.
- Each skill that an EAS agent can be assigned can be given a skill priority level between 1 (most primary) and 16 (least primary) allowing a most skilled selection of a particular agent out of group of agents with the same administered (assigned) skill.

Most EAS administration can be completed before you activate it, thus minimizing the down time for upgrading to EAS. EAS requires that the ACD and Call Vectoring Customer Options be enabled. All of the existing ACD features and Call Vectoring capabilities can be used within EAS applications. As with Call Vectoring calls, EAS calls are directed to VDNs, which in turn point to vectors. However, unlike Basic Call Vectoring, skills can be assigned in EAS to VDNs, or they can be associated with vector steps to represent caller needs. As for Call Vectoring calls, EAS calls are queued to ACD hunt groups. However, with EAS enabled, ACD hunt groups are called skill hunt groups instead of splits.

Forced Agent Logout

Forced Agent Logout from ACW mode:

The Forced Agent Logout from After Call Work (ACW) feature automatically logs out an Expert Agent Selection (EAS) agent who spends more than your administratively allotted time in ACW mode. The timeout period is specified on a per system basis but this value can be overridden on a per agent basis. The timeout is reported with a customer-assignable reason code set on a system basis. The per agent timeout setting takes precedence over the per system setting. For Auto-In agents, the Timed ACW feature takes precedence over the Forced Agent Logout from After Call Work (ACW) feature.

Forced Agent Logout by Clock Time:

The Forced Agent Logout from Clock Time feature allows administrators to:

- Set a specific time when the system (the Communication Manager) automatically logs out Expert Agent Selection (EAS) agents.
- Set a logout reason code for agents on a system-wide basis.
- Administer the system so that agents can override this feature when they press a forced logout override button.

If the agent is still on an ACD call when the forced agent logout time is reached, the agent is put into pending logout mode. In pending logout mode, the forced logout override button flashes, and the agent hears a repeating tone. The forced logout occurs when the call is disconnected.

Forced Agent Logout/Aux Work by Location/Skill:

The Forced Agent Logout/Aux Work by Location/Skill feature is used to force all agents in a:

- location to logout
- location into Aux Work
- skill to logout
- skill into Aux Work

For more information, see Forced Logout features in the *Avaya Aura™ Call Center Feature Reference* document.

Holiday Vectoring

Holiday Vectoring enables a set of commands that can be used to write (create) call vectors for calls to be routed a non-standard way on holidays or any days when special processing is required.

Inbound Call Management (ICM)

Inbound Call Management (ICM) allows you to integrate features of the communication server with host-application processing and routing, and automate delivery of caller information to agents' displays. You can create a sophisticated system to handle inbound calls for applications such as telemarketing and claims processing. To implement ICM, you integrate features of the communication server such as Automatic Call Distribution (ACD), Expert Agent Selection (EAS) Call Vectoring, Direct Agent Calling (DAC), and Call Prompting with an application on a host processor.

Information Forwarding

The Information Forwarding feature sends call related information, such as UCID (Universal Call ID), ASAI data, collected digits, active VDN name, time spend waiting as well as ANI, (Automatic Number Identification, CLID (Calling Line Identification II (Information Indicator) Digits, and CINFO (Customer Information Forwarding), with calls over public and private networks using ISDN (Integrated Services Digital Networks) trunks or (Session Initiation Protocol) SIP trunks. Private networks that are enabled for Information Forwarding can also be configured for QSIG or non-QSIG protocols. Call data derived from the Information Forwarding feature can be used to enhance call processing, customer service, and data collection.

Interruptible Aux

If a skill's designated service level is not met, unavailable EAS agents who are in Auxiliary (AUX) work mode and have an interruptible reason code can be made available. Using this feature, for example, during the call volume spikes, you can use agents in Auxiliary (AUX) work mode to maintain your desired service level.

Intraflow and Interflow

Use Call Coverage with Intraflow to redirect ACD calls from one split to another split conditionally, according to the coverage path's redirection criteria. For example, you can define a split's coverage path to automatically redirect incoming ACD calls to another split when a telephone is busy or unanswered. You can redirect calls to less busy splits, for more efficient call handling. Use Call Forwarding with Intraflow to unconditionally forward calls for a split .

Interflow allows you to redirect ACD calls from a split on one communication server to a split on another communication server or external location. Use Call Forwarding All Calls with Interflow to unconditionally forward calls directed to a split to an off premises location. Calls can be forwarded to destinations off the communication server (that is, phone numbers on the public telephone network). You cannot use Call Coverage with Interflow. If a coverage point station or split is forwarded/interflowed, it is taken out of the coverage path.

Location Preference Distribution

Location Preference Distribution tries to route incoming Automatic Call Distribution (ACD) calls to agents located in the same location as the incoming trunk on which the call originated whenever possible. Note that this feature can be used to avoid unnecessarily using trunks between locations, thus reducing trunking costs or saving trunks for additional incoming calls or other purposes. If an incoming caller cannot be matched with an agent in the same location, calls are routed to agents at different locations. In this case, the routing is determined by administered distribution algorithms without regard to location.

Look-Ahead Interflow (LAI)

Look-Ahead Interflow (LAI) enhances Call Vectoring for call centers with multiple ACD locations. LAI allows these centers to improve call-handling capability and agent productivity by intelligently routing calls among call centers to achieve an improved ACD load balance. This service is provided by ISDN D-channel messaging over QSIG or non-QSIG private networks, virtual private networks, or public networks. The receiving switch is able to accept or deny interflowed calls sent by the sending switch (Avaya Communication Manager and/or DEFINITY Enterprise Communications Server).

LAI has the following basic attributes:

- Produces First In First Out (FIFO) or near-FIFO call processing
- Includes information forwarding, that is, user information transport

Maximum Agent Occupancy (MAO)

Maximum Agent Occupancy can provide short work breaks for agents who have high occupancy rates when either Service Level Maximizer or Business Advocate is active. MAO allows defining an (agent) occupancy threshold for agents which when exceeded automatically places the agent in the AUX work mode when the agent attempts to become available. When the occupancy for such agents drops below the MAO threshold, they are released from AUX work mode and made available (idle) to take ACD calls.

Meet-me Conference

The Meet-me Conference feature allows you to set up a dial-in conference of up to six (6) parties and uses Call Vectoring to process the setup of the conference call.

Meet-me Conference can be optionally assigned to require an access code. If an access code is assigned, and if the vector is programmed to expect an access code, each user dialing in to the conference call must enter the correct access code to be added to the call.

The Meet-me Conference extension can be dialed by any internal or remote access users, and by external parties if the extension number is part of the customer's Direct Inward Dialing (DID) block of extensions.

Multiple Call Handling

Use Multiple Call Handling (MCH) in applications where you want agents to take additional calls without dropping the active call. Examples of applications include:

- An agent and a caller may need to wait on a call for information. MCH allows the agent to put the call on hold and handle other ACD calls until information becomes available.
- ACD calls may be more important to your business than non-ACD calls. Use MCH to interrupt agents who may already be on non-ACD calls with an potentially more highly valued ACD call.
- In an EAS environment, calls from one skill, such as Sales, may considered to be more important than calls from another skill such as Service. MCH can be used to interrupt an agent who has a call from the less-important skill with a call from the more-important skill.

You can use MCH in an Expert Agent Selection (EAS) or non-EAS environment.

- With EAS, you can administer any combination of MCH and non-MCH skills for an agent. If an EAS agent is a member of both MCH and non-MCH skills, they can handle multiple simultaneous ACD or Direct Agent calls only in their MCH skills.
- Without EAS, agents can be logged into only one split if it is an MCH split. Similarly, an agent logged in to a non-MCH split cannot log into an MCH split.

Network Call Redirection (NCR)

Network Call Redirection (NCR) provides an Avaya Communication Manager call routing method between sites on a public network or a Virtual Private Network (VPN) that can reduce trunking costs. These cost reductions are particularly valuable in enterprises or multi-site call center environments where trunk costs are high.

When an incoming call arrives at an Avaya Communication Manager (CM) that has the NCR feature enabled, call redirection is managed by the Public Switched Telephone Network (PSTN) or VPN switch instead of the local Avaya Server that is driving the CM. As a result, trunks that the server would otherwise retain to accomplish a necessary trunk-to-trunk transfer are released after the call redirection takes place.

The cost reductions associated with reduced trunk use can be significant particularly when Avaya virtual routing features, such as Best Service Routing (BSR) with Expected Wait Time

(EWT), are implemented. The cost-savings are achieved by the Avaya customer requiring fewer trunks to handle the same number of incoming/outgoing calls after the NCR feature is implemented within the local Communication Manager.

Percentage Allocation Routing

This feature allows you to distribute calls among a set of call centers or Vector Directory Numbers (VDNs) based on specified percent allocation. Various types of incoming calls that arrive at a particular VDN can now be initially directed to a Policy Routing Table (PRT) for Percent Allocation instead of to a vector. The PRT then distributes the calls to the administered Route-to VDNs based on your specified (administered) percent allocation targets.

This feature is useful for segmented call-handling, outsourcing, and optimizing call handling in a multiple-location enterprise. Using percentage allocation routing, you can allocate target percentages and, for example, do the following:

- Allocate certain call types among multiple answering groups with similar skills
- Allocate maximum calls to a more economical calling group
- Ensure that the organization meets the terms of a service level agreement

Proactive Contact Outbound Calling Improved Reporting

Avaya Call Center customers using a Proactive Contact integration can track and analyze the time agents in AUX Work mode spend on outbound calls using the same real-time and historical Call Management System (CMS) reports used by customers with other Outbound Call Management (OCM) applications. This feature:

- Delivers outbound Proactive Contact calls to agents that are in the AUX Work mode as though the calls were Automatic Call Distribution (ACD) calls associated with a skill specified for reporting.
- Includes these calls in Least Occupied Agent (LOA) occupancy calculations since they are treated as ACD calls by the Communication Manager software.
- Tracks switch-classified and non switch-classified outbound calls on CMS as ACD-OUT calls instead of as AUX-IN calls.
- Allows Avaya IQ to track these calls using the Proactive Contact event stream instead of via the Management Information System (MIS) link SPI (Switch Protocol Interpreter) events off the connected Avaya Communication Manager.

Queue Status Indications

Queue Status Indications allows you to assign queue-status indicators for Automatic Call Distribution (ACD) calls based on the number of split or skill calls queued and time in queue.

You can assign these indications to lamps on agent, supervisor, or attendant telephones or consoles to help users monitor queue activity.

The lamps are associated with the q-calls button and the q-time button that can be assigned on the station form. The lamps indicate that the corresponding queue has exceeded the Calls Warning or Time Warning Threshold administered on the Hunt Group form.

In addition, you can define auxiliary queue warning lamps to track queue status. On telephones and consoles with displays, you can display the number of calls queued and time in queue of the oldest call in the split or skill.

Reason codes

Reason codes allow staffed agents to enter a numeric code 1 or 2 digit code that describes their reason for entering Auxiliary (AUX) work mode or for logging out of the system. Reason codes give call center managers detailed information about how agents claim that they spend their time. Use this data to develop more precise staffing forecasting models or use it with schedule-adherence packages to ensure that agents are performing scheduled activities at the scheduled time.

You can administer the codes so that entry of the code is forced or optional. You can have up to one hundred AUX reason codes, including a default code (0) plus 01-99.

You can use VuStats to display the reason code name or number. Use VuStats and CMS or Avaya IQ to gather historical and real-time reason-code statistics.

You must have Expert Agent Selection (EAS) enabled to use reason codes.

Redirection on IP Failure (ROIF)

The Redirection on IP Failure (ROIF) feature applies to agents configured with ACD auto-answer or manual answer and applies to IP hard- or softphones that utilize H.323 IP network connectivity.

If the server detects that the connectivity to an agent's IP phone is lost, it redirects a call that was supposed to go to the agent to a designated Vector Directory Number (VDN) instead.

Redirection on No Answer (RONA)

Redirection on No Answer (RONA) redirects a ringing ACD skill or direct agent call after an administered number of rings. RONA prevents an unanswered call from ringing indefinitely especially for IVRs/VRUs that may have one or more ports fail. The call can redirect either to the skill to be answered by another agent or to a Vector Directory Number (VDN) for alternative call handling. Direct agent calls route to the agent’s coverage path, or to a VDN if no coverage path is administered.

Redirection on OPTIM Failure (ROOF)

Before delivering a call to an OPTIM (Off Premise Telephone Integration and Mobility) endpoint, this feature checks for Internet Protocol (IP) connectivity and if the IP connectivity is not acknowledged invokes Redirection on No Answer (RONA). The agent is placed in AUX work mode and the ACD call is put back in queue or forwarded to a RONA-specified Vector Directory Number (VDN). ROOF prevents a lost call during the period when IP connectivity failure has not been detected by Communication Manager maintenance.

Remote Logout of Agent

The Remote Logout of Agent feature allows a user to logout an idle ACD or EAS agent without being physically present at the agent's station. The user who is logging out the agent can be locally or remotely located.

If an agent walks away from his or her station without logging out, ACD calls may be sent to the station without being serviced. In such a scenario, however, CMS and/or IQ reports may be imprecise since the agent remains logged in even though no ACD calls are being handled at the station. Without the Remote Logout of Agent feature, supervisors or other agents had to walk over to the agent's actual station, enter the logout FAC (Facility Access Code) to change the agent's work mode or to log out.

Reporting adjuncts

Reporting adjuncts are applications for businesses and organizations that use Communication Manager servers to process large volumes of telephone calls using the Automatic Call Distribution (ACD) feature and (optionally) the Avaya Proactive Contact outbound dialer. Reporting adjuncts include Avaya Call Management System (CMS) and Avaya IQ.

Reporting adjuncts support solutions for:

- Routing and Agent Selection Tracking
- Multi-Site Contact Centers
- Remote Agents
- Reporting
- Interfaces to other systems
- Workforce Management
- Desktop Applications

- System Recovery
- Quality Monitoring

Service Hours Table Routing

Use Service Hours Table Routing to simplify the vectors you use for handling calls based on office hours. Vectors use the Service Hours Routing tables to determine how to handle calls that are received during working hours versus calls that are received out of hours. Customers can use this feature as an alternative to tod (time of day) routing and can specify working hours on a daily or hourly basis. This feature allows you to administer as many as 999 different Service Hours Tables and then use those tables to make vectoring decisions while masking the specific time-of-day command from visibility in specific vectors.

Before this feature, customers added multiple time-of-day steps to their vectors in order to define the hours of operation for a specific business application (VDN or vector). This feature allows customers to define service hours clearly, simply, and in one place. One simple vector command can check to see if the call meets the administered service hours.

Service Level Maximizer (SLM)

Service Level Maximizer (SLM) is an optional Communication Manager Call Vectoring feature that is used with Expert Agent Selection (EAS), and without Avaya Business Advocate being active.

SLM ensures that a defined service level of X% of calls are answered in Y seconds by skill. When SLM is active, the software verifies that inbound calls are matched with agents in a way that makes sure that the administered service level is met. SLM ignores typical call selection and agent selection settings and is infrequently deployed.

Service Observing

Service Observing allows a specified user, such as a supervisor, to observe or monitor another user’s calls. In this section, observer refers to the supervisor who is observing calls. Agent refers to the extension, attendant, or logical agent being observed. A vector directory number (VDN) call can also be observed. Observers can observe in listen-only or listen-and-talk mode.

Note that you set up Service Observing to observe a particular extension, not all calls to all extensions at a station.

Service Observing may be subject to federal, state, or local laws, rules, or regulations or require the consent of one or both of the call parties. Familiarize yourself and comply with all applicable laws, rules, and regulations before using this feature.

Universal Call ID (UCID)

Universal Call ID (UCID) is a unique tag assigned to a call. The purpose of UCID is to tag a call with a unique identifier.

Call centers can use UCID to track call history. Because UCID can uniquely identify every call in a network of any size, it is possible to track call-related data from multiple sources and multiple sites. For example, you can combine data from many locations and print reports that enable you to track a call throughout its lifecycle.

VDN in a Coverage Path (VICP)

VDN in a Coverage Path (VICP) enhances Call Coverage and Call Vectoring. If Basic Call Vectoring or Call Prompting is enabled on your communication server, you can assign a Vector Directory Number (VDN) as the last point in a coverage path. Calls that reach this coverage point can be processed by a Vector or by Call Prompting.

VDN of Origin Announcement (VOA)

VDN of Origin Announcement (VOA) provides agents with a short message (no longer than 1.2 seconds in duration) about a caller's city of origin or requested service based on the VDN used to process the call. Use VOA messages to help agents to respond appropriately to callers. For example, if you have two (2) toll-free numbers, one for placing orders and one for technical support, you can administer two (2) unique VDNs to route calls to the same set of agents. When an incoming call is routed to a VDN with a VOA assigned (for example, new order or tech help), the VDN routes the call to a vector, which can place the call in an agent queue. When an agent answers the call, he or she hears the VOA message and can respond appropriately to the caller's request.

VDN Time Zone Offset

If you have identical opening and closing times in different locations, you can use a single vector to handle the opening and closing time checks using VDN Time-Zone Offset in a manner similar to skill preferences. This simplifies programming and allows sharing of vectors. For example, you can use 9 to 5 as a time in all vectors without converting to the local time reflected on each switch clock.

VDN Variables

You can create general-purpose vectors that support multiple applications with call-wait treatments that are tailored to your supported application. Call centers have many vectors that use the same basic call flow but are considered to be unique because each requires their own announcements, route-to destinations, holiday tables, vector routing table indexes, and conditional limits. The use of VDN Variables allows you to create a generic call flow vector. The unique items are now designated on the VDN screen using VDN variables. VDN variables can drastically reduce the quantity of vectors needed, ensure common flows, and ease administration during crisis times when the flows need to change due to an unforeseen event. Unforeseen events can include problems with trunking, staffing, or messaging.

VDN Variables provide more opportunities for VDNs to use a smaller set of vectors. You can:

- Assign up to nine (9) variable fields, V1 through V9, on the VDN screen for each VDN
- Use the VDN Variables in all vector commands that support vector variables except as a for parameter with the **`collect-digits`** command
- Use up to 16-digits to assign a number to the VDN variable and use up to 15 characters to describe the VDN variable
- Use VDN Variables as indirect references to announcement extensions and other numerical values in vector commands

Voice Response Integration (VRI)

Voice Response Integration (VRI) integrates Call Vectoring with the capabilities of voice response units (VRUs). You can:

- Run a VRU script while retaining control of a call in vector processing
- Run a VRU script while a call is queued, retaining its position in the queue
- Pool IVR ports for multiple applications
- Use a VRU as a flexible external-announcement device
- Pass data between the system and a VRU
- Tandem VRU data through a communication server to an ASAI host

VuStats

VuStats presents call center statistics on phone displays. Agents, supervisors, call center managers, and other users can press a button and view statistics for agents, splits or skills, VDNs, and trunk groups.

These statistics reflect current information collected during the current BCMS interval, information collected since the agent logged in or since the day began, or historical data accumulated over an administered number of intervals. The information is limited to 40 characters displayed at a time. VuStats can display on demand or update periodically.

Training information

Following are the Call Center courses available on http://www.avaya-learning.com:

Course code	Course title
ATC00190WEN	Contact Center Technology Fundamentals
ATC01116VEN	Planning the Deployment of Contact Center
AVA00741WEN	Introduction to Call Center Operations
AVA00742WEN	Avaya Call Center - Analyze, Design and Plan Implementation
AVA00743H00	Avaya Call Center - Implementation Workshop

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