

## Avaya Call Management System

Avaya Call Management System (CMS) is an Operational Effectiveness solution from Avaya that offers integrated analysis and reporting to help you keep in touch with virtually everything that's going on in your contact center — whether you want to evaluate the performance of one agent, a group of agents, a single contact center, or multiple locations around the world. CMS provides robust real-time monitoring and historical reporting, including custom reporting, task scheduling, exception notification, threshold warning, administration and configuration, and long term ACD data storage, working with one or more of your Avaya Media Servers and Gateways.



### CMS helps you optimize the efficiency of your call center by allowing you to:

#### Manage increased call volume without adding staff.

Operational Effectiveness Solutions from Avaya give you the power to monitor and analyze virtually everything that's happening in your contact center—from wait times to average answer speeds, to percent reduction over the past year in abandoned call times. Using real-time information, CMS provides you with the ability to make “on-the-fly” decisions to redistribute your expensive human resources, or redirect calls. Or you can leverage historical data to develop new and improved procedures that will increase performance and minimize costs.

#### Enhance productivity while keeping close control on costs.

Avaya Call Management System will help you meet your key business objectives now—and grow with you into the future. Because all of our solutions are easy to use and quick

to deploy, you'll start enjoying your return on investment right away. You can also take advantage of historical reports to analyze trends, establish performance benchmarks, and plan new, more effective marketing or customer service campaigns.

#### Improve customer satisfaction.

When you use Avaya CMS to leverage information to improve staffing, call flow, and service levels — you'll win your customers' loyalty with your superior service and support.

#### Recruit and retain top agents.

Using information to create a more efficient and effective contact center in support of both excellence and quality related metrics has the proactive side benefit of creating a better place to work and grow, thereby increasing your ability to attract and retain optimal talent.

#### Support Business Continuity.

Avaya CMS provides two options for contact center data resiliency. With High Availability CMS, two systems operate in

tandem, providing for data redundancy. The Survivable CMS offer provides for business continuity in multi-location contact centers, providing for continued operation in the event of a disaster at the controlling site.

Avaya CMS is flexible and scalable. It's ideal for small single-location contact centers, large multi-location applications—or anything in between. You can use Avaya CMS to analyze the performance of a single agent, a specific skill, thousands of agents or agent skills—on up to eight Automatic Call Distribution (ACD) systems.

### Add Avaya CMS Supervisor and enjoy even more flexibility and convenience

Avaya CMS Supervisor enables you to use a PC to access all the reporting and administrative power of Avaya CMS—with a familiar graphical user interface in a Microsoft® Windows® environment that runs

on Windows 2000, Windows XP, Windows Vista, and Windows 7, or thin client through Citrix XenApp 5 with Windows 2003 server.

Avaya CMS Supervisor gives you the power to be immediately responsive—anytime, anywhere.

Avaya CMS Supervisor enables you to monitor contact center performance and activity from a PC, whether it's within your contact center, at home, or on the road.

Avaya CMS Supervisor has powerful tools that let managers monitor—in real time—an area of contact center performance, such as the number of abandoned calls, average hold time, and number of calls in queue. A colorful icon on the PC screen alerts managers whenever any thresholds are being approached or have been exceeded. Managers can then immediately respond by redirecting contact center resources to increase agent productivity and respond more effectively to the influx of incoming calls.

## All Avaya products are easy to integrate

Avaya CMS Supervisor supports your existing TCP/IP Ethernet LAN connections for access to Avaya CMS capabilities.

Avaya CMS Supervisor can be loaded onto your server and downloaded across the LAN to your networked PCs. Instantly access your critical data anytime... anywhere.

- Analyze call flow
- Match your personnel resources and skills to call volumes and caller needs
- Identify areas where you can increase productivity and reduce costs
- Plan new marketing and promotional campaigns
- Identify training needs
- Take fast, effective action to improve the overall efficiency of your contact center operations
- Integrate data with mainframe-based documents such as sales and marketing reports

### Includes:

- More than 200 preformatted reports help you see where you are in achieving your critical objectives. In addition, our Report Designer custom reports package, included for no additional charge, lets you modify those reports or create your own, to fit your unique requirements.
- ODBC driver allows you to access data directly from CMS for easy integration with other corporate data.
- Visual Vectors graphical vector editing tool for fast, easy vector creation and administration.
- Support for increased capacities of Avaya Call Center 5.2.

Contact your Avaya Account Manager or Authorized partner today for more information. Or visit us at [www.avaya.com](http://www.avaya.com), and click on Contact Centers.

## SYSTEM REQUIREMENTS:

- The Sun SPARC Enterprise T5120 or T5220 server
- Avaya CMS can support up to 800 simultaneous Avaya CMS Supervisor log-ins, depending on the hardware platform in use.

## CMS SUPERVISOR CLIENT REQUIREMENTS:

Citrix XenApp 5 with Windows 2003 server (for thin client), or the following for desktop deployment:

- Pentium® II or compatible 233 MHz (minimum) or 500 MHz (recommended) or higher processor
- 64 MB RAM (minimum), or 256 MB or higher (recommended)
- Microsoft® Windows® 2000, Windows XP, Windows Vista Enterprise, and Windows 7.
- 50 MB disk space
- CD-ROM installation (unless Avaya CMS Supervisor is launched from a server)
- LAN connectivity—Winsock 1.1 or later compliant network TCP/IP protocol stack

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



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