

Avaya Contact Analyzer

Delivering insights into contact center performance

Contact centers by their nature produce vast amounts of customer data. Enterprises must find a way to mine this potential goldmine of intelligence and insight to optimize contact center performance, build customer loyalty and create a competitive advantage.

Avaya Contact Analyzer is software that allows you to generate flexible, customizable reporting at a granular level to help both managers and executives understand how the contact center is performing. By detailing performance down to any individual transaction, Contact Analyzer complements the summary view available in the Avaya Call Management System.

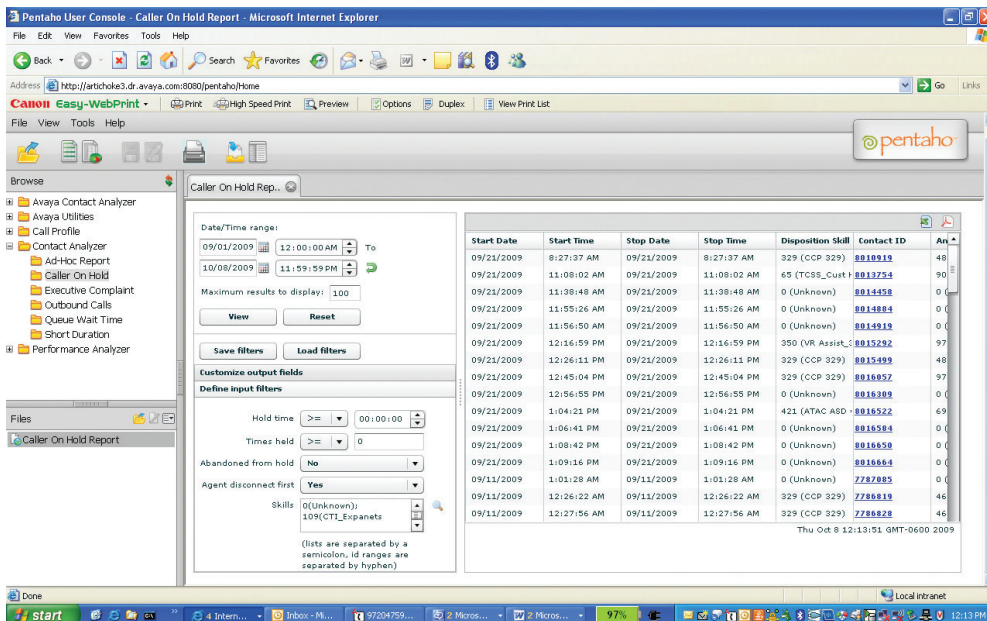
Contact Analyzer goes beyond an overview level to deliver insights into many aspects of contact center operations. Using detailed call data, Contact Analyzer provides five standard reports, which produce quantifiable feedback

that can help contact center and business managers evaluate and improve agent productivity. Providing details about common customer complaints, abandon trends and other usage patterns, the system can help enterprises improve business policies and routing processes, which can lead to increased customer satisfaction and loyalty.

Feature Summary

Avaya Contact Analyzer has five standard reports that provide details about contact center customer transactions.

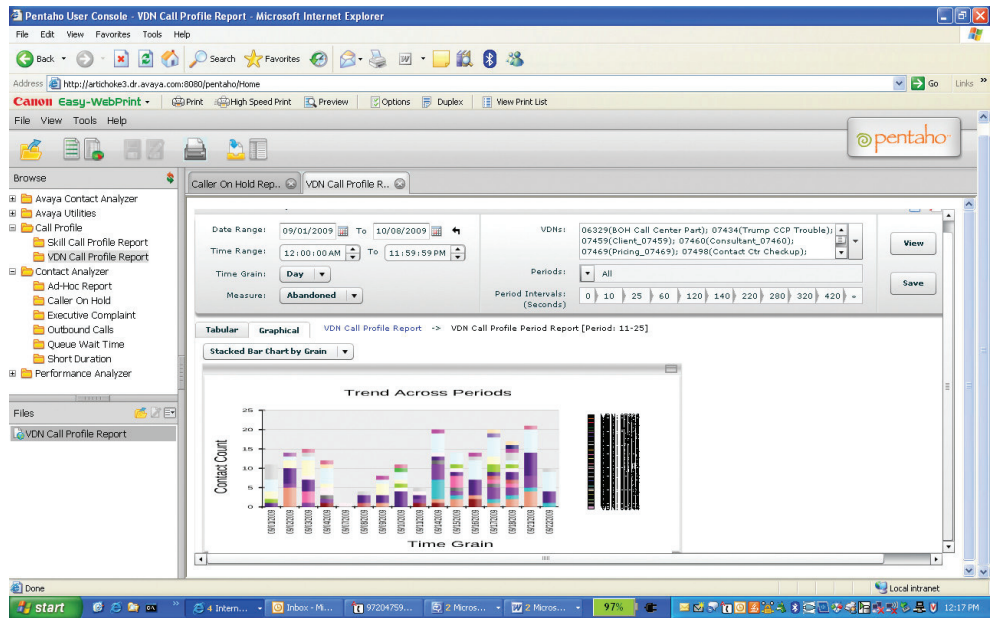
- **Caller On-Hold** analyzes calls in which the caller is placed on hold. The system uses parameters such as hold time, number of holds per call, caller abandoned from hold, calls when an agent disconnects first and a user-specified skill set to create the report.
- **Queue Wait** uses queue time, caller abandons and a specified skill set to provide detailed data for calls in which the caller waited in queue.
- **Executive Complaints** analyzes customer complaint calls that may interest contact center administrators. The system compiles the reports from calls abandoned on hold, calls when agents disconnect first and a specified set of answer number information (ANI).
- **Outbound Calling** explores individual agent's outbound calling activity, such as agent calls made to either internal non-VDN destinations or destinations external to the contact center.
- **Short Duration** provides a list of calls contact center administrators may consider too short, using input variables such as call transfers, agent disconnects and a specified skill set.



Additional Features

Avaya Contact Analyzer includes three additional reports that provide enhanced customization, allowing analysts to concentrate on the precise information they need.

- **Cradle-to-Grave Call Analysis** provides a complete view of a caller's experience. Analysts can select an individual call from any of the standard reports and the system will provide details from initial contact to final resolution, even if the call involves more than one switch.
- **Ad Hoc Query** presents a custom report template, allowing analysts to create reports using any of the call detail fields. Ad Hoc Query provides full flexibility, enabling analysts to search the data details beyond the queries available in the standard reports.
- **Call Profiling** includes *VDN Call Profile* and *Skill Call Profile*. Both reports aggregate detailed data based on time interval and duration for abandoned and answered calls; however, VDN Call Profile can also provide information on repeat calls. Both reports provide a graphical representation of results within a specific time and/or duration. VDN Call Profile lists results by VDN, while Skill Call Profile lists results by skill set.



Technical Requirements

- Minimum server requirements:
 - ◇ 2.0 GHz Dual Core processor
 - ◇ 8 Gb RAM
 - ◇ 100 Gb available disk space*
 - ◇ Red Hat Linux 5.2 operating system
- Avaya Contact Analyzer Software
- Microsoft Internet Explorer 6 or later; or Mozilla Firefox 2 or later with Adobe Flash plug-in
- Avaya Call Management System Release 13 or later

- Avaya Call Management System External Call History ASCII (ECH ASCII) connector

Learn More

To learn more about Avaya Professional Services Contact Analyzer, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at avaya.com.

* Disk size is dependent on several factors, such as inbound and outbound call volume; average number of segments or calls transferred and calls conferenced; number of agents; number of calls per agent.

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.

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