

Managing Essential Information to Boost Contact Center Performance

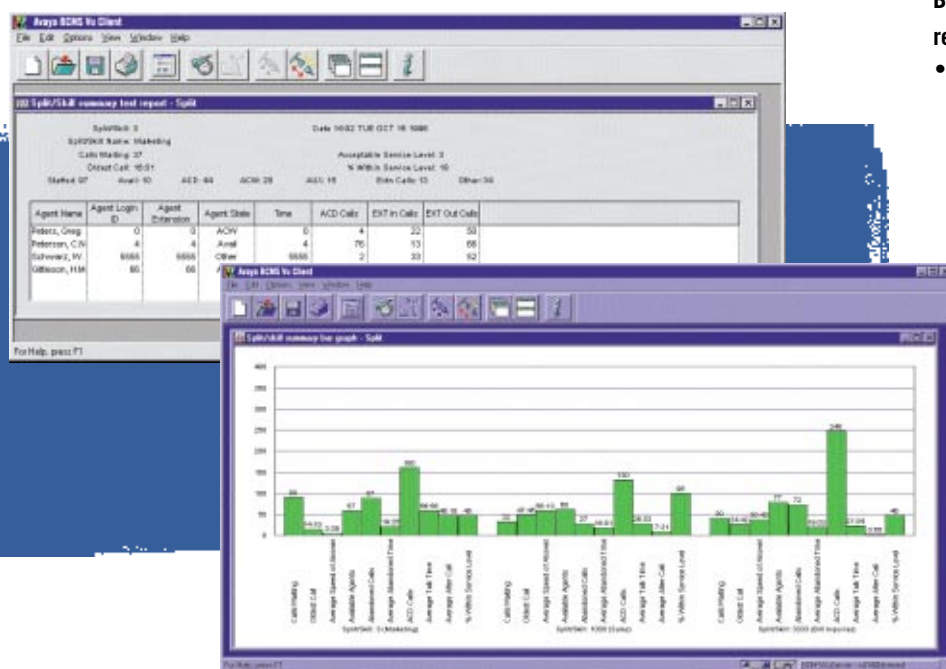
Your ability to efficiently address customer needs is an important competitive advantage in the Customer Economy. You need to provide better customer service and increase productivity and cost-effectiveness. Avaya Basic Call Management System (BCMS) Reporting Desktop is designed to do just that.

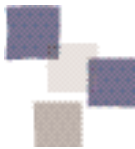
It is a user-friendly, graphics-based interface that makes it easy to display and analyze your contact center's essential data. By helping you understand both existing and changing conditions in your contact center, Avaya BCMS Reporting Desktop will help you run your operations more efficiently.

Increased productivity, more efficiency, better customer service, enhanced agent effectiveness—all in one solution

Boost your productivity with real time and historical reports

- **Receive automatic alerts.** Avaya BCM5 Reporting Desktop lets you define levels of acceptable performance, then alerts you with warnings—either audible or visual—when those thresholds have been reached. For example, you can have the system alert your supervisors with visual warnings—yellow for “caution” and red to let them know the number of calls waiting has reached the maximum allowable level. Once alerted, supervisors can have more agents log in. Or, they can display the warnings on an optional wallboard that will alert agents of current contact center conditions so the agents can respond automatically.





Increase your efficiency

- **Report wizard.** Avaya™ BCMS Reporting Desktop lets you visualize what is happening within your contact center. A report wizard allows quick and easy selection from an array of options for displaying accurate, real-time data in the format easiest for you to view and interpret: pie or bar charts, time trace, and text reports are available; favorite reports can be saved for later use.
- **Receive historical reports automatically.** You can store data on your PC hard drive for a year or more, then use Avaya BCMS Reporting Desktop to create reports that help you evaluate your contact center's efficiency over time. Historical reports can be done for part of a day (8 a.m.–5 p.m., for example), daily, weekly, monthly, or quarterly. For maximum ease of use, Avaya BCMS Reporting Desktop can automatically print historical reports for you. You can schedule "delivery" on a timetable that best meets your needs—daily, weekly, or monthly.
- **Instantly export data to other applications.** To analyze data further, or to include it in other business reports, you can easily export data to Lotus or Microsoft® Excel spreadsheets. Export data can be sent to a file or e-mailed.

Raise the bar on your customer service

- **Support multiple managers.** Up to ten supervisors can simultaneously use Avaya BCMS Reporting Desktop to monitor call center performance—right from their own desks. Armed with real-time information, your contact center supervisors can modify call routing or reassign agents as necessary. This popular feature will let you streamline workflow and make sure your calls—and your customers—are being handled promptly and efficiently.

Elevate your agents' effectiveness

- **Share essential information with your agents.** Avaya BCMS Reporting Desktop lets you transmit contact center data to multiple wallboards. This feature lets you share more information with your agents—as individuals or in groups. For example, you can create one wallboard displaying data that pertains to all agents, another with call data that will assist your help desk agents, and a third with information for your inbound customer sales group.

Avaya products are easy to integrate.

Avaya BCMS Reporting Desktop lets you tap directly into all the call data that is collected by your DEFINITY® System and send that information to multiple desktop PCs.

Quickly access the real-time data you need

- | | |
|--------------------------------|--|
| • Number of calls waiting | • Average talk time |
| • Number of available agents | • Average answer speed |
| • Number of ACD calls answered | • Average abandoned call time |
| • Number of abandoned calls | • Average after-call work state |
| • Time of oldest call waiting | • Percent in acceptable service levels |

CD-ROM training is included with the Avaya BCMS Reporting Desktop product. One Windows® NT 4.0 or Windows 2000 server and a single connection to the DEFINITY® System can support one, five, or ten concurrent users. Supervisor PCs may run Windows 95, 98, or 2000 or Windows NT 4.0. In addition, Avaya Computer Telephony server software can be coresident on the same server with Avaya BCMS Reporting Desktop software. Now CTI and reporting for your contact center can be run on the same hardware.

Avaya™ BCMS Reporting Desktop is available worldwide with the following languages supported:

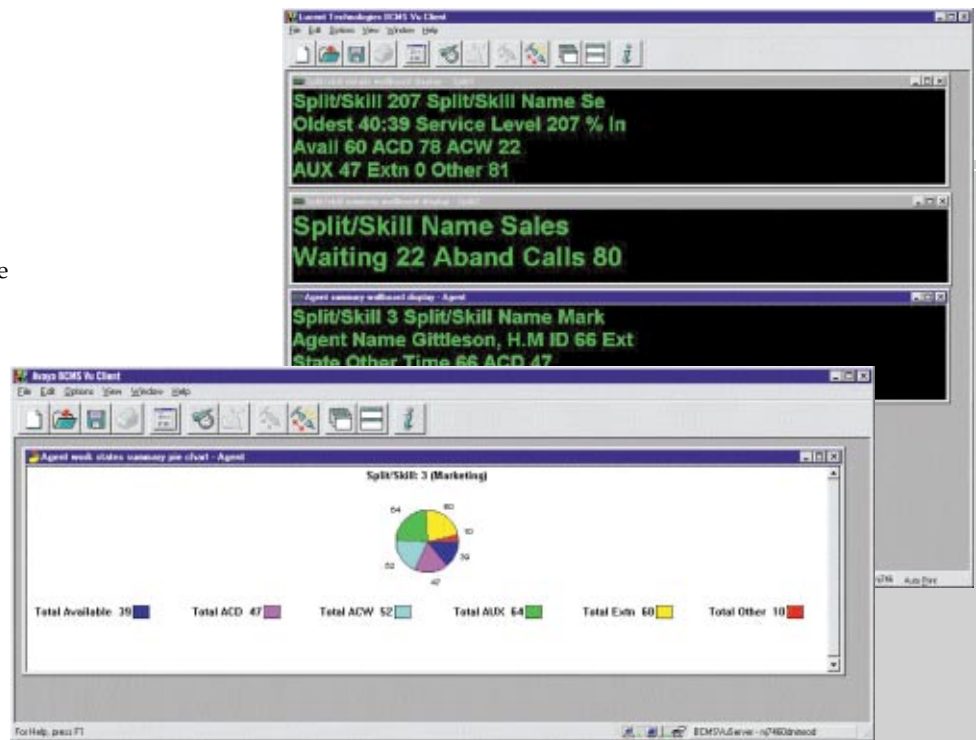
- English
- European French
- Colombian Spanish
- Brazilian Portuguese
- German
- Japanese
- Dutch
- Italian
- Simplified Chinese

Avaya BCMS Reporting Desktop has the capacity to report on:

- 400 agents
- 32 trunk groups
- 99 split/skills (100 agents maximum per split)
- 99 vector directory numbers (VDNs)

One reliable solution

With Avaya BCMS Reporting Desktop, your contact center performance can be more efficient and your customers will benefit from the increased productivity of your agents. To learn more about how Avaya BCMS Reporting Desktop can elevate your business effectiveness, contact your Avaya Client Executive or authorized Avaya BusinessPartner. Or visit us at avaya.com.



Minimum System Requirements

- DEFINITY® G3V4 or later, DEFINITY PROLOGIX™, DEFINITY ONE™, or Avaya IP600
- Avaya BCMS Reporting Desktop Software Right-to-Use on your ACD
- Server: Single-processor Pentium® III PC with 64 MB RAM, Windows® 2000, or Windows NT 4.0; 500 MB free hard disk space plus 1.5 GB per year for additional historical data storage; CD-ROM drive; parallel port for license key; Ethernet connection for DEFINITY ONE or IP600. When connecting to a DEFINITY ECS, PROLOGIX or BCS system, one serial port is required for a connection to the switch via an 8400B data module. An additional serial port is required for remote maintenance using pcANYWHERE (included) if connecting an external modem. An additional serial port is required for a wallboard.
- Client: Single-processor Pentium PC with 64 MB RAM; Windows 2000, 98, or 95 or Windows NT; 5 MB free hard disk space; CD-ROM drive; sound card and speakers needed for CD-based training; serial port for optional external wallboard
- LAN Environment: TCP/IP LAN to connect server and clients
- Network or local laser printer (optional) for hard-copy reports
- Optional Avaya external wallboards

