



# Avaya CallMaster® IV

Converged Voice and Data Networks  
Customer Relationship Management  
Unified Communication  
Supported by:  
Avaya Labs and Services

The Avaya CallMaster IV Digital Voice Terminal is engineered to help all your contact center agents maximize job performance and satisfaction.

The Avaya CallMaster IV terminal is ergonomically designed to please even your busiest agents. It delivers the flexibility and ease of use agents need to handle everything—from day-to-day calling to high-volume applications (such as order processing, customer service, and collections) to home-worker use.

## Maximum flexibility and ease of use

The Avaya CallMaster IV terminal provides all the features your agents need to handle each call with ease, so they can devote more of their time and energy to delivering friendly, effective customer service.

Avaya CallMaster IV can support up to six lines for different contact center splits and skills, as well as personal calls. Red-line appearance and green status lamps on each call-appearance button enable agents to see status at a glance.



The Avaya Callmaster IV terminal supports features that help ensure your business will enjoy all the benefits and value that the Avaya MultiVantage™ has to offer.





The Avaya CallMaster® IV terminal has fixed buttons for the common features that agents use most often: conference, transfer, drop, hold, mute, log in, and release. A message-waiting lamp provides notification of messages left by callers, other agents, and supervisors.

In addition, the terminal has 15 programmable buttons to give agents one-touch access to a choice of contact center features, such as:

- **Log Out**—to exit the contact center
- **Supervisor Assist**—to conference in a supervisor
- **After Call Work**—to delay receiving a new call while completing previous call-related work
- **VuStats**—to view contact center statistics on the terminal's LCD display
- **Stroke Count**—to keep an event tally, using up to nine buttons the agent can preset
- **Alert\***—to report an emergency or malicious call
- **Audio Difficulty**—to report trunk problems
- **Leave Word Calling**—to leave system-generated messages using an optional Avaya INTUITY™ AUDIX® system

## Give your agents the tools they need to deliver service

Avaya Interaction Center intelligently routes customers in their preferred medium to the appropriate agents within the contact center, while providing agents with the customer, transaction, and product information they need to deliver quality service.

In addition, Avaya Interaction Center helps your agents work more efficiently. E-mail management software automates common e-mail responses, allowing agents to manage large volumes of e-mail. In fact, your agents can handle e-mail, Web, and telephone requests simultaneously, making the most of their time while helping to balance workloads within your contact center.

## Comfort and control in your agents' hands

In addition to the clean, well-organized layout that makes it easy to use, the Avaya CallMaster IV terminal has features designed expressly for agent comfort and control—which, in turn, further enhance productivity. For example:

- For individual preference and comfort, dual headset jacks enable agents to connect a headset at either side of the terminal. The second jack also enables a supervisor to listen in for training or observation.
- To improve efficiency—especially with high-volume calling—rubber dome keypad buttons provide tactile feedback to help agents dial quickly and accurately. In addition, the five-button keypad has raised bars to provide orientation for visually impaired users.
- To distinguish a terminal from nearby terminals in a shared workspace, agents can select one of eight ringing patterns.
- For agents who want or need the convenience of working at home with the same sophisticated features as on-site contact center agents, the terminal is FCC Class B–certified for home use with DEFINITY® Extender.

\*Available with DEFINITY® G2 and G3, and System 85 R2V4.

- For easy access, volume-control buttons on the face of the terminal allow agents to adjust both ringing and receiver/listening volumes.
- To provide faster, more accurate access to your corporate directory, the 7 and 9 keypad buttons include Q and Z, respectively, so agents can find and dial names more quickly.

When in use, the RIM can emit a warning tone—a soft beep every 15 seconds—to alert your callers and agents when a call is being recorded. If your recording system emits its own tone, the RIM tone can be disabled.



## Valuable information delivered to your agents

You can use the two-line, 80-character Avaya CallMaster® IV terminal to provide agents with VuStats data—real-time contact center performance statistics on agents, splits, skills, vector directory numbers (VDNs), trunks, and trunk groups. This information can help agents understand and improve their own performance and that of the contact center. For example, agents can use VuStats data to:

- Compare their productivity to contact center objectives
- See which queues are growing and then log in to help improve customer service
- View contact center conditions to decide when it's appropriate to take a break or handle other tasks

## A built-in recorder interface

For the business that needs to record phone calls—for example, for legal reasons or to verify information—the Avaya CallMaster IV Digital Voice Terminal has a built-in recorder interface module (RIM). It accommodates either a two- or four-wire connection to central recording equipment to add recording capability to any agent terminal.

## Administrative controls for managers

The Avaya CallMaster IV terminal includes an enhanced designation faceplate card, which allows you to easily customize and print the faceplate card for each terminal. Using the accompanying PC software, you assign line and feature designations for the appropriate terminal buttons, then print the card on any laser printer—simplifying the administration of a single terminal or hundreds of terminals.

Avaya CallMaster IV also has several local programming capabilities, so you have the option of allowing individual agents to program their own terminals—for example, to access frequently used features by using the buttons that are most convenient, based on personal preference.

If you prefer, you can easily limit individual programming, because local programming instructions are separate from the *User Guide*. To speed answering and minimize talk time, supervisors can disable the mute button on agent terminals. And, to support a variety of Avaya's digital systems, the Avaya CallMaster IV display can be programmed as one line or two lines.



## Protecting your investment

The Avaya CallMaster® IV Digital Voice Terminal is a contact center solution designed to protect your investment. The terminal is compatible with all two- and four-wire Avaya MultiVantage™ systems, including:

- DEFINITY G3 or later
- System 85 and G2 (V2 or later)
- System 75 and G1 (V3 or later)

The Avaya CallMaster IV Digital Voice Terminal automatically detects whether it is plugged in to a two- or four-wire circuit card—providing an easy transition to either environment as well as reduced wiring expenses and installation adjustments.

In addition, Avaya CallMaster IV is available with fixed feature and keypad buttons in a choice of languages, for use in a variety of countries.

Contact your Avaya Client Executive or authorized Avaya BusinessPartner for more information today.  
Or visit us at [avaya.com](http://avaya.com).