

Contact Centre Excellence

Superior Customer Facing Solutions



Skilled Experts

With over 50 years experience in pre-sales engineering and dedicated AACC specialists BrantTel Networks serves some of the largest Contact Centres in the country. We excel at the design and pricing stage to ensure you are getting the most that a multi-media contact centre has to offer. Along with our Avaya core experts, our CC specialists understand the nuances of the product and can provide a comprehensive end to end approach to your particular business challenges and goals. BrantTel Networks is an Avaya Platinum Partner and has been providing superior customer service solutions to our customers for 30 years. For more information on how to enable a multi-media contact centre, contact us. www.branttel.com.

Avaya Aura Contact Centre Components

Contact Centre Manager Server (CCMS)

CCMS is the core contact center component that provides the intelligent routing capability for voice and (if licensed) multimedia contacts to the most qualified agent.

Contact Center License Manager

Avaya uses LM for the central licensing and control of all Contact Center components and features across the Contact Center suite.

Contact Center Manager Server Utility

Contact Center Manager Server Utility is used to monitor and maintain Contact Center Manager Server. The Contact Center Manager Server Utility provides additional functionality that is not available through CCMA.

Contact Center Manager Administration

CCMA is a browser-based tool for contact center administrators and supervisors. CCMA is used to manage and configure a contact center and users, define access to data, and view real-time and historical reports.

Orchestration Designer

Administrators can use the Orchestration Designer (previously called Service Creation Environment with AACC 6.0 and 6.1) in a stand-alone application to create contact flows to route and treat contacts off-line before installing and configuring the Contact Center environment. The off-line version of the Orchestration Designer can be used to create the script or flow applications, validate the application, obtain approval for the application, and then implement the application after configuring the remainder of the Contact Center software suite.





Agent Desktop Display

The ADD application optionally provides real-time skillset monitoring on agent desktops.

Security Framework

The Security Framework provides identity management for integration with a directory services infrastructure (for example, Active Directory) for authentication and authorization of application users.

Communication Control Toolkit

The CCT server helps implement CTI for browser-based client integrations.

Contact Center Multimedia

The CCMM server expands the contact center so agents can view, respond to, and track requests over the Internet. Support is provided for email, web chat, IM, SMS, scanned documents, and preview/progressive outbound dialing.

Application Media Server

The AMS is a software-based media processing platform. All media processing is performed in software on the host CPUs. The AMS architecture is scalable for all core functions of the platform, including media processing, signaling, application execution, and content management.

Avaya Aura® Agent Desktop

The agent and supervisor client used for agent handling of multimedia contacts and voice contacts in a SIP AACC configuration. The Avaya Aura Agent Desktop 6.2 also provides a unified desktop client for agents handling Elite voice and AACC multimedia contacts.

Network Control Center

The NCC enables the distribution of information from the NCC database to all servers on the network, and enables communication and Network Skill-Based Routing (NSBR) among multiple sites.

High Availability

AACC supports HA resiliency for CCMS, CCT, CCMM and CCMA. The level of resiliency depends on the platform.

AACC Competencies

Hardware and Software:

- Contact Center Manager Server (CCMS)
- Contact Center License Manager (LM)
- Contact Center Manager Server Utility
- Contact Center Manager Administration (CCMA)
- Orchestration Designer (OD)
- Agent Desktop Display (ADD)
- Security Framework
- Communication Control Toolkit (CCT)
- Contact Center Multimedia (CCMM)
- Media Application Server (MAS) – now Avaya Media Server (AMS)
- Avaya Aura® Agent Desktop (AAAD)
- Network Control Center (NCC)
- High Availability (HA)

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