

# Extending Avaya Aura Contact Centre

Build a best-in-class customer facing solution



# Extending AACC

With over 50 years combined experience in pre-sales engineering and dedicated AACC specialists BrantTel Networks serves some of the largest Contact Centres in Canada. 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 using adjuncts that will add value to the existing solution and complete the vision and customization package to your particular business needs. 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 extend your multi-media contact centre, contact us. [www.branttel.com](http://www.branttel.com).

## Social Media Manager

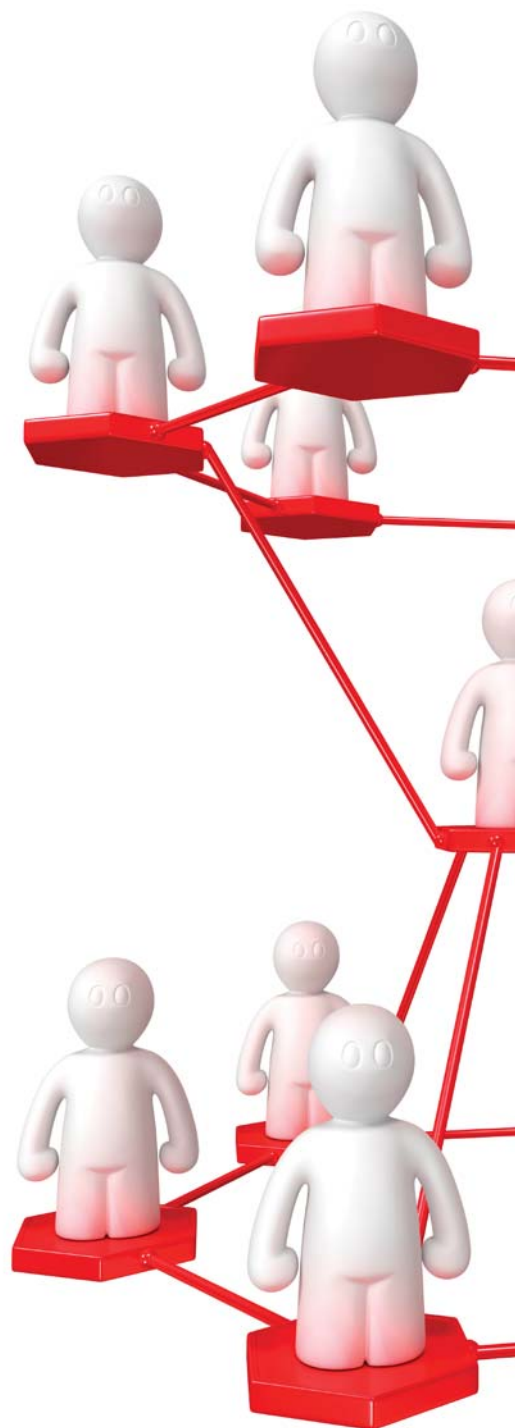
Social Media Manager polls interaction on multiple channels (Twitter, Facebook, RSS, 3rd party, etc.). It sends each interaction into Avaya Contact Center for handling. Social Media Manager incorporates a toolkit that provides Advanced Text Processing technology for language identification, relevance, spam and data classification. It also features a Social Media Context module that presents contextual information from public sites, such as Facebook or Twitter and other internal databases. This gives agents or specialists a more complete profile of the customer and a clearer understanding of how the social media contact is taking place.

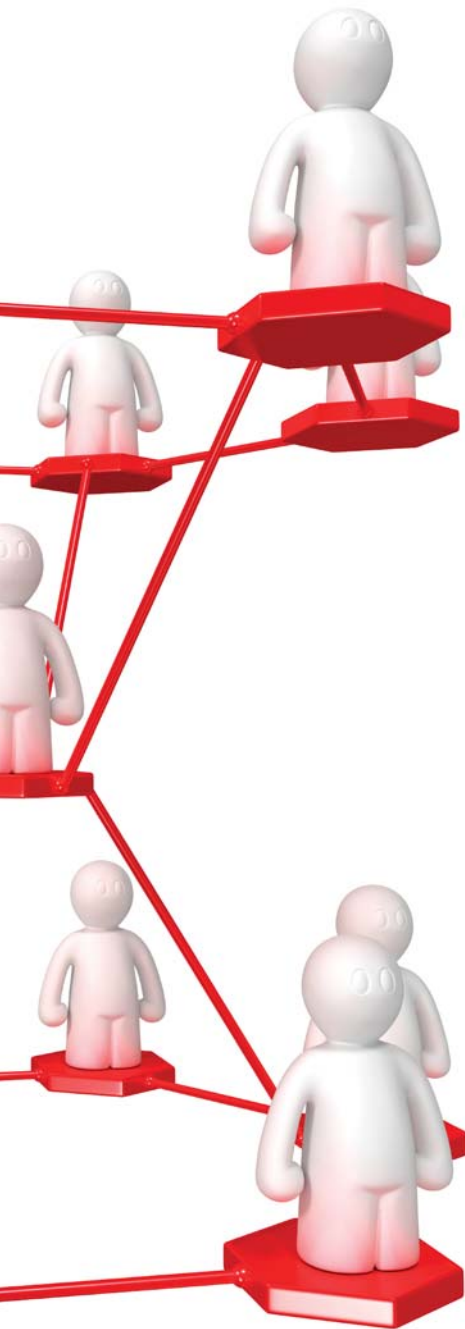
## Voice Portal

Avaya Voice Portal enables businesses to harness sophisticated voice and speech enablement technologies to increase deployment of self service automation capable of serving global, international, and multi-lingual customers. It allows organizations to speech enable new services and web applications across your existing IT infrastructure. With support for Enterprise and Web-based integration and use of flexible Web Services based integrations, Voice Portal delivers rapid services deployment, a lower total cost of ownership and ultimately a stronger return on investment than traditional IVR platforms.

## Voice Portal Dialog Designer

Avaya Dialog Designer is an open standards based Integrated Development Environment (IDE) for Avaya Voice Portal and Avaya Interactive Response. Dialog Designer accelerates time to market for businesses seeking higher automation and closure rates, and delivers superior customer satisfaction at a lower investment level. Based on the widely accepted Eclipse.org development framework, Dialog Designer offers web application developers a reusable drag-and-drop environment for development and maintenance of speech and video self service applications.





## Workforce Optimization (WFO)

Avaya Aura™ Workforce Optimization unifies Contact Recording, Quality Monitoring, eLearning, Workforce Management, Analytics, and Customer Feedback under one platform that provides a single user interface and centralized system administration and reporting. With Workforce Optimization, your contact center and back-office operations can capture, share, and act on information from across the enterprise. As a result, you now have the resource to make better decisions faster, and benefit from a single, coordinated source of support, service, and maintenance with a lower total cost of ownership. Workforce Optimization is the solution you need to transform customer service from a detached business function into a strategic enterprise asset.

The components of WFO include: Contact Recording, Quality Monitoring, eLearning, Workforce Management and complete centralized administration and reporting.

## IQ

Avaya IQ builds on the fundamental solution that Avaya CMS offers. The Avaya IQ contact center unified reporting and analytics platform consolidates data from Avaya customer service solutions and enterprise business resources, to deliver real-time and historical insights into both customer and agent activity. Avaya IQ reports on inbound and outbound calls, time spent in self service, as well as email and web chat sessions.

Avaya IQ provides hundreds of standard reports, including dashboards that support cross-tab, drill down, and roll up for easy analytics. Customers can easily create their own reports or customize existing reports. These outputs let managers relate activity to results, allowing them to make more informed decisions that maximize contact center efficiency and the customer experience.

## Proactive Outreach Manager (POM)

Proactive Outreach Manager offers automated outbound campaign management, enabling organizations to create and deliver automated voice, email, or SMS messages that enable users to immediately choose a self service option or interact with a live agent.

Proactive Outreach Manager builds on the best-in-class capabilities of Avaya Proactive Contact and Avaya Voice Portal. This combination provides an open, scalable, high-availability solution that simplifies outbound campaigns to help reduce costs, capture more revenue, and improve customer satisfaction.

# Extending AACC

## Related Components:

- Social Media Manager (SMM)
- Voice Portal
- Voice Portal Dialog Designer
- Workforce Optimization (WFO)
- Avaya IQ
- Proactive Outreach Manager (POM)

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