



Avaya™ Call Management System

Avaya Call Management System (CMS) helps you monitor and optimize performance. You will see live, real-time information—and then immediately see the results of your on-the-fly adjustments.

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

You can also take advantage of historical reports to analyze trends, establish performance benchmarks, and plan new marketing or customer service campaigns.

Avaya CMS is an integrated analysis and reporting tool that helps you keep in touch with virtually everything that's going on—whether you want to evaluate the performance of one agent, a group of agents, a single contact center, or multiple locations around the world.

Avaya CMS is flexible and scalable. It's ideal for small single-location contact centers, in large multi-location applications—or anything in between. You can use Avaya CMS to analyze the performance of a single agent, a specific split, thousands of agents or splits, or agent skills—on up to eight Automatic Call Distribution (ACD) systems.



All Avaya products are easy to integrate

Avaya CMS Supervisor supports your existing TCP/IP Ethernet LAN connections for accessing Avaya CMS capabilities and for sharing information and resources across your entire network. Serial connectivity is also available in non-LAN environments or for remote users. Avaya CMS Supervisor can be loaded onto your server and launched across the LAN to your networked PCs; you can administer any software upgrades—and providing individual access to upgrades—through your server.





**Add Avaya™ CMS Supervisor
and enjoy even more
flexibility and convenience**

Avaya CMS Supervisor enables you to use a PC to access all the reporting and administrative power of Avaya CMS—with a familiar graphical user interface in a Microsoft® Windows® environment that runs on Windows NT® 4.0, Windows 95 or 98—or the new Windows 2000.

Avaya CMS Supervisor gives you the power to be immediately responsive—anytime, anywhere. Avaya CMS Supervisor enables you to monitor contact center performance and activity from a PC, whether it's within your contact center, at home, or on the road.

Avaya CMS Supervisor has powerful tools that let managers monitor—in real time—any area of contact center performance, such as the number of abandoned calls, average hold time, and number of calls in queue. A colorful icon on the PC screen alerts managers whenever any thresholds are being approached or have been exceeded. Managers can then immediately respond by redirecting contact center resources to increase agent productivity and respond more effectively to the influx of incoming calls.

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Instantly access your critical data any time...anywhere

- Analyze call flow
- Match your personnel resources and skills to call volumes and caller needs
- Identify areas where you can increase productivity and reduce costs
- Plan new marketing and promotional campaigns
- Identify training needs
- Take fast, effective action to improve the overall efficiency of your contact center operations
- Integrate data with mainframe-based documents such as sales and marketing reports

Plus:

- More than 200 preformatted reports help you see where you are in achieving your critical objectives. And, our Custom Reports package lets you modify those reports, or create your own, to fit your unique requirements.

System Requirements

- The SunSPARC platform running Avaya™ CMS R2V8 will support serial or Ethernet 10Base-T LAN connectivity to Avaya CMS Supervisor
- Avaya CMS R3V8 can support up to 250 simultaneous Avaya CMS Supervisor log-ins, depending on the hardware platform in use
- Pentium® processor, 133 MHz or greater
- 48 MB RAM
- Microsoft® Windows 2000, 98, or 95, or Windows NT® 4.0
- 50 MB disk space
- CD-ROM installation (unless Avaya CMS Supervisor is launched from a server)
- Serial connectivity—16550A UARTS
- LAN connectivity—Winsock 1.1 or later compliant network TCP/IP protocol stack



Contact your Avaya Client Executive or authorized Avaya BusinessPartner for more information today.
Or visit us at avaya.com.