



# CentreVu<sup>®</sup> Visual Vectors



Communication without boundaries



## **The faster and easier way to create and edit call vectors**

CentreVu® Visual Vectors is a new, easy-to-use graphical tool for developing and managing your call vectors.

In today's fast paced Customer Economy, increased productivity and efficiency are key elements for customer success. With CentreVu Visual Vectors, you can quickly and efficiently build the most effective call-handling paths, whether you have one local contact center or a network of centers around the globe. Instead of working with traditional graph paper, pencil and vector routing tables, you'll be creating a graphical map—a visual representation of your call distribution—using easy-to-recognize icons and graphics.

To build a call vector, you simply select icons that represent elements and functional steps, and drag and drop them wherever you want. With little or no training, any new user will soon be using their PC or laptop to:

- Save time—eliminate the time consuming paper-and-pencil approach
- Quickly uncover more efficient routing sequences—and then take them live

## **Create efficient sequences fast**

You can safely use CentreVu Visual Vectors offline to brainstorm new designs, adjust your current call vectoring scenarios—or experiment with your most radical ideas. Whenever you're satisfied that your designs are ready to implement, you simply save them to your CentreVu CMS system, and your new vector changes will take effect immediately.

Plus, if you have more than one contact center, any call vectors you create can be easily saved to any other center's Automatic Call Distributor (ACD). This way, you can easily make all your sequences consistent, so your call routing will work the same across all contact centers.

## **Eliminate the time consuming graph-paper-and-pencil approach**

With CentreVu Visual Vectors' building-block approach, you build your vectors intuitively, much like you would with a sheet of graph paper and a pencil—only faster, and more precisely.

First, the Vector Editor screen provides an array of functions and steps grouped in logical sets. To build your call vector, you simply drag the desired step or function into the appropriate place on your design.

What's more, steps or sequences that you use frequently in your call vectors—such as time-of-day tests or music loops—can be stored in CentreVu Visual Vectors and quickly copied into new vectors.

And with CentreVu Visual Vectors you won't have to worry about forgetting a step. To help you build your



vector correctly, CentreVu Visual Vectors automatically prompts you to complete each step.

### **Create visual vectors that are simple to build—and easy to read**

CentreVu Visual Vectors lets you add detailed comments to each step in special text boxes. While these are very handy as development notes, they can be especially helpful as an easy way to explain your vectors to others.

CentreVu Visual Vectors also makes it easy to demonstrate and discuss your call vectoring plans with managers and staff who may not be familiar with the technical nuances of vectoring. CentreVu Visual Vectors lets you display your call path in a graphical way that is easy for others to understand.

For similar reasons, CentreVu Visual Vectors is easy to learn. Its graphical interface enables new staff to quickly learn to create and adjust vectors—letting them design and refine them offline on their own PC without affecting the routing of any calls.

### **All Avaya products are easy to integrate**

CentreVu Visual Vectors is a Java-based application that runs on standard desktop or laptop PCs, and—as an open-architected Avaya product—CentreVu Visual Vectors easily integrates with DEFINITY® and CentreVu® CMS Telephony products. And, if you have call vectors that were originally created as tables in your CentreVu CMS or DEFINITY System, you can instantly display and edit them in CentreVu Visual Vectors.

### **Build New Vectors in Minutes, Not Hours**

- Use your PC or laptop offline from anywhere—home, hotel, or office
- Select icons from an array of elements and functional steps that are grouped in logical sets
- Drag and drop the icons wherever you want them on your design
- Automatic prompts take you step-by-step through the process
- “What-if” as much as you want, to create the most efficient call path
- Cut and paste common sequences
- Save it to your CentreVu CMS system—and your new vector is automatically implemented
- Plus, for sequence consistency across multiple contact centers, simply send your vectors to other contact centers for them to save on their ACDs

### **To learn more**

Please contact your Avaya representative, or visit our Web site at [avaya.com/solutions](http://avaya.com/solutions).

