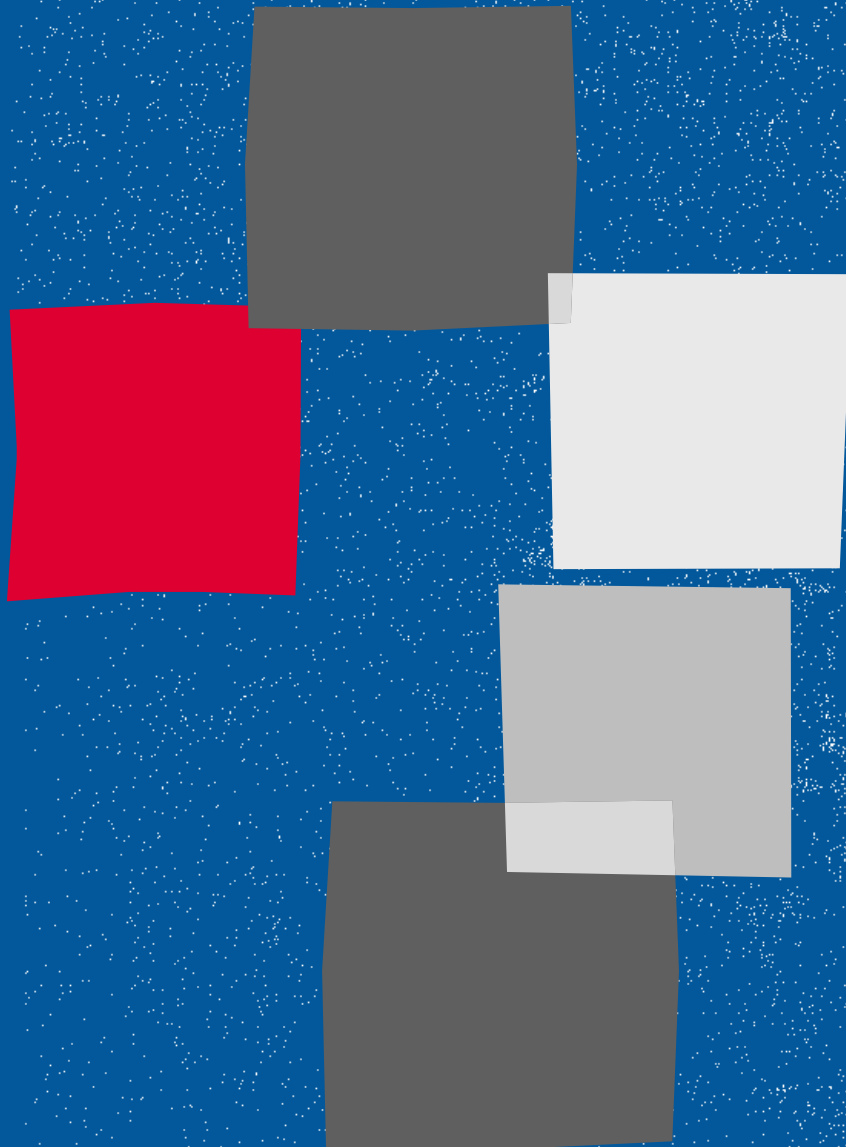




Reporting Solutions



Because Information is Power.

By offering a range of diverse reporting solutions, Avaya lets you select the perfect strategic tools that will give you the information you need—when you need it. With that power at hand, you can create new levels of productivity and service in your contact center—and a profitable strategic edge over your competition.

- Increase call volume without adding staff. Avaya Reporting Solutions give you the power to monitor and analyze virtually anything that's happening in your contact center—from wait times to average answer speeds, to percent reduction over the past year in abandoned call times. Using real-time information, you can make on-the-fly decisions to redistribute resources, or redirect calls. Or you can leverage historical data to develop new and improved procedures that will increase performance and return on investment.

- Enhance productivity while keeping close control on costs. Avaya Reporting Solutions will meet your key business objectives now—and grow with you into the future. And because all of our solutions are easy to use and quick to deploy, you'll start enjoying your return on investment right away.
- Improve customer satisfaction. When you leverage information to improve staffing, call flow, and service levels—you'll win your customers' loyalty with your superior service and support.
- Recruit and retain top agents. Using information to create a more efficient and effective contact center will have another positive side effect. It will increase your ability to attract and keep the best talent.

Exceeding revenue projections—while keeping costs under control.
Increasing call volume—without adding staff. These are reasonable goals—ones that Avaya Reporting Solutions are ready to help you accomplish. No matter how aggressively you set your business objectives, your Avaya Reporting Solution will become a vital strategic tool that continually helps you increase efficiency, productivity, and levels of customer satisfaction.



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