

Slip Sheet

4701W/4700W – Avaya Contact Center Select

7.0

Document version 1.0

Document Scope	<p>This slip sheet contains information on release 7.0 of Avaya Contact Center Select. This slip sheet supplements the information for slides in two different training web courses:</p> <ul style="list-style-type: none">• 4700W – Avaya Contact Center Solutions for Avaya IP Office™ Platform Overview• 4701W – Avaya Contact Center Solutions for IP Office™
---------------------------	--



Table of Contents

Topic 1: Avaya Contact Center Select 4

 Introduction 4

 Highlights..... 4

 Target Markets 4

 Resources 6

Topic 2: What’s new in release 7.0 of Avaya Contact Center Select? 7

 Key Enhancements 7

 Key Features 8

 Avaya Contact Center Select Supported Operating Systems and Clients..... 11

 Migration Opportunities 13

Topic 1: Avaya Contact Center Select

Introduction

Avaya Contact Center Select (ACCS) is optimized for use with IP Office (IPO) software, intended for [global midmarket customers with voice or multichannel/omnichannel contact center capabilities with 10 to 400 contact center agents](#). It is derived from the Avaya Aura® Contact Center (AACC) solution, and offers full multichannel capabilities, voice, email, web chat, SMS and fax helping improve customer experience to increase revenue, and agent efficiency to reduce cost. Avaya Contact Center Select integrates to Avaya Aura® Experience Portal, to offer comprehensive self-service, IVR, and speech recognition abilities. For customers who value the easy integration of a single vendor solution, having a pure Avaya contact center solution will compete and win new IP Office business. Either way, it will help the customer grow revenue and profitability as an easy addition to an IP Office sale or an upgrade to an existing customer.

Highlights

- Supports skill-based routing, call treatments, reporting, unified agent management, and the graphical Avaya Aura® Orchestration Designer workflows and scripting utility.
- Supports multichannel contact types, including voice, email, outbound, Web communications (Web chat), SMS text messages; fax messages, scanned documents and voice mail messages.
- Contact Center Select is derived from Avaya Aura® Contact Center and supports a subset of its APIs, namely Web Communications Web services, Email Open Interfaces, CCT .Net API, Real-time Data API, Real-time Statistics Multicast API and Host Data Exchange API.

Target Markets

Target customers are those who have existing Avaya Aura®, CS1000, or IP Office platforms wishing to add a highly featured contact center, and new or migrating customers for whom Avaya Aura® or CS1000 and Avaya Aura® Contact Center, or IP Office and Avaya Contact Center Select will provide a highly featured cost-effective contact center solution. ACCS will support customer migrations and upgrade paths from Nortel Enterprise Services (NES) Contact Center AML, AACC 6.x and ACCS 6.x. Leverage Avaya Software Investment Protection Program (ASIPP) to migrate NES or AACC application to Avaya Control Manager or IP Office.

Target Markets	
Partners and Customers	
Greenfield Customers <ul style="list-style-type: none"> ▶ Major Release Offer ▶ Voice and Multimedia Contact Center scaling from 10-250 (on IPO 9.1) and 10-400 (on IPO 10) Active Agents ▶ Integration to Business systems – Screen Pop, Customer Relationship Management (CRM), IP Office Contact Recorder (IPO CR), IVR 	Existing Customers <ul style="list-style-type: none"> ▶ All “Greenfield” features plus – migration to latest hardware and software platforms – OS, Web Servers, Reporting Tools ▶ Simplify existing deployments – High Availability (HA), reduced maintenance window times, troubleshooting ▶ Option to move to AACC 7.0 on Aura® or Avaya Contact Center Select 7.0 on IP Office

What ACCS Now Delivers for Customer Care



As the above diagram shows, Avaya Contact Center Select is a highly capable solution.

► IP Office Resilience Support

- Protection against IP Office Server Edition (SE) Primary Failure
- Local Site Protection or Geo
- Minimal downtime and disruption with some call preservation

► Avaya Contact Center Select Business Continuity

- Avaya Contact Center Select Primary can failover to Avaya Contact Center Select Secondary with Avaya Contact Center Select Secondary automatically connecting to IP Office Primary
- Avaya Contact Center Select Secondary can work with either IP Office Primary or IP Office Secondary in failover scenarios

► Active and Standby Servers with Data Replication

- Real Time Shadowing: data is “shadowed” in real time between a matched pair of Avaya Contact Center Select Servers
- Transition triggers: Refers to failure conditions which trigger the activation of the Avaya Contact Center Select Secondary platform thus making it “Active” i.e. processing contacts.

► Self Service Options Supported – Avaya Aura® Media Server and Avaya Aura® Experience Portal

- IP Office VMPro Voice Menus and Prompts
 - Auto Attendant
 - Voice Menu's and dual tone multi frequency (DTMF) inputs
- Out-of-the-box Avaya Contact Center Select on board **Avaya Media Server (AMS)**
 - Announcements, Play Prompt , Collect Digits, Music
 - DTMF Based – No Automatic Speech Recognition (ASR) or Text-to-Speech (TTS)
 - CRM Self Service Integrations not supported
- Add **Avaya Aura® Experience Portal (AAEP)**
 - Delivers all of the above plus ASR and TTS plus
 - CRM Integrations, such as Salesforce CRM to perform data directed routing
 - Full Self Service
 - Advanced application such as Callback

▶ **Routing and Skills**

- Supports Microsoft Lync 2013 interoperability
- Dynamic Agents Skills
- Blended Agents
- Inbound/Outbound: Each voice agent license provisions Inbound and Preview/Progressive Outbound functionality, and includes an Announcement Port.
- Voice/Multimedia handled by agent simultaneously

▶ **Management and Reporting**

- **49 Historical Reports:** reports grouped into easy-to-use functional topics: agent performance, contact summary, call-by-call, routing resources, private templates
- **Customizable Graphical Wallboards:** preconfigured, customizable, enabled out-of-the-box for quickly diagnosing issues and problems
- **Browser-based Administration:** create and publish management or client contact center reports easily
- **Remote Agent State controls:** use IP Office Remote Observe of agents

▶ **Voicemail and Recording**

- Route voicemails to agents
- Bulk or individual call recording
- GUI-based Search and Replay
- Searchable and filter by:
 - Date and Time
 - Direction
 - Agents
 - Skills
 - Target CDN

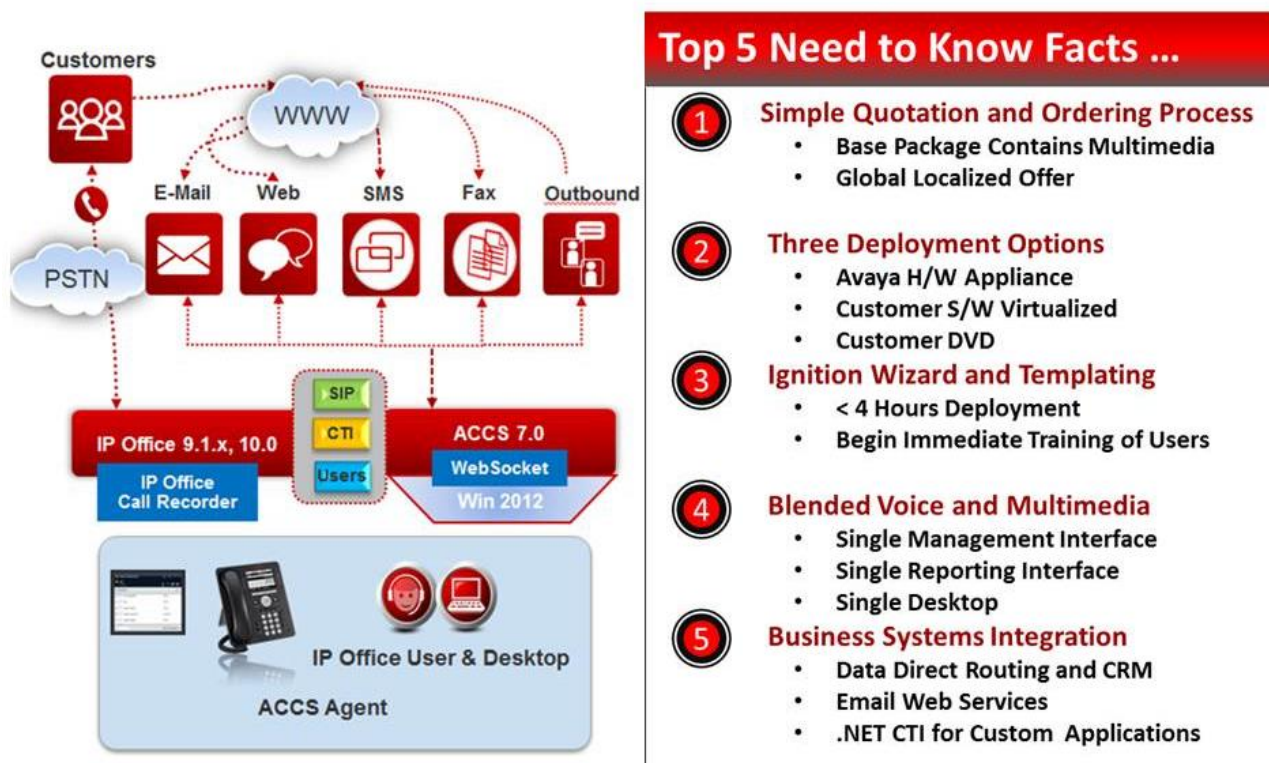


Resources

- View a [demo](#) for Avaya Contact Center Select. This is a really great way to get a look at the agent interface and the many features of this tool.
- To learn more about **Avaya Contact Center Select**, visit the [product page](#) on the Sales and Partner Portal.
- For guidelines for migrating from CS1000 (AML) to IP Office, see: [Avaya Aura® Contact Center CS1000 \(AML\) to Avaya Contact Center Select \(IP Office\) Migration Guidelines](#)
- Refer to the ACCS 7.0 Offer Definition under the Collateral tab of the product page for more details on the offer, licensing, and migration.

Topic 2: What's new in release 7.0 of Avaya Contact Center Select?

This solution architecture diagram shows how Avaya Contact Center Select works with the IP Office 9.1.x and 10.0 platform.



Key Enhancements

- ▶ Microsoft Windows 2012 OS Refresh
- ▶ Support IP Office 9.1 and 10.0
- ▶ Scale to 400 Active Agents (with IPO 10.0)
- ▶ Common Server Platform R3 adoption
- ▶ New Custom Report Creation Wizard (RCW)
- ▶ SQL Server Reporting Services (SSRS) Historical Report Templates
- ▶ Browser-based Agent Controls Application for Phone-only Voice Agents
- ▶ Security and Serviceability Enhancements
- ▶ Outbound Web Services

Benefits of this release:

- ▶ Delivers one view of customer interactions across all contact channels – voice, email, web, SMS, Fax

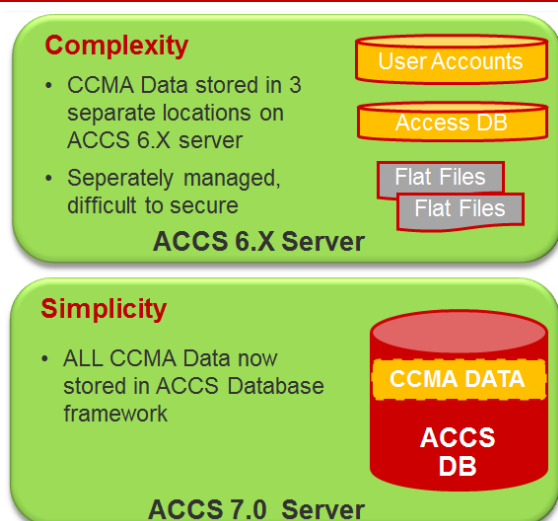
- ▶ Contact Center Staff focused solution – does not require IT expertise for day-to-day running of the contact center

Key Features

Streamlined Database Access for Enhanced Security, Data Integrity and Reduced Complexity

Prior to the Avaya Contact Center Select 7.0 release, data was maintained in three different systems which was costly in terms of solution complexity, security, and data integrity. This was further compounded in High Availability deployments. Removal of the three different storage systems (2 DBs plus file system) to store important contact center information has huge benefits for the Avaya Contact Center Select 7.0 application, as summarized below.

Migration of Contact Center Multimedia “ADAM” Components to Avaya Contact Center Select DB



Avaya Contact Center Select 7.0 removal of ADAM means:

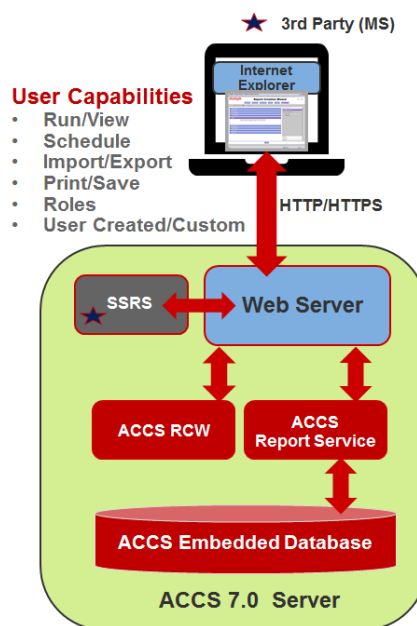
- ▶ **Solution Simplification** – single integrated DB framework with enhanced speed and performance
- ▶ **Common HA solution for all Avaya Contact Center Select 7.0 software components including:** Contact Center Manager Server (CCMS)/ Communication Control Toolkit (CCT)/ Contact Center Multimedia (CCMM)/ Contact Center Manager Administration (CCMA)
- ▶ **Reduced Maintenance Window**
- ▶ **Previously separate Avaya Contact Center Select 6.x CCMA backup and restore procedure now integrated**
- ▶ **Data now more securely stored in the integrated DB**
- ▶ **Scheduled Assignments maintained in Avaya Contact Center Select DB – part of system backup/restore**

Historical Reporting: Microsoft SQL Server Reporting Services Reporting Architecture

Customer Benefits

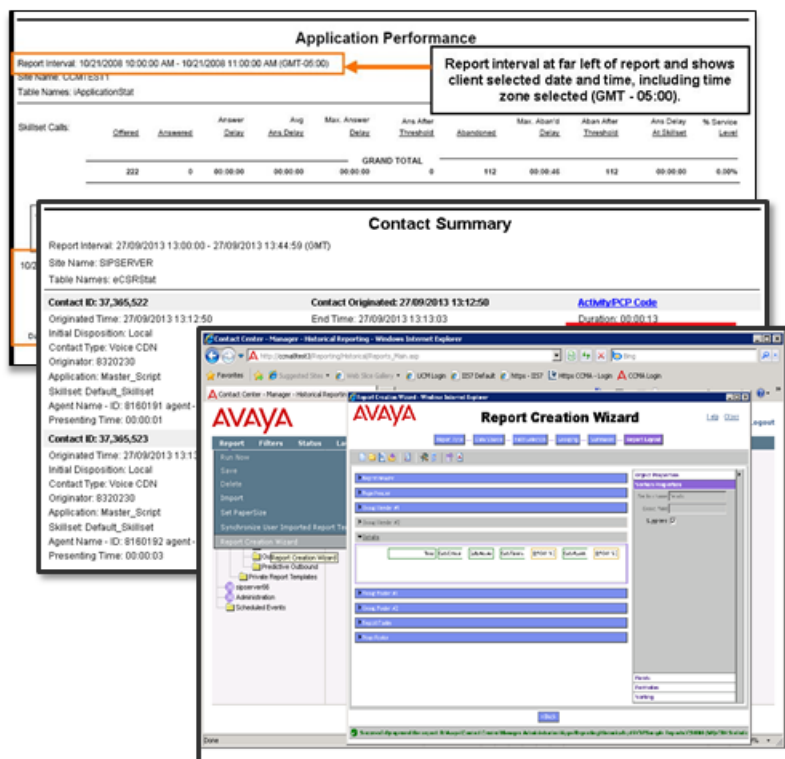
- ▶ **Investment Protection:** Avaya Contact Center Select 6.x embedded reporting and customized reports supported
- ▶ **Can now use standard Microsoft reporting tools (Excel and SQL server) instead of Crystal proprietary tools**
- ▶ **Cost Reduction:** Tools and training costs
- ▶ **Minimal disruption in terms of training/operations**

Note: For AACC to Avaya Contact Center Select migrations: Custom AACC 6.x reports built using Crystal Designer will need to be rebuilt for Avaya Contact Center Select with SQL Server Reporting Services (SSRS); alternatively customer sourced Crystal can be used against the Avaya Contact Center Select database views



Microsoft SSRS-Based Reporting

Avaya ACCS Reporting provides a consistent user experience.



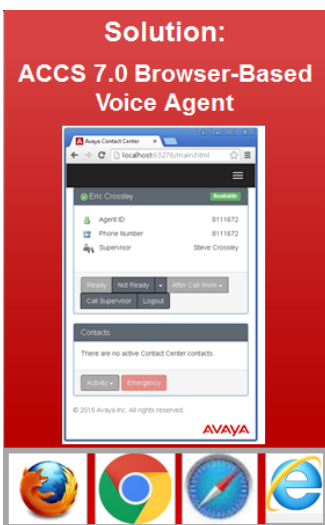
Capabilities

- ▶ Uses Microsoft SQL Server Reporting Services (SSRS) in local mode
- Does not require SQL Server instance or license
- ▶ SSRS used for data presentation only
- ▶ Multiple report designer options exist for building custom reports
- ▶ Import pre-ACCS 7.0 Report Creation Wizard (RCW) custom templates
- ▶ Rich Excel export facility

Roadmap: add Browser independent viewing

Browser-based Agent Controls Application for Phone-Only Voice Agents

The benefits of this new feature is that it provides basic access and status control functionality for voice-only Avaya Contact Center Select agents without having a full Agent Desktop installed (which requires a Windows PC and takes up desktop real estate).

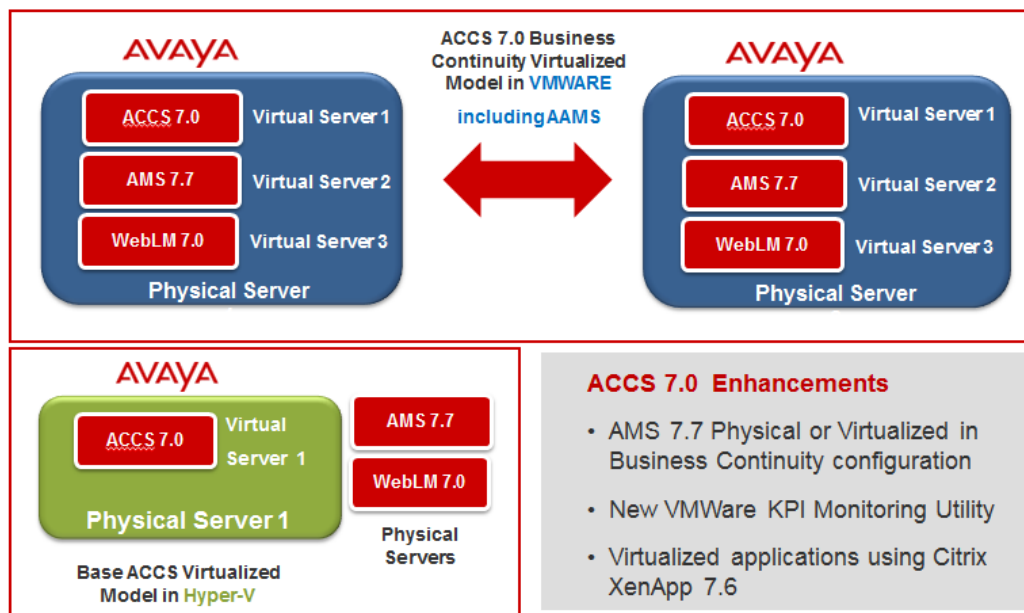


Capabilities:

- ▶ **Supervisor and Agent functionality:**
 - Login/Logout/Ready/Not Ready/After Call Work (ACW)/Activity Code/ NotReady Code
- ▶ **Supported browsers:** Internet Explorer, Firefox, Chrome, and Safari
- ▶ **Supported Operating systems:** Windows, Android, iOS
- ▶ **CTI Call Control on Roadmap** – Current version requires Physical Phone – Mobile and Softphones not supported

Avaya Aura® Media Server Business Continuity Virtualization

Avaya Contact Center Select 7.0 supports the deployment of a virtualized Avaya Aura® Media Server (AAMS) 7.7 platform on VMWare. System Performance Logging is introduced in ACCS 7.0. This new capability will allow a support engineer to see the current and historical system performance. When operating in a VMware environment key performance indicators (KPIs) related to virtualization (such as %RDY, %CSTP and PCPU) are continuously monitored and logged to the Cache database.



Avaya Contact Center Select Supported Operating Systems and Clients

ACCS 7.0 Server

- ▶ Microsoft Windows 2012 Server R2 Standard and Datacenter

ACCS 7.0 Client

- ▶ Microsoft Windows 7 SP1, 8.1, 10
- ▶ Microsoft Internet Explorer 10, 11

ACCS 7.0 Virtualization

- ▶ VMware vSphere Hypervisor (ESXi) (Version 5.0/5.1/5.5)
- ▶ Microsoft Windows 2012 R2 HyperV
- ▶ Citrix XenApp 7.6

ACCS 7.0 Server Specifications

- ▶ Must comply with Microsoft Windows 2012 Server R2 and equal or exceed the ACCS 6.4.2 PVI specification

Compatible Complementary Solutions

Workforce Optimization with Knoahsoft Harmony

The KnoahSoft Harmony Cloud SaaS model enables contact centers to obtain sophisticated Workforce Optimization capabilities without the significant costs of purchasing hardware and software and then tasking their IT staffs to maintain, support, and upgrade the solution.

Provides a company the ability to:

ACT:

- ▶ Coaching
- ▶ E-learning
- ▶ Speech analytics

ANALYZE:

- ▶ Dashboard & Reports
- ▶ Speech Analytics
- ▶ Desktop Analytics
- ▶ Balanced Scorecards

OPTIMIZE:

- ▶ Workforce Management

COLLECT:

- ▶ Recording

ASSESS:

- ▶ Monitor
- ▶ Evaluate



Advanced Call Recording and Workforce Optimization for Avaya IP Office Contact Center and Avaya Contact Center Select

DevConnect Partner Telstrat provides a unique solution called, “Engage Contact Center Suite.” Engage is a call recording and Workforce Optimization (WFO) custom tailored to fit large, single site, corporate campus and multi-site contact Centers with either premise or cloud-based offers.

Engage provides:

- ▶ Advanced recording and WFO/Work Force Management (WFM) suite designed for departmental or full enterprise contact centers
- ▶ Easy to deploy, administer, use, and support
- ▶ For virtually any vertical, typically for customer service, collections, sales, and back office
- ▶ For regulatory compliance, liability mitigation, improved customer satisfaction, and optimized operations
- ▶ Market Availability: Worldwide
- ▶ <https://www.devconnectmarketplace.com/telstrat/engage-contact-center-suite>
- ▶ Visit www.telstrat.com



Migration Opportunities

Nortel Enterprise Services (NES) Migration Support – Avaya Contact Center Select

Migration protects investment in administration, scripting, and reporting data.

- ▶ **Migration is supported from NES / AACC CS1000 (AML) to:**
 - Avaya Aura® Contact Center (AACC) 7.0 with Avaya Aura® Unified Communications
 - Avaya Contact Center Select (ACCS) 7.0 with IP Office
- ▶ **Reporting and Configuration data migration supported for NES CC6, CC7.0, CC7.1, AACC 6.x AML –**
Avaya provides built-in migration features
- ▶ **Avaya Software Investment Protection Program (ASIPP) commercial offer for migration of any NES release**

