



for the Avaya Communication Manager

Call SWEET! Live for Avaya Communication Manager includes all the features that made the original Call SWEET! Live for IP Office the ultimate real-time contact center solution, plus there are significant additions and upgrades that are sure to provide even greater efficiency and visibility.

If your business has an Avaya Communication Manager with ACD/split groups, you need Call SWEET! Live. The solution will accurately monitor and report on phone activity for an unlimited number of agents and groups, always keeping you informed on what is happening in your contact center.

Capabilities

- Layered with the exceptional Call Accounting features of Call SWEET!
- Customizable dynamic desktop widgets for frequently used functions
- User-defined Service Level thresholds facilitated with alarms and alerts
- Text and graphical reports with drill-down capabilities
- Customizable security roles and permission settings
- Queue status monitoring
- Unlimited ACD groups
- Customizable Agent Status layouts
- Real-time and historical metrics on ACD group activity & performance
- Agents can be members of multiple hunt groups
- Live chat between agents and management

Feature List

- Dynamic Desktop Widgets
- Service level thresholds and alarms
- Click through reporting from desktop
- Customizable agent status layouts
- Supervisor control to invoke status changes
- Multi-site Support
- Multiple ACD Group Support
- Real time and historical reporting
- Live Chat
- Drag and drop Widgets for Agent status and Wallboard Views

Benefits

- Evaluate staffing requirements by month, week, day and hour
- Assess workload and productivity by ACD group and agent
- Generate maximum staff performance
- Leverage existing investment in Avaya equipment
- Rapid deployment to quickly meet market demand
- Centralize reporting and monitoring removing the need for redundant resources
- Improve customer satisfaction

Capacity

- Unlimited number of Agents
- Unlimited number of ACD Groups

Server Specifications

- AES Server Required (DATEL Provided)
- Remote access to the CallSWEET! Server
- Recommended: SQL Server 2005 Standard

The DATEL Difference

- Implementation and Training performed remotely at no charge to the customer
- Dedicated Project Management
- Annual Maintenance inclusive of unlimited phone support and remote access



DATEL
Software Solutions, LLC

515 Pleasant Valley Road
Trafford, PA 15085

(724)744-1380

sales@datel-group.com
www.datel-group.com