

DATEL Software Solutions extends Call Center Solution into the Avaya Enterprise Space

Murrysville, PA

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DATEL Software Solutions, an Avaya Developer's Connection Partner, announced today that they are releasing a new version of CallsWEET! Live for the Avaya Communication Manager platform. This product announcement extends DATEL's capabilities across the entire Avaya product line, as they have previously offered solutions to compliment the Avaya IP Office. "We've had a great deal of success with CallsWEET! Live for the IP Office, which has increased demand from our business partners to offer a similar solution for the Avaya Communication Manager" says Dan Lemke, Principle at DATEL.

CallsWEET! Live leverages the robust ACD functionality in Avaya systems to provide real-time monitoring of call center agents, call queue management, PC wallboards, and real-time and historical reporting. The solution for Communication Manager will reside on the Avaya AES Server and fully integrate to other Avaya and third-party applications. Lemke expects customer demand to be high. "Customers have been asking us for quite a while when CallsWEET! Live would be available on this platform. We're at the point now where we have brought in the resources necessary to meet that demand. We have several customers that have implemented the solution in our early introduction period and feedback has been very, very positive"

One such customer is Chesapeake Urology Associates. With 48 of the region's top Urologists, Chesapeake Urology Associates is the largest and most respected Urology practice in the state of Maryland. They needed a call center solution that would allow them to centralize appointment scheduling for their 16 Urology Centers and their 14 Surgical Centers throughout the Baltimore area. Cindy Feeley, Call Center Director at Chesapeake Urology believes that CallsWEET! Live will enable them to streamline operations and improve patient satisfaction. "In the past, patients would call into their local center to schedule appointments or ask questions. With CallsWEET! Live, we will be able to provide one number to our patients that will ring our call center and be answered quickly by one of our 20 agents. If it's an appointment that needs to be scheduled, we can handle it in our call center. If the patient needs to speak with a doctor at their local center, we can quickly route that call. That is going to dramatically improve customer service and give us insight into call metrics that will enable us to make intelligent business decisions." Chesapeake Urology Associates has deployed an Avaya S8730 at its main site with gateways at their remotes locations all running Avaya Communication Manager.

DATEL will continue to sell its solutions through its national channel of over 200 Avaya business partners.

About DATEL Software Solutions

DATEL Software Solutions is a privately held, telecommunications software developer. They have been a Gold-Level member of the Avaya Developer's Connection Program since 2006. DATEL offers Call Accounting Solutions with its CallsWEET! application for several manufacturer's telephone switches, and Call Center Solutions with CallsWEET! Live for the Avaya IP Office and Communication Manager platforms.