



Call SWEET!
Live

Real-Time Contact Center Management Solution
for Avaya Communication Manager



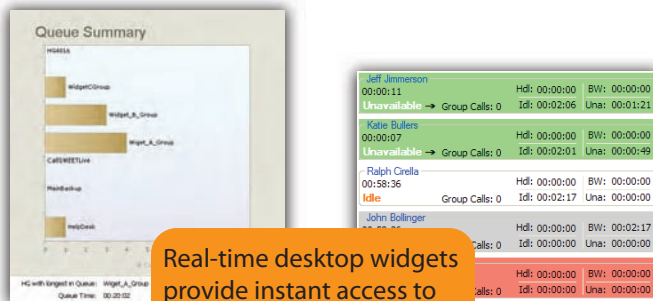
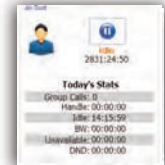
Call SWEET! Live for Avaya Communication Manager includes all the features that made the original Call SWEET! Live the ultimate real-time contact center solution, plus significant additions and upgrades that are sure to provide even greater efficiency and visibility.

If your business has an Avaya Communication Manager telephone system 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 ACD/split groups; always keeping you up-to-date and informed on what is happening in your contact center.

New Features:

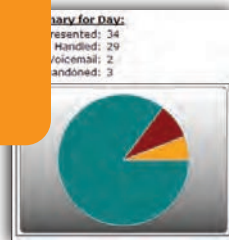
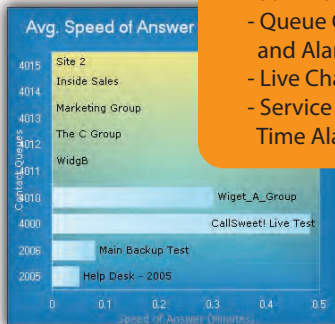
- Supervisor Control: ability to change agent states via widgets
- Dial any number by pressing hot key (license required)
- Drag and drop agent status and wallboard widgets
- Combine user statistics in wallboard

CallingNumber	Duration
(724) 555 - 1234	00:09:44
(724) 555 - 3874	00:06:20
(724) 555 - 4238	00:04:06
(724) 555 - 8983	00:03:10



Real-time desktop widgets provide instant access to vital agent and ACD group metrics, in both text and graphical formats.

- Agent Status Full and Compact
- Single Agent View
- Live Viewer
- Speed of Answer Summary and Alarm
- Queue Call Summary and Alarm
- Live Chat
- Service Level Handle Time Alarm

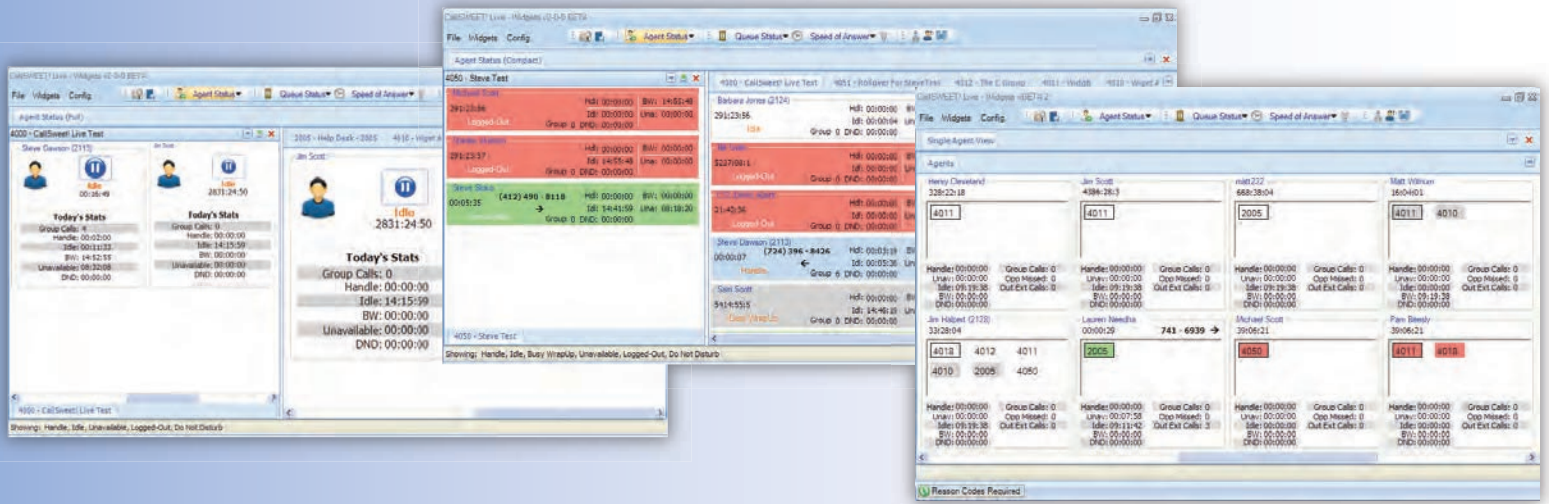


Available as an addition to Call SWEET! Live is our acclaimed, and recently enhanced, call accounting application, Call SWEET! 7.0. With shared architecture and functionality, these applications act as one and provide you with both real-time and historical call data. Not only can you monitor current activity, but you can also run and schedule historical reports showing such essential data as call distribution by day/hour and cost reports, to name a few.

Call SWEET! *Live* Features and Benefits

- 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
- Both real-time and historical metrics on ACD group activity and performance
- Agents can be members of multiple ACD groups
- Assess workload and productivity by ACD group and agent
- Evaluate staffing requirements by month, week, day and hour
- Live chat between agents and management

Users can customize the layout of widgets, and view multiple widgets at a time, in order to monitor statistics that are most vital. A new feature is the ability to create reports instantly by clicking through widgets. Faster reporting equals faster results. Lead your company towards greater efficiency and higher profits today with the help of Call SWEET! Live and its real-time widgets!



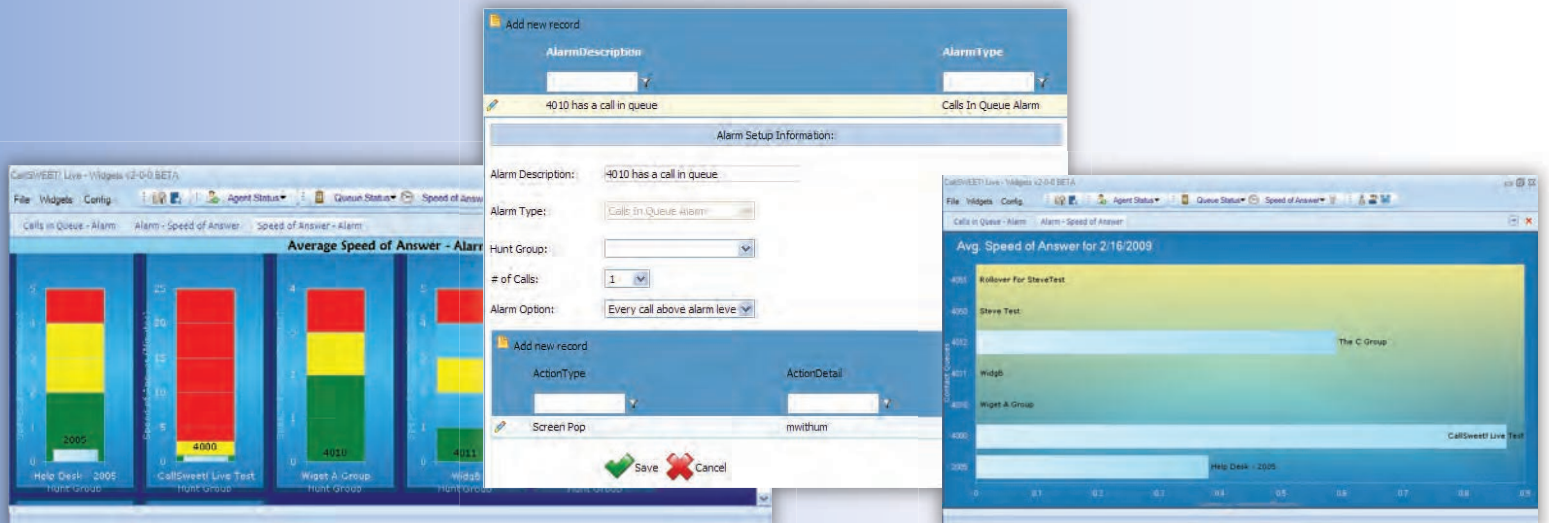
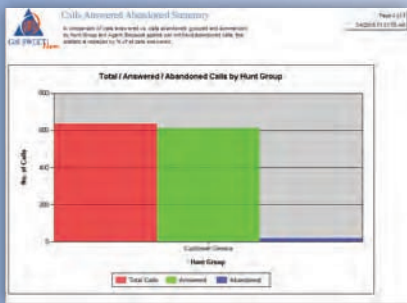
Agent Status

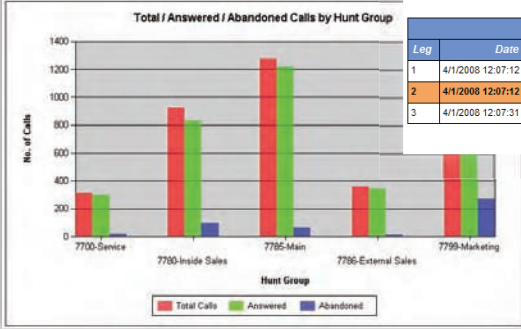
Call SWEET! Live makes it simple to view the status of all agents in an individual ACD group or multiple ACD groups at a time. Supervisors can see every agent's phone activity without leaving their desks. This not only increases overall visibility, but also saves supervisors' time and energy. Use the Agent Status widgets to see important details such as current status, duration of active call, total durations for the day (incoming, outgoing, interoffice), and more! Reason codes can be entered in Call SWEET! Live or through your phone. Know exactly what your agents are doing, when they are doing it!

Alarms and Alerts

Setting and monitoring service levels establishes expectations and goals for your workforce. In Call SWEET! Live, alarms and alerts can monitor several critical areas, including the speed calls are answered, handle time required to complete a call, number of calls in queue and the duration of calls in queue. All widgets with graphical alerts display crisp, color-coded graphs that keep you informed and up-to-date on key contact center metrics so changes can be made quickly. Queue alarms will alert users by email, screen pop and audible alarm – choose one alert option or all three!

- Use toggle buttons to change agent status
- Supervisor Control: Change agent status via widgets





Duration consists of ring time, queue time, talk time, and hold time.

Leg	Date	Calling Number	Dialed Number	Called Number	Answer Time
1	4/1/2008 12:07:12 PM	913125429046	0042	9701	0:00
2	4/1/2008 12:07:12 PM	913125429046	7700	7739	0:00
3	4/1/2008 12:07:31 PM	913125429046	0042	9701	0:00

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group and Agent. Because agents can not have abandoned calls, this statistic is replaced by % of all calls answered.

Hunt Group	Total Calls	Answered #	%	Abandoned #	%
7700-Service	322	303	94.10	19	5.90
Agent					
7739-Harry Dunne	15	15	100.00	0	4.95
7740-Dana Heinze	255	255	100.00	0	84.16
VOICEMAIL	11	11	100.00	0	3.63
OTHER	22	22	53.66	7.28	
7780-Inside Sales	937	841	89.75	96	10.25
7785-Main	1319	1258	95.38	61	4.62
7786-External Sales	366	352	96.17	14	3.83
7799-Marketing	1012	733	72.43	279	27.57
Totals	3956	3487	88.14	469	11.86

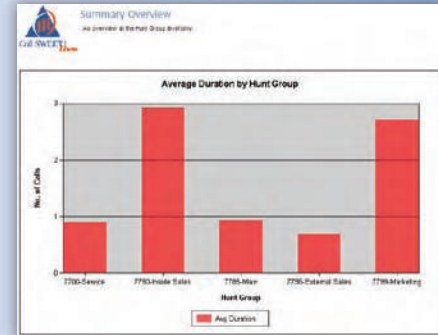
Reporting

Reporting is a key element of Call SWEET! Live. All call data collected, by agent and ACD group, can be viewed in a wide array of reports. With drill-down capabilities, each report can be as specific or as broad as you choose. Do you want to know the total calls abandoned by your agents in the past week? Simply drill-down to agent detail from your calls abandoned summary report. If you would like to see your reports in a different format, they can be easily exported to Excel and PDF files.

Scheduling reports to run at specific times - daily, weekly, monthly or one-time only - is an important aspect of Call SWEET! Live reporting. The scheduled reports can be outputted via e-mail or stored electronically. See the reports you need, at the time you need them.

Queue Management

Call SWEET! Live features several widgets that give you up-to-the-second queue details. Agents are made aware of calls instantly. Alarms can be set to indicate when the queue is past the acceptable range determined by supervisors or managers and alerts users by graphical display, email, screen pop and/or audible alarm. The queue level alarms and alerts can be customized for each hunt group, as a service call may need to be answered quicker than an administrative call, for instance.



- New reports including Reason Code Summary, Opportunities Missed by Agent or Day/Hour
- Click through widgets to generate reports

The screenshots show various reporting and management tools:

- Queue Summary:** Displays agent status (e.g., Steve Test, Widgb) and queue times for different hunt groups.
- State Summary:** A table showing call statistics for various hunt groups, including logged in, handled, and abandoned counts.
- Logged in State Summary by Agent:** A bar chart showing the number of calls handled by individual agents like Mia Wallace and Mary Swanson.
- Summary for Day:** A circular gauge showing daily performance metrics: Presented: 10, Handled: 4, Voicemail: 4, Abandoned: 0.

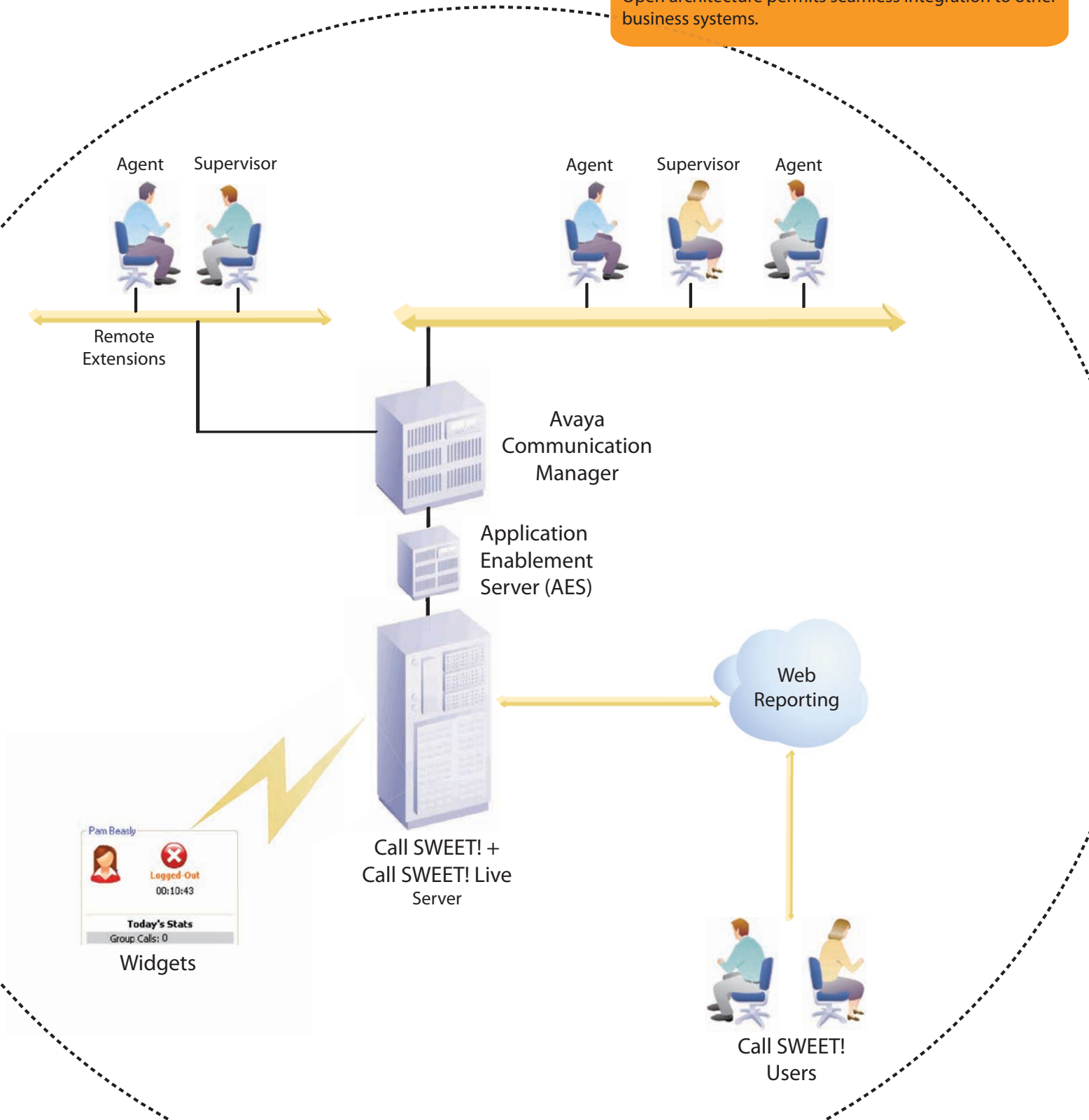
Call SWEET! *Live* Architecture

Call SWEET! Live's architecture is shared with Call SWEET! to allow for real-time and historical data collecting and reporting. The user interface is intuitive and simple to use - start monitoring agents, creating reports, and much more on day one!

Remote user reporting via IP extensions

Receiving information via AES in real-time allows for accurate monitoring of agents and queues - both critical aspects of a contact center.

Open architecture permits seamless integration to other business systems.



We keep it simple.

DATEL keeps the deployment process uncomplicated by installing fully configured, ready-to-use applications - remotely or on-site.

DATEL's licensing is clear and straightforward - we are only concerned about concurrent monitored agents. Every agent has full user capabilities upon installation, but security roles and permissions can be defined and changed easily within the application.

An AE Server is required. Call DATEL for additional licensing information.

Forever SWEET! Customer Care offers an economic advantage to ensure that your system will always perform at its best. Features include:

Software Updates

- Automatic product updates as they occur
- Automatic hot fixes as they occur

Technical Support

- Unlimited technical support by phone
- Unlimited remote access support

Dial Plan Service

- North American Dial Plan monthly updates, as well as additional tariff and rate updates

DATEL Software Solutions, LLC provides world-class telecommunication management software to valued customers. Powerful and accurate products, combined with excellent customer service, define our business.



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