



TeamView[®] Multimedia Contact Center

Contact Your Customers
in the Way They Like it

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER

TeamView® Multimedia Contact Center for Avaya

The Most Affordable Multimedia Experience

Have you invested in Avaya platforms and want to leverage its leading edge technologies but, at the same time, avoiding complexity and heavy investments? Then, TeamView® Multimedia Contact Center is the natural choice.

Avaya is the world leader in the Enterprise Call Center market and the first vendor to include Automatic Call Distribution (ACD) technologies embedded in their telephony platforms. TeamView® Multimedia Contact Center relies on these technologies adding support for eMail, Fax, SMS and Chat; treating them as calls in an Avaya Queue leveraging all investments on related applications and services.

Based on TeamView® Office Manager market proven and easy-to-use technologies, TeamView® Multimedia Contact Center integrates with enterprise services like Directory, Presence, IM, Calendar, ERPs, CRMs, Helpdesk, etc. allowing entire organization visibility and enhancing teams' collaboration experience to ensure the highest levels of customer satisfaction.



Main Features

Based on TeamView® Office Manager

Its full set of features and market leading user interface are available enhancing employees' productivity.

Native Avaya's Agent Capabilities

Supporting different platforms, types and Agent status.

Multimedia Services as Calls

Leveraging the most powerful technology in the Call Center market. Avaya's ACD will handle eMail, Fax, SMS and Chat as different types of Calls/Queues allowing transparent integration with any application or service.

Leading Edge Web Service Integration

Native Messaging Service Client is embedded ensuring compatibility and availability of its full set of features.

Software Wallboard

On the Agent side, our built-in Wallboard provides a brief view of its primary Hunt-group information. To enhance team's performance, TeamView® Wallboard offers threshold-based statistical information on Agents, Groups, Queues, etc.

Callback Feature

Don't lose a customer! Allow them to leave a phone number to automatically call them back as soon as an Agent gets available.

Reason Codes

Create different Call Types and let Agent to categorize them for further analysis.

An Open Experience

TeamView® Multimedia Contact Center is built on open standards therefore there is no limit in the quantity or types of services to integrate.

Distributed Contact Center Support

Embedded multi-site capabilities allow any company to maintain a Unified view of the entire service even on distributed environments.

Highly Scalable

Only limited by your different applications, platforms and/or services to integrate with.

Benefits

- Extremely short learning curve
- Comprehensive overview of available resources and knowledge in the organization
- Highly user friendly and easy to work with
- Simultaneously multi-site support.
- Ensures professional and customer-oriented attitude
- Effective solution for modern companies with very low Total Cost of Ownership (TCO).



Technical Requirements

Avaya Aura

Avaya AES Server

- Avaya Aura AES 3.x or higher with Basic TSAPI interface.
- 1 TSAPI Monitor license per TeamView© workstation.
- 1 TSAPI Monitor license per estimated amount of simultaneous calls waiting on busy station (recommendation: 5-10% of trunks).
- Avaya TS Client 3.1 or higher.

Avaya Aura CM

- 1 Agent and Station license per TeamView© user.
- 1 CTI station license per estimated amount of simultaneous calls waiting on busy station (recommendation: 5-10% of trunks).
- 1 VDN/Vector per amount of absence messages.
- EC500 licenses (for Mobile Status operation).

Avaya SME Communications

Avaya IP Office

- Avaya IPO firmware 4.x or higher
- Avaya IPO CTI Link

General Requirements

Messaging System

MS Exchange 2007 SP1 or higher with Web Services installed and configured.

Active Directory and Calendar Integration

1 Domain user with Mailbox and rights to read appointments.

MS SQL Server

Microsoft SQL Server 200x and Microsoft SQL Server 200x Express (configuration Preferred operate in mixed mode).

Windows Server

Windows Server 2003 or higher, Standard or Enterprise, x86 or x64. Must be part of the domain and there must be at least 10Gb free space for database and log files.

Physical Server

Dual Core Intel Xeon, 2Gb memory.
Quad Core Intel Xeon, 4Gb memory if SQL Server will be installed too.

Virtual Server

2 Cores, 2Gb memory.
4 Cores, 4Gb memory if SQL Server will be installed too



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