

Avaya Home Agent The Anywhere Agent Solution

Overview

Avaya Home Agent enables businesses to extend their contact center beyond the traditional office building to an expanded workforce population unhampered by physical location.

Technology advancements continue to change the geography of the contact center. No longer does distance or location restrict the ability of an agent to work effectively. In fact, Home Agent solutions from Avaya make it possible to provide differentiated customer service anytime, all the time, and from anywhere.

Avaya Home Agent builds on the Avaya Contact Center foundation, enabling full-featured agent positions beyond the brick and mortar building. Contact center agents can work from home, from a remote office, from anywhere.

Such flexibility provides businesses the ability to attract and retain highly qualified agents in a competitive skilled-agent marketplace. Removing the requirement to commute to a contact center location allows companies access to a much more diverse workforce, overcoming limitations of geography, time zones or an agent's physical disability. Such a dedicated workforce enables businesses to provide superior customer service via knowledgeable, experienced agents, at a lower total cost.

From a contact center manager and supervisor perspective, the physical location of an agent is transparent, allowing the focus to remain on agent performance. This means the same robust reporting and monitoring is available for remote agents as those physically located in a contact center. Remote training, support and coaching is facilitated through embedded video tutorials, context sensitive help as well as collaborative capabilities inherent in the agent desktop application, Avaya one-X® Agent.



Figure 1: one-X Agent user interface with video

These same features in Avaya one-X Agent, video, click to call, and instant messaging (IM), make it easy to find and connect to an available expert anywhere in the enterprise. Inherent supervisor capabilities such as service observe, agent alerts, in-call coaching, desktop sharing and access to agent work logs including IM transcripts make it easy for supervisors to keep track of their agents' activities and help them better serve customers.

one-X Agent provides Section 508¹ compliance for accessibility to support agents with disabilities. Keyboard shortcuts, visible and audible alerts and easy integration with text-to-speech applications make it easy to create an environment that accommodates agents with disabilities well. Providing a Soft TTY² interface enables support of hearing-impaired customers without the need for separate hardware devices or separate queue groups.

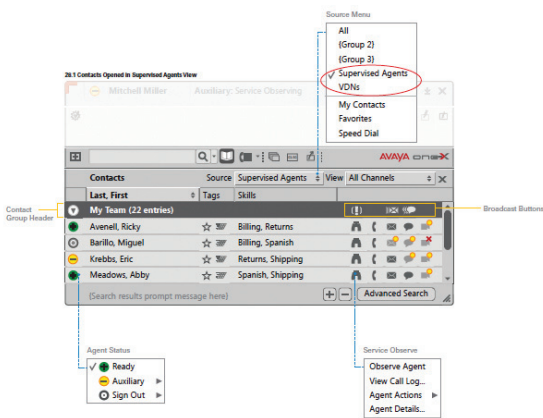


Figure 2: one-X Agent Supervisor features

¹ Section 508 of the Rehabilitation Act in the United States requires that Federal agencies' electronic and information technology is accessible to people with disabilities, and specifically defines the requirements for compliance. It is also used by private businesses to ensure accessibility to their IT and telecommunications systems.

² TTY is short for teletypewriter, a device enabling hearing-impaired persons to use telecommunication facilities. Another commonly used name for these devices is TDD, or telecommunication device for the deaf.

Agents that are independent from a physical location also add new options to business continuity and disaster recovery plans. Even with the main location unavailable, operations can continue by relying on remote agents at home or other backup sites.

The Home Agent solution is available world-wide and benefits companies of all shapes and sizes. As part of the Avaya Customer Interaction Suite, Avaya Home Agent applications integrate seamlessly into your Contact Center. The Avaya portfolio of applications and services provide an end to end solution to develop a successful remote agent strategy.

Key Customer Benefits

With a heritage of over 100 years of industry experience, Avaya understands the needs of its customers. When implemented correctly, a home agent program helps businesses address strategic priorities focused on home-shoring, agent retention and satisfaction, business continuity planning, cost control and reduction, minimizing environmental impact, rapid growth, and 24x7 competitively differentiated customer service, to name a few. The following are key benefits of implementing such programs:

- **Exceed Customer Expectations.** Retain your customers through exceptional customer service by getting the best agents on the case. Identify and contact subject matter experts through presence and instant messaging. Provide agents with relevant customer information through an integrated screen-

pop capability and share that data with others via desktop sharing. Provide 24x7 customer service.

- **Enhance Agent Care.** Achieve high levels of agent satisfaction and reduce turnover by offering work-at-home as an incentive. Allow top performers to continue employment when family relocations are required. Offer flexible scheduling. Reduced commute costs translate to higher employee income.
- **Expand Agent Workforce.** Broader, more educated talent pool without geographical boundaries. Optimized time and ability opens the door to part-time agents, such as stay at home moms or caretakers, and helps contact center managers easily handle peak busy hour volumes by having an agent workforce that can be more readily available with short notice.
- **Agent Retention.** The demand and competition for highly skilled agents and the focus on environmental concerns makes home-based agents the right response for businesses seeking to obtain and retain the best agents.
- **Improve Home Agent Performance.** Using a wide range of supervisor and coaching tools, supervisors can monitor and improve agent performance regardless of location. With the option to easily listen to calls and provide in-call coaching, supervision is as easy and efficient as it is for on-site agents. Agents looking for hands-on support on a call can share and even give control of their desktop to a supervisor, another agent or an expert elsewhere in the

company for immediate help and in-call real time training on how to resolve the issue in the future.

- **Embrace Accessibility Compliance.** Provide full access to technologies for disabled employees in accordance with Section 508. Further enhances benefit of expanded workforce, further reduces agent attrition and associated cost reductions, as well as potential tax benefits.
- **Soft TTY.** Enable every agent to handle TTY communications with hearing-impaired customers without requiring an additional hardware device.
- **Reduce TCO.** Lower costs (real-estate, training, recruiting, and payroll), while increasing customer satisfaction through agent productivity and agent retention (reduced turnover). Additionally, many states offer incentives for telecommuting. And, IT operations benefit from centralized management and simple configuration and deployment.
- **Go Green!** Reduced fuel consumption, eliminate pollutants, and help agents keep more money in their pockets. Reduced space requirements at office locations helps save on heating, cooling and facility management.
- **Ensure Business Continuity.** Minimize disruption or loss of work due to disaster through dispersed workforce. Success depends on good planning and execution and a stable environment.

Capabilities

The Home Agent solution consists of the Avaya one-X Agent, Avaya Aura™, and associated planning and consulting services. Avaya one-X Agent is driven by Avaya Call Center software running on Avaya Communication Manager. Applicable reporting, workforce management, and agent performance solutions are also used to support home agents.

AGENT DESKTOP

Avaya one-X Agent is a robust agent desktop application with an embedded softphone that has flexible deployment options to meet the needs of contact center agents regardless of location. one-X Agent improves agent productivity with a dynamic user interface designed specifically for agent use, and a rich set of communication and collaboration features. one-X Agent provides flexible deployment options, central management and hot-desking support and a simple screen-pop capability that doesn't require CTI.

Softphone Features

<ul style="list-style-type: none"> • Identical interface at home or office • Built-in collaboration capabilities • Embedded instant messaging (IM) and Presence • Gateway to enterprise IM applications • Integrated Video capability • Integrated Screen-pops • Video tutorials and context-sensitive help • Option for full VoIP Softphone functionality to use agent PC as phone • Recorded Agent Greetings • Section 508 compliance • Soft TTY capability • Dynamic UI with work-item oriented layout and presentation 	<ul style="list-style-type: none"> • Wired, Wireless and Bluetooth headset support • High definition audio • Contact Directory • Public Directory Search (LDAP) • Speed Dialing • Dial Pad • Contact History dialing • Click-to-Dial from Internet Explorer and Firefox • Quick search of Outlook contacts • Station button support • Call/Hold Timer • Launch Toolbar • Auto answer support • Drag and Drop Conference and Transfer • Enhanced transfer and conference • Message waiting lamp • Missed calls indication • Real-Time Operations Status Monitor 	<ul style="list-style-type: none"> • Hot-Desking Support • Context sensitive help and embedded video tutorials • Virtualization Support • Certified Citrix Ready • Automatic Station Login and Agent Login. • Administration for voice messaging access. • Multiple Language Support • Emergency call handling • Secure desktop • Desktop Sharing • Encrypted signaling link • Integrated with Avaya Video Telephony Solution
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Management, Administration, Security and Installation Features

<ul style="list-style-type: none"> • Supervisor functions independent of agent location • Recording of IM and TTY transcripts. • Remote agent work log monitoring 	<ul style="list-style-type: none"> • Flexible deployment options • MSI Installation • Feature access control • Single Sign-on 	<ul style="list-style-type: none"> • XML Configuration Files • Central Management of Agent and Desktop configuration
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AVAYA AURA™ PRESENCE SERVICES

Avaya Aura™ Presence Services provide a scalable, high performance presence aggregation service that collects and disseminates rich presence information between Avaya and other third-party endpoints. With multi-protocol / multi-interface support easy interaction with other instant messaging and presence systems across the enterprise is assured. With Avaya Aura™ Presence Services, enterprise-wide Presence and Instant Messaging become available to Avaya one-X Agent, Avaya one-X™ Desktop, and Avaya one-X™ Deskphones.

Presence and Instant Messaging (IM) Features

<ul style="list-style-type: none"> • Secure • Open • User Presence • Inside the Enterprise IM • Multi-modal communications 	<ul style="list-style-type: none"> • Integrated with telephony across Avaya one-X client applications • Single contact address for voice and IM 	<ul style="list-style-type: none"> • Centrally managed and monitored • Supports numerous Avaya products and solutions
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CALL CENTER

The Avaya Call Center is the foundation for a total customer service solution. Call Center is built upon proven and innovative automatic call distribution (ACD) technology. It offers a suite of call routing and resource selection capabilities designed to help agents handle calls more effectively and boost the overall level of the call center's productivity. In total, Call Center offers customers hundreds of contact center features and reporting capabilities that are available to home agents in just the same way as they are to agents in the office.

Licensing and Implementation

Licensing is on a per-seat basis, with upgrade prices available to migrate from IP Agent.

Implementation is simple – Avaya one-X Agent is customer installable. one-X Agent Central Management allows management of user profiles, groups of users and provides desktop configuration templates centrally so that they can be deployed to agent desktops just-in-time. Administrators access Central Management through a task-based thin client user interface for efficient and effective management of user's configuration data (e.g. user profile), application data (e.g. individual user contact log) and other data (e.g. recorded agent greetings). This data is stored centrally and downloaded to the desktop as required. These capabilities, in combination with a Microsoft Installer (MSI), facilitate the delivery of the right tools to the right agents, reducing overhead and the total cost of ownership.

As part of Avaya's full suite of IP contact center devices and applications, Avaya one-X Agent integrates seamlessly with the Avaya Customer Interaction Suite and Avaya Communication Manager.

Services

From assessing your needs to designing, implementing, managing and maintaining your solution, Avaya Global Services and Avaya Partners can provide you with a range of options to supplement your internal resources and address your needs.

Avaya Professional Services works with you to develop a strategy to integrate your Home Agents into your organization's complete future vision. This Business Continuity/Disaster Recovery and back office order fulfillment plans. Avaya will also work to increase the value and functionality of the Home Agent by reviewing your current business processes, increasing collaboration between your Home Agents and other departments and providing more value in their communication methods.

Avaya Global Support Services deliver value to businesses through continuous, comprehensive and cost effective coverage that helps ensure maximum system performance, reliability and availability for customers' IP Telephony, Contact Center, and Mobility applications and solutions. With Software Support plus Upgrades your business may elect to receive all software upgrades, keeping your applications current, gaining new features and functionality, and enabling you to protect your investment. Avaya Support Services allow organizations to stay focused on core objectives while helping to ensure that their critical communications applications operate smoothly.

The Software Support + Upgrade support model is available for Avaya one-X Agent.

Web site-based self-help support for Avaya Call Center will be available to customers on a 7x24 basis at support.avaya.com. Web site support includes:

- Frequently Asked Questions (FAQs)
- Trouble isolation procedures
- Technical Articles and white papers
- Downloadable firmware upgrades, when applicable
- User Guide information
- Product Documentation
- Product Training

Support beyond the web site's self-help information can be obtained via an on-line service (e-ticket) or phone request. Refer to the warranty contract for the complete terms, conditions, and limitations.

Learn More

For more information about how Avaya Home Agent can support the growth of your business, please contact your Avaya Client Executive, Authorized Avaya Partner or visit us on avaya.com.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

INTELLIGENT COMMUNICATIONS

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A red rectangular button with the text "avaya.com" in white, lowercase, sans-serif font.