



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 limit the ability of an agent to work effectively. In fact, the elimination of location as a limitation enhances the ability to provide differentiated customer service anytime, all the time.

Avaya Home Agent builds on the Avaya Contact Center foundation, extending agent capabilities beyond the brick and mortar building, enabling contact center agents to work from their home, from a remote office, from anywhere. Such flexibility provides businesses the ability to attract highly qualified agents in a competitive skilled-agent marketplace. This ability to attract and retain a diverse, 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 performance. This means the same robust reporting and monitoring is available for home agents as those physically located in a contact center.

The Home Agent application is available worldwide and benefits companies of all shapes and sizes. As part of the Avaya Customer Interaction Suite, Avaya Home Agent applications integrate seamlessly. The Avaya portfolio of applications and services provide an end to end solution to develop a successful home-agent strategy. Avaya solutions provide the assurance your business needs to execute with confidence.

Key Customer Benefits

With the growing demand for highly skilled agents and the focus on environmental concerns, home-based agents are quickly becoming the right response for businesses to obtain and retain the best agents. 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, environmental conditions, 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. Identify subject matter experts through presence. More easily provide 24x7 customer service.
- **Enhance Agent Care.** Achieve high levels of agent satisfaction and reduce turnover by offering work-at-home as an incentive option. Allow top performers to continue employment when family relocations are required. Offer flexible scheduling. Reduced commute and clothing costs translate to higher income.
- **Expand Agent Workforce.** Broader, more educated talent pool without geographical boundaries imposed by distance from facilities. Optimized time and ability opens the door to part-time agents, such as stay at home moms or caretakers and peak busy hour workforce. Office environment mirrors work environment for easy transition.
- **Embrace Accessibility Compliance.** Provides accommodation for physically disabled employees. Further enhances benefit of expanded workforce, further reduction of agent attrition rates and associated cost reductions, as well as potential tax benefits.
- **Reduce TCO.** Lower costs (real-estate, training, recruiting, payroll), while increasing customer satisfaction through agent productivity, agent maximization, agent retention (reduced turnover). Additionally, many states offer incentives for telecommuting.
- **Go Green!** – Reduced fuel consumption, eliminate pollutants. More money in the agent's pocket.
- **Help 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 IP Agent softphone at the agent desktop. IP Agent is driven by Avaya Call Center software running on Avaya Communication Manager. Optionally, Avaya SIP Enablement Services and Desktop Wallboards provide enhanced capability through integrated instant messaging for access to experts across the enterprise and real time statistics. Applicable reporting, workforce management, and agent performance solutions are also used to support home agents.

Agent Softphone

To meet the needs of the home-based agent, Avaya offers a solution with flexible deployment options to meet your needs through Avaya IP Agent. Avaya IP Agent is a PC-based Softphone application for improving agent productivity in call centers, remote offices and in the virtual office; it is the first step towards the inclusion of “presence” via SIP (Session Initiation Protocol) and Presence in the call center.

Softphone Features

<ul style="list-style-type: none"> • Identical environment at home or office • Blue tooth headset support • High definition audio • Customizable user interface • Agent Greetings • Contact Directory • Public Directory Search (LDAP) • Speed Dialing 	<ul style="list-style-type: none"> • Dial Pad • Contact History dialing • Click-to-Dial from any Windows application • Click-to-Dial from Internet Explorer • Quick Dial from Outlook contacts • Station button support • Multiple call appearances • Call/Hold Timer 	<ul style="list-style-type: none"> • Integrated enterprise instant messaging (IM) • Launch Toolbar • Screen-pops • Auto answer support • Basic telephony features • Enhanced transfer and conference • Message waiting lamp • Missed calls indication • Operations Status Monitor
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Management, Administration, Security and Installation Features

<ul style="list-style-type: none"> • Supervisor functions independent of agent location • Flexible deployment options • MSI Installation • iClarity Administrator Controls • Enabling and viewing of program event logging. 	<ul style="list-style-type: none"> • Configuration Utility • Automatic Station Login and Agent Login. • Administration for voice messaging access. • Multiple Language Support • Emergency call handling • Secure desktop 	<ul style="list-style-type: none"> • Feature restriction and deactivation. • Location of program database (local or network) • Encrypted signaling link • Terminal services and Citrix thin client support
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SIP Enablement Services

Avaya SIP Enablement Services provides the fundamental services required to establish a SIP communications network within the enterprise. Designed to be a flexible, multi-purpose SIP routing platform, Avaya SIP Enablement Services can be deployed in many types of solutions including supporting SIP-based Presence and Instant Messaging with Avaya IP Softphone, Avaya IP 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 all Avaya client softphone applications • Single contact address for voice and IM 	<ul style="list-style-type: none"> • Centrally managed and monitored • Supports numerous Avaya SIP-enabled 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. What follows is only a high-level list of select capabilities.

High Level Call Center Features

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| <ul style="list-style-type: none"> • Call Vectoring • Vector Subroutines • Incoming Call Processing Steps (ring tones, music, announcements) | <ul style="list-style-type: none"> • Variable/conditional call routing • Hunt Group queueing • Location Preference Distribution • SIP Endpoint control by CTI | <ul style="list-style-type: none"> • Advanced segmentation of contacts • Multiple supervisor observance capabilities • Locally sourced music and announcements • CTI Dialer integration |
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Call Center Reporting also provides numerous built in reports, which include:

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| <ul style="list-style-type: none"> • Hourly/Daily Agent Data and summary • Hourly/Daily VDN Data and summary • Hourly/Daily Split Data and summary • Hourly/Daily Trunk Data and summary • Multilingual support • Network Reporting | <ul style="list-style-type: none"> • Monitor multiple contact centers simultaneously • Single interface for reporting and administration • Save as HTML • Data Export • High Availability • Call detail information external applications | <ul style="list-style-type: none"> • Automatic notification thresholding • Exception reporting • Instant Alerts • 200+ standard reports • Wizard for custom reports • Web based reporting • Scheduling package for reports and administration tasks |
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Desktop Wallboard

Contact Center statistics traditionally displayed using wallboards are presented on the home agent's workstation as a scrolling marquee providing real time statistics so that current productivity can be compared with individual objectives.

Wallboard Features

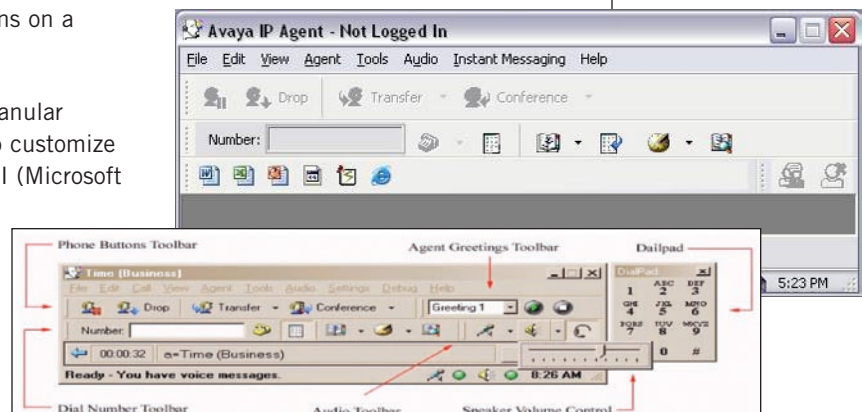
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| <ul style="list-style-type: none"> • Selectable information display • Instant notifications | <ul style="list-style-type: none"> • Configurable thresholds for highlighting performance issues | <ul style="list-style-type: none"> • Scrolling marquee • Web-based administration |
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Licensing and Implementation

Licensing is based on a nine tier model, granting price reductions on a per-user basis with an increase in number of licenses.

Implementation is simple – IP Agent is customer installable. Granular administration management enables contact center managers to customize agent access to features on an as-needed basis. Support for MSI (Microsoft Installation) and SMS technologies 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 IP 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, both Avaya Global Services and Avaya Partners can provide you with a range of options to supplement your internal resources and address your needs.

Avaya CSI Professional Services works with you to develop a strategy to integrate your Home Agents into your organization's complete future vision. This includes involving them in 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 reworking 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. Support Services allow organizations to stay focused on core objectives while helping to ensure that their critical communications applications operate smoothly.

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) and 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 request (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, Avaya Authorized BusinessPartners or visit us on avaya.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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