Avaya Contact Center Select is a context-sensitive, multichannel contact solution that enables businesses to improve customer experiences; increase customer lifetime value and revenue; and anticipate, automate and accelerate customer interactions while improving agent efficiency to reduce cost. Every agent has inbound and outbound voice capabilities.

The blended multichannel capabilities of Avaya Contact Center Select intelligently route multichannel contacts (voice—inbound and outbound, email, web chat, SMS and fax) to the most appropriate resource. By creating a complete view of the customer and the context of their interaction, businesses and organizations can proactively manage the customer experience in a way that consistently delivers a superior level of engagement.

Avaya Contact Center Select allows users to automatically dial-out to customers, combines historical and real-time contextual customer information to help improve the quality of interactions, optimizes agent utilization and productivity, and enhances supervisor performance to deliver superior customer experiences and drive sustainable business growth.

**Agent Efficiency**

**Unified Agent Desktop:** The Agent Desktop interface makes it quick and easy for agents to interact with customers regardless of the communications channel. Agents use the Agent Desktop to manage inbound and outbound voice interactions, as well as email, web chat, text (SMS), and fax. The application can be configured to allow each agent to handle these interactions individually or simultaneously. The single interface provides contact history and out-of-box screen pop functionality, which easily integrates the contact center into business systems.
Outbound Dialing: An integrated preview and progressive dialer enables businesses to utilize their agents for targeted telephone campaigns and programs that help increase upsell opportunities, find new customers, schedule sales appointments, lower accounts receivables and more, leading to higher customer engagement and profitability.

Call Recording: Avaya Contact Center Select provides two call recording options. The IP Office Recorder delivers the opportunity to record each agent-to-customer interaction to improve agent performance and avoid potential conflicts. Recorded calls are easily recovered with an intuitive supervisor interface, and are searchable by agent name, extension, calling number and more.

For more advanced call recording requirements, Avaya Workforce Optimization Select’s Recorder module responds with flexible, secure and scalable inbound and outbound recording capabilities, including 100 percent recording, random recording, event-driven recording and on-demand recording based on call duration, call direction, site, department, extension, agent ID, customer consent and more. It can also be deployed in a wide variety of configurations, scaling seamlessly from a single site to a distributed multisite environment.

Agent Quality, Motivation and Performance: The ability to offer flexible, at-home teleworking arrangements empowers contact center managers to hire the best agents, motivate them, improve performance and reduce agent turnover. Avaya Contact Center Select allows an agent with a laptop or PC and a home or mobile phone to manage customer interactions as if they were in the office.

Customer Self-service: By reducing the number and duration of live calls agents handle, businesses can dramatically improve agent and business efficiency. Adding Avaya Aura® Experience Portal to the contact center enables customers to complete part or even the entire call using touch tones or speech recognition to get information, such as account balances, without touching an agent. If customers need an agent, the information is presented, reducing time, and the frustrating “can you give me your account details.”

Supervisor and Administrative Effectiveness

Simplified Administration: Common, web-based administration capabilities for contact center supervisors and managers help reduce configuration complexity, eliminate duplication, reduce errors and lower implementation time and cost.

Unified Reporting: Historical and real-time displays with dynamic filtering provide easy-to-read information on Key Performance Indicators (KPIs), contact summaries and consolidated multichannel reports. This helps reduce the time spent analyzing data and allows more time for coaching agents, helping improve both agent and supervisor productivity.

Orchestration Designer: The drag and drop menus in the Orchestration Designer graphical user interface make it easy and more efficient to develop graphical workflows or scripts.
Avaya Contact Center Select is a context-sensitive, multichannel contact solution that enables businesses to improve customer experiences; increase customer lifetime value and revenue; and anticipate, automate and accelerate customer interactions while improving agent efficiency to reduce cost.

Security, Scalability and Architecture

Resilience: Avaya Contact Center Select can be architected to help ensure business continuity during unforeseen disruptions.

Flexible Deployment: Avaya Contact Center Select is appropriate for a wide range of deployments from a single site to up to 150 IP Office locations. It creates an environment where skills are utilized across the entire enterprise to create greater efficiency and allows businesses to draw from a wider talent pool.

GDPR Compliance: Strengthen GDPR compliance with data encryption for sensitive data such as customer details, email transcripts and attachments to prevent unauthorized access. Additional GDPR features include erasure of personal data, delivery of personal data upon request and identifying consent / no consent customers.

Customer Satisfaction

Skills-based Routing: Reducing or eliminating transfers improves the customer experience and streamlines the customer journey. Avaya Contact Center Select can route voice calls and multichannel transactions to the most appropriate resource based on language, knowledge, past history and availability. Alternative options are offered should the first choice be busy or unavailable.

Increased Access Options: Intelligent assignment of up to five multichannel contacts including voice, web chat, SMS text, email, and fax through an open, universal queue offers customers numerous contact options. This multichannel capability helps businesses and organizations promote the concept of ‘always-open-for-business,’ increasing customer options and ease of access.
Deliver Exceptional Customer Experiences

Businesses that want to differentiate themselves in today’s highly competitive global market environment must be able to provide superior service and high quality customer interactions. Context is critical to experience management. Knowledge of a customer’s most recent activity, past history, purchase behavior, and preferences provides a wealth of meaningful information and a rich context for the interaction. Businesses that harness this context to deliver superior experiences differentiate themselves from their competitors.

Avaya Contact Center Select helps businesses and organizations:

• Offer customers more communication channels to improve customer satisfaction and loyalty
• Improve agent utilization and productivity through multiple contact handling
• Use real-time and historical customer data to frame the appropriate context for each and every interaction to boost first contact resolution and revenue
• Equip managers to administer the contact center, analyze performance through unified reporting, learn and apply best practices to continuously improve contact center operations
• Manage the customer experience, both assisted and automated, to quickly resolve customer issues and increase profitable revenue opportunities
• Evolve from queuing and routing to resource selection and work assignment

### Avaya Contact Center Select Supported Capabilities at a Glance

| **Multichannel with skills based routing** | Fully blended support for voice, email, web chat, fax and SMS contact types with the ability to route contacts to the best skilled agents or other destination (voicemail, IVR, etc.) |
| **Multiple call handling** | Agents can handle up to five simultaneous contacts—voice call, email, web chat, fax and SMS |
| **Multi-location** | Supports multichannel agents across up to 150 locations in a SCN (At least one Avaya IP Office Server Edition and all running ‘select’ license required in the network) |
| **Reporting** | Granular and customizable real-time and historical reporting for voice and multichannel. Report Creation Wizard tool for simple report customization |
| **Scripting / Workflow** | Built-in Graphical Orchestration Designer tool |
| **Outbound Campaigns** | Integrated preview and progressive outbound dialing with integrated campaigns manager, including web services controls |
| **Call recording** | Every agent can record all calls, random selection or on-demand, leveraging the IP Office Recorder. Choose Avaya Workforce Optimization Select’s Recorder module for more advanced inbound and outbound recording capabilities |
| **Workforce Optimization** | Connect Avaya Workforce Optimization Select to Avaya Contact Center Select to get advanced call recording, agent desktop screen captures, live monitoring, quality management, agent coaching, e-learning, workforce management and more |
### Avaya Contact Center Select Requirements and Capacities

| UC Platform | Avaya IP Office™ Platform  
| IP Office Server Edition (minimum software version R9.1)  
| IP Office 500v2 (minimum software version R9.1)  
| IP Office Select R9.1 |  
| Client Hardware | Microsoft Windows 2012 Server R2 Standard and Datacenter  
| VMware vSphere platform with ESXi hypervisor Version 5.0 / 5.1 / 5.5 / 6.0 |  
| Client | Microsoft Windows 7 SP1  
| Microsoft Windows 8.1  
| Microsoft Windows 10 |  
| Server Hardware | Hardware appliance with the OS and Avaya Contact Center Select application pre-loaded  
| Avaya Contact Center Select R7 DVD (ISO image) format for deployment onto a customer supplied server  
| Avaya Contact Center Select R7 DVD and AMA (Avaya Media Server) OVA for Virtual Host for deployment onto a customer supplied server and virtualized environment |  
| Max Voice Multichannel Agents | 400 agents with IP Office 10 Server Edition  
| 250 agents with IP Office 9.1 Server Edition  
| 30 agents with IP Office 9.1 and 10 500 v2 |  
| Max Multichannel Agents (email, chat, SMS, fax) | 400 agents with IP Office 10 Server Edition  
| 250 agents with IP Office 9.1 Server Edition  
| 50 agents with IP Office 9.1 and 10 500 v2 |  
| Max. Configured Agents | 1000 |  
| Max. Supervisors | 80 supervisors with IP Office 10 Server Edition  
| 50 supervisors with IP Office 9.1 Server Edition  
| 30 supervisors with IP Office 9.1 and 10 500 v2 |  

Notice: While reasonable efforts were made to provide information that is complete and accurate at the time of printing, Avaya can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

### About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we’ve enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we’re committed to innovation, partnership, and a relentless focus on what’s next. We’re the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.