



**CROSS**<sup>®</sup>

Our Experience. Your Advantage.

## Advanced Call Center

 **prServices**  
Solutions Delivered

- What's New with Call Center 3.0 (August 2005)
- What's New with Call Center 4.0 (February 2007)
- What's New with Call Center 5.0 (January 2008)
- Virtual Routing
  - Best Service Routing (BSR)
  - Look-Ahead Interflow (LAI)
- Skills don't cut it anymore
  - Service Level Maximizer (SLM)
  - Business Advocate

- Call Center Support for Enterprise Survivable Server (ESS)
- Call Center Capacity Increase
- Call Center Options By Agent
- Forced Agent Logout from ACW
- Call Center Support for Locally Sourced Music and Announcements
- Call Center Location Preference Distribution

- Call Center Vectoring Enhancements
  - New Vector Subroutines
  - New VDN Variables
  - New “set” /counter command
  - New Gateway Registered/Unregistered conditionals
  - New VDN Time-Zone Offset
  - Holiday Tables increased from 10 to 99
  - AUX Work Reason Codes expanded from 10 to 100

## ▪ Agent Enhancements

- Forced Agent Logout by Clock Time
- Service Observing with Multiple Observers

## ▪ Capacity Increases

- max simultaneous logged-in agents: 5,200 → 7,000
- max agents logged-in to a skill: 3,000 → 7,000
- max agents with 60 skills: 1,000 → 1,666
- active collect local vector variable: 8k → 12k
- active subroutine return destinations: 8k → 12k

- Second pair of MIS links
- Dial plan expansion: max 7 digits → 13 digits
- Call Center Vectoring Enhancements
  - New duplicate vector command
  - Service Hours Table Routing
  - Vector steps increased from 32 to 99
  - VDN Variables increased from 5 to 9
  - Vector Variables increased from 26 to 702
  - Vector comments

- NCR and UUI over SIP trunks
- Avaya Agent Deskphone 16CC
- Third party call control of SIP endpoints

- Best Service Routing (Pre-Queue)
- Look-Ahead Interflow (Post-Queue)

## Single Site



Routes call to best local skill

## Multi-Site



Routes call to best skill across all sites

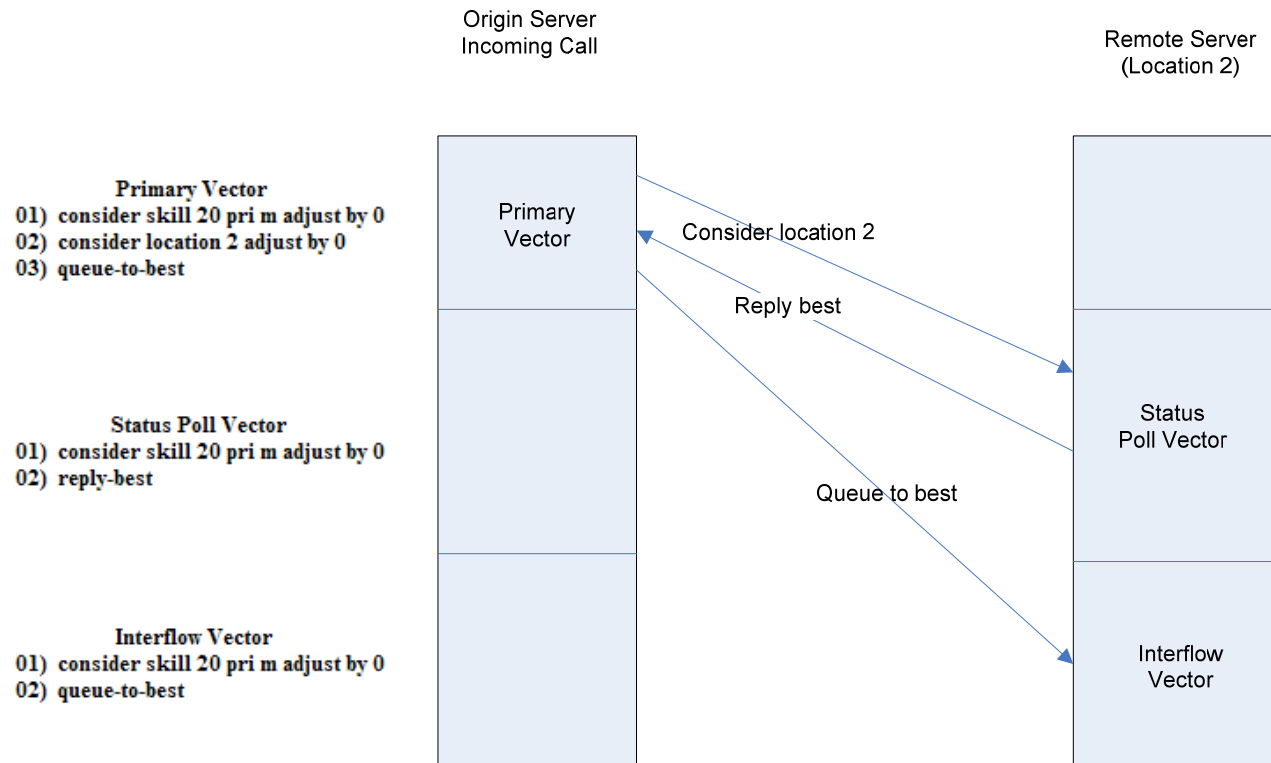
- Avaya Advanced Contact Center Solution
- Compares Specified Skills to Determine Which Will Provide Best Service and Delivers Call to that Skill
- Call Surplus – Looks at “Best” Adjusted Expected Wait Time
- Agent Surplus – Looks at Agent Strategies

## What Happens When Your Contact Center Goes Virtual?

- Will see decrease in ASAs, Maximum Delays, and Abandons Across All Locations
- Workloads Balance Amongst Multiple Locations Thereby Improving Customer Satisfaction and Agent Throughput



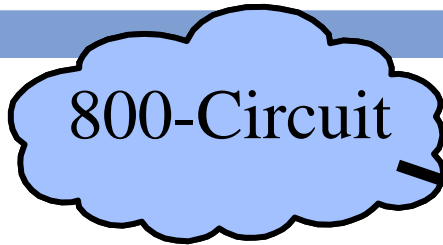
- Intelligently Polls every Avaya Communication Manager to Find the Qualified Skill with the Lowest Adjusted Expected Wait Time
- Allows Distributed Contact Centers to Truly Act as a Single Entity, Balancing Loads Between Entities



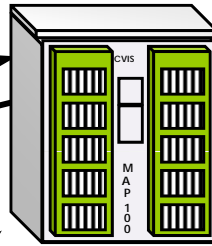


## **BSR Available Agent Strategies**

- 1<sup>st</sup> Found – Call Delivered to First Available Agent Found.
- UCD-MIA – Call Delivered to Agent Idle the Longest. All Locations Checked.
- EAD-MIA – Call Delivered to Most Idle Agent With Highest Skill Level. All Locations Checked.
- UCD-LOA – Call Delivered to Least Occupied Agent. All Locations Checked.
- EAD-LOA – Call Delivered to Least Occupied Agent With Highest Skill Level. All Locations Checked.
- Adjustments Can Be Administered to Skills to Affect the “Best” Decision (Does Not Affect Actual Time)
- Elapsed Time in VDN (Time the Call Has Already Spent at the Originating Site) is Sent to the CMS
- For R11 or later. All “switches” must be R11 or later
- BSR polling can be configured so that the use of B Channel is not required
- Improves trunk efficiencies
- Reduces hardware requirements



**Location 1  
Originating Site**



**Originating Vector**

1. Consider Skill 1 adjust by 0
2. Consider Location 2 adjust by 10
3. Consider Location 3 adjust by 30
4. Queue to Best

**Status Poll Results**

Site 1 EWT = 33 sec.  
 Site 2 EWT = 15 sec. + 10 sec. = 25 sec.  
 Adj.EWT  
 Site 3 EWT = 17 sec. + 30 sec. = 47 sec.  
 Adj.EWT

**Interflow Results**

Call Queues to Location 2

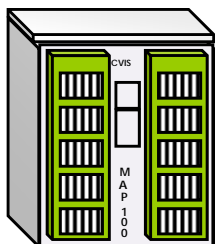
EWT=33 sec.

Query

Site 3 Status Poll:  
EWT Response  
of 17 sec. returned

Site 2 Status Poll:  
EWT Response of 15  
sec. returned

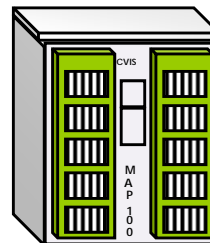
**Location 2  
Remote Site**



**Status Poll Vector**

1. Consider Skill 2 adjust by 0
2. Consider Skill 3 adjust by 0
3. Reply with Best

**Location 3  
Remote Site**



**Status Poll Vector**

1. Consider Skill 5 adjust by 0
2. Consider Skill 8 adjust by 0
3. Reply with Best

- Service Level Maximizer
  - Call Selection Measurement – Predictive Wait Time
  - ART – Actual service level Relative to Target service level
  - Auto Reserve Agents
  - Maximum Agent Occupancy (MAO)

## ■ Business Advocate

- Call Selection

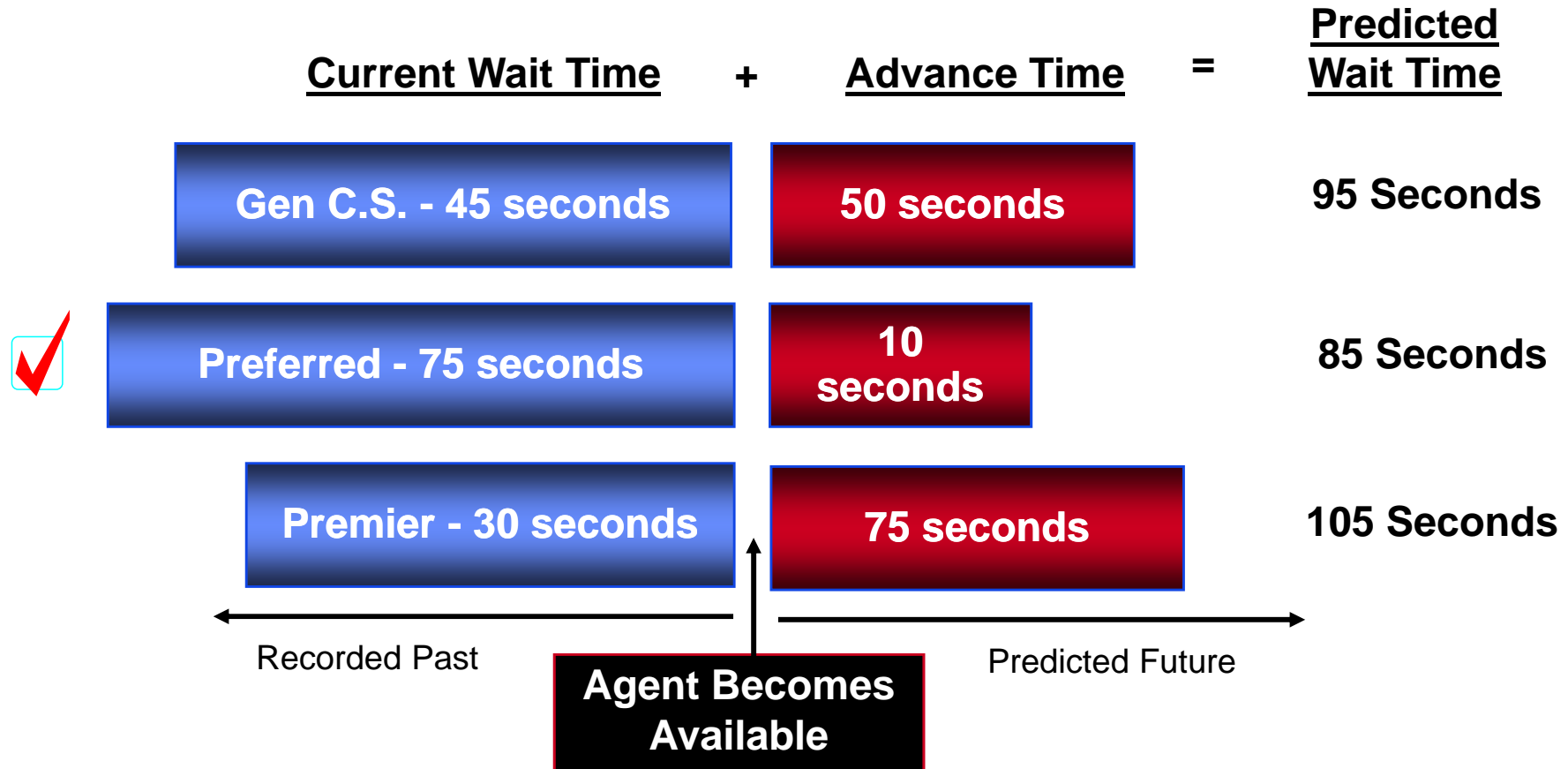
- Call Selection Measurement – Predictive Wait Time\*
- Call Selection Methods
  - Service Objective
  - Call Selection Override
  - Percent Allocation
  - Dynamic Queue Position

- Agent Selection

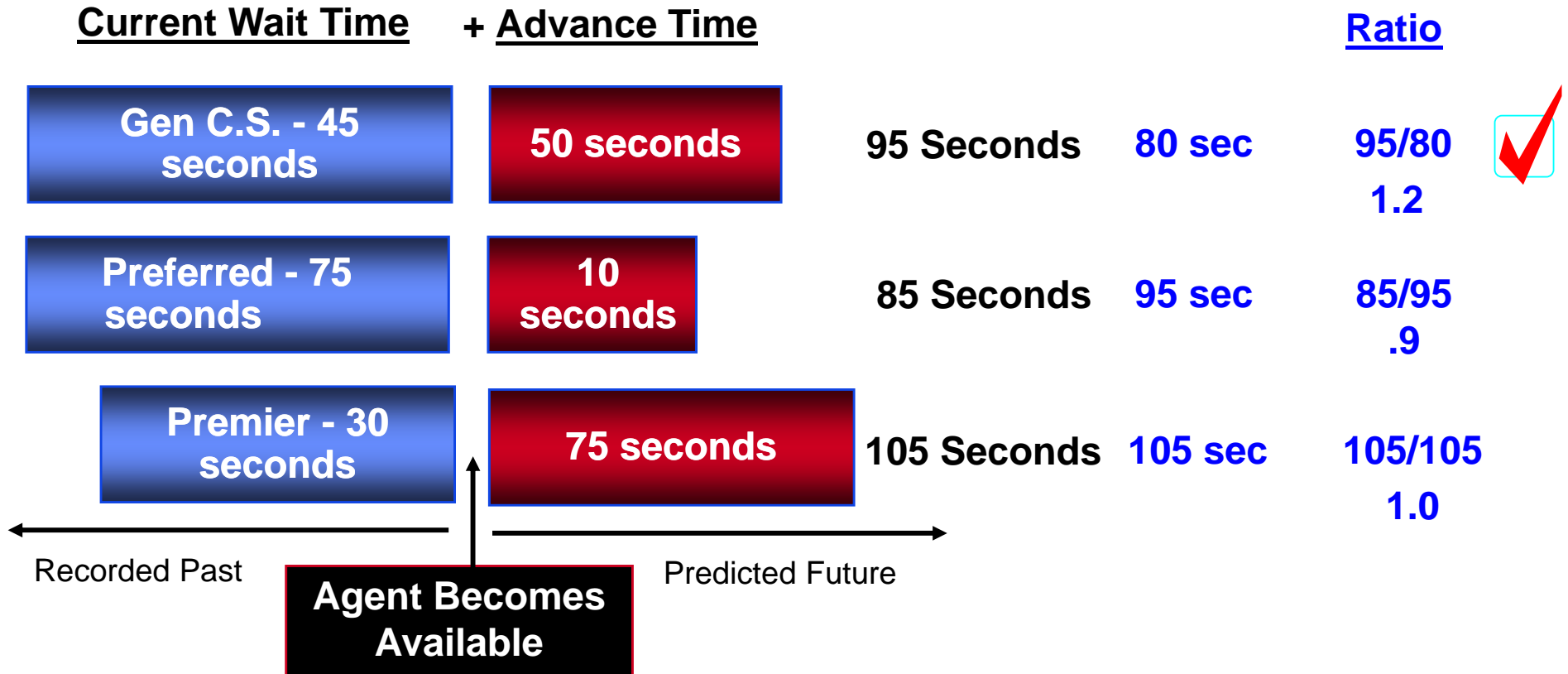
- Agent Selection Option – Percent Allocation Distribution (PAD)

- Automated Agent Staffing Adjustments

- Service Level Supervisor
  - Overload threshold and reserve agents
  - Dynamic Threshold Adjustment
  - Dynamic Percentage Adjustment
  - Auto Reserve Agents\*



**NEW: Prediction made: How Much longer will the Caller Wait?**



**NEW: Select the Call That Minimizes the Deviation from the Business Plan**

**Below is an example using the Predicted Wait Time measurement in conjunction with Skill Level and Service Objective:**

An agent becomes available and must choose the next call to answer from queue:

Skill Number	Agent's skill level	Skill's Service Objective (in seconds)	Predicted Wait Time (in seconds)	PWT/SO Ratio
1	1	20	45	2.25
2	1	45	90	2
3	2	20	50	2.5

In the above scenario, the agent would receive the call waiting in skill 1. Advocate first identifies the call waiting for the agent's highest skill level. If there is more than one, Advocate then selects the call that has the highest ratio of PWT to administered Service Objective (PWT/SO).

**Below is an example using the Predicted Wait Time measurement in conjunction with Skill Level, Service Objective, and Call Selection Override:**

Skill Number	Agent's skill level	Skill's SO (in seconds)	Overload Threshold	PWT (in seconds)	PWT/SO Ratio
1	1	20	20	5	.25
2	1	45	40	10	.22
3	2	20	20	45	2.25

In this example, the agent will receive the call from skill 3 because it is in an over-threshold state, and Call Selection Override selects calls from over-threshold skills first, regardless of skill level.

# Business Advocate – Percent Allocation



**Preferred Call**  
PWT = 0:12



**Premier Call**  
PWT = 0:10



**Worldnet Call**  
PWT = 1:14

Agent 1234: Joe Smith	% Time: Plan	% Time: Actual
Skill 1 Worldnet	20%	23%
Skill 2: Preferred	50%	45%
Skill 3: Premier	30%	32%



**New! Assign % Time that an agent can spend working in a skill**



**Expected  
Wait 70 sec.**



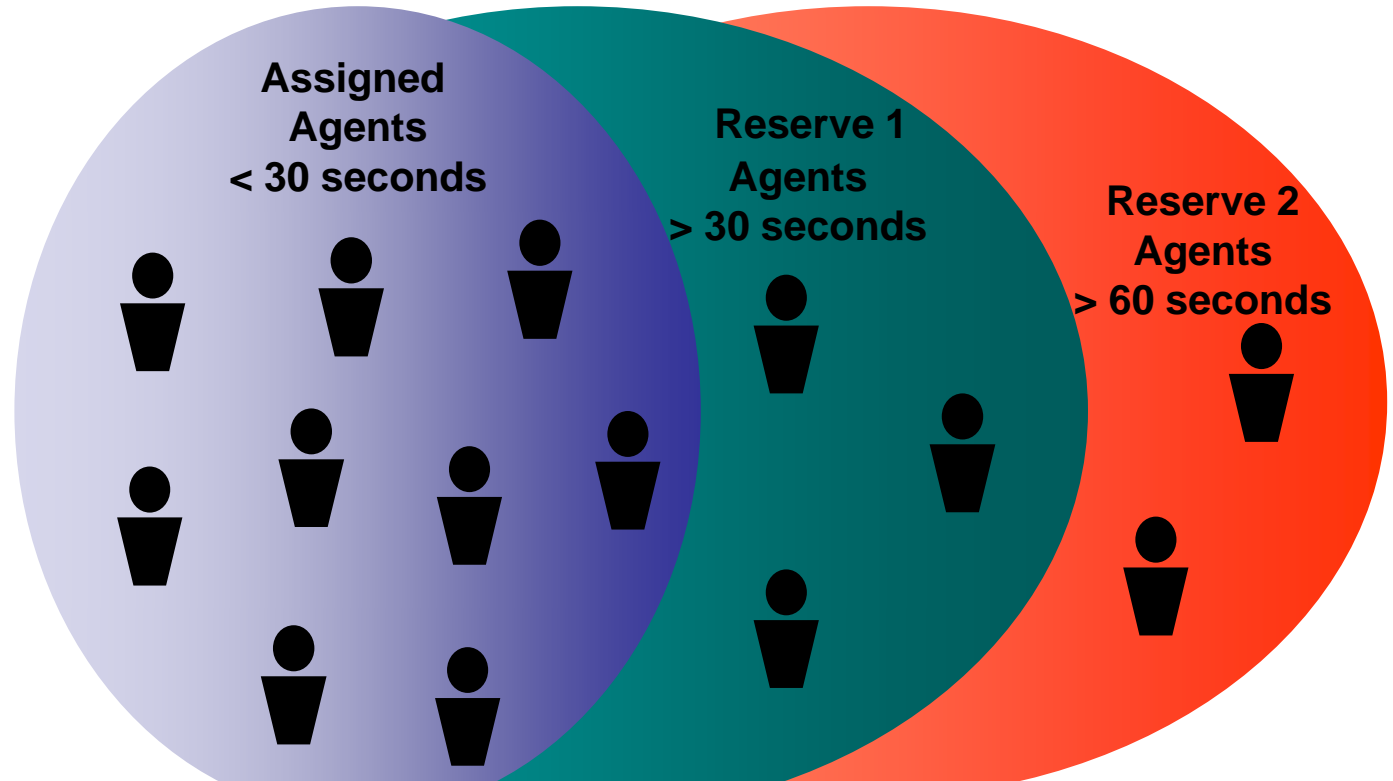
**Expected  
Wait 35 sec.**



**Expected  
Wait 28 sec.**



**Expected  
Wait 15 sec.**



**If expected wait times exceed pre-defined thresholds, reserve agents are automatically activated as needed to service calls**

# Compare SLM vs. Advocate

CALL SELECTION	SKILLS	SERVICE LEVEL MAXIMIZER	BUSINESS ADVOCATE		
			Service Objective	Service Level Supervisor	Percent Allocation
Calls can be selected based on skill level assignment	✓		✓	✓	
Calls can be selected on greatest need – oldest call waiting	✓		✓	✓	
Priority queuing – ability to differentiate service	✓	*	*	*	*
Change skill assignments while staffed	✓	**	**	**	**
Call selection based on predictive algorithms		✓	✓	✓	✓
Call selection accounts for different skill sizes and holding times		✓	✓	✓	✓
Calls selected based on target		✓	✓	✓	✓
- type of target		X% in Y sec	Y sec	Threshold 1 and 2	% Allocation
- target on skill		✓	✓	✓	✓
- target on VDN			✓		

# Compare SLM vs. Advocate



CALL SELECTION	SKILLS	SERVICE LEVEL MAXIMIZER	BUSINESS ADVOCATE		
			Service Objective	Service Level Supervisor	Percent Allocation
Target auto-adjusted to meet goal				X% in Y sec	X% in Y sec
Calls selected based on time until next available agent			✓	✓	
Calls selected based on target % for agent					✓
Auto-reserve agent for next call		✓			✓
- based on not meeting target		✓			
- based on percentage allocated					✓
- agents rotated into auto-reserve based on occupancy		✓			

# Compare SLM vs. Advocate

AGENT SELECTION	SKILLS	SERVICE LEVEL MAXIMIZER	BUSINESS ADVOCATE		
			Service Objective	Service Level Supervisor	Percent Allocation
Select agents based on most idle (historic)	✓		✓	✓	
Select agents based on least occupied (most fair)	✓		✓	✓	
Select agents based on highest skill level (most expert)	✓		✓	✓	
Select agent based on meeting service level target (highest business value)		✓			*
Select agent based on percentage allocated (most control)					✓
Ignore agent over maximum occupancy (less burnout)	✓	✓	✓	✓	✓
Reserve agents added when over threshold				✓	
Agent selection based on predictive algorithms		✓			✓

