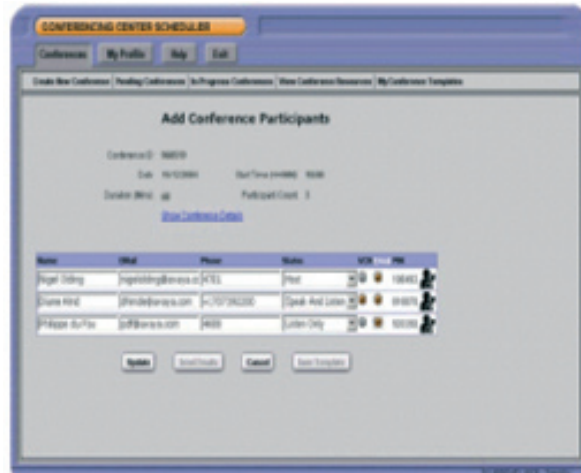


# Compact Contact Center



The Compact Contact Center option for IP Office gives you these capabilities. It is a fully featured contact center with a comprehensive suite of reporting and management applications and is designed for up to 75 local and remote agents. Modular and scalable, it's capable of meeting your current needs and future plans, quickly and cost-effectively.

Compact Contact Center (CCC) is the next-generation multimedia contact center solution. Scaling from 5 to 75 agents, the Avaya IP Office Compact Contact Center lets contact centers and customer-interacting departments benefit from the advantages of sophisticated call routing, real-time performance monitoring, and historical reports across all media types such as voice, e-mail, Web chat, and Web callback.

## Features:

- ✓ Multiple call appearances
- ✓ Advanced multimedia (voice, e-mail, Web chat, Web callback)
- ✓ Application for formal contact centers and larger informal contact centers.
- ✓ Modular and Scalable from 5 to 75 local and remote agents.
- ✓ Comprehensive graphical reports on key performance indicators. -Historical and real-time views of contact center activity.
  - Up to 30 fixed wallboards or 75 PC wallboards.
  - 18 real-time screens
  - Report Designer to customize reporting
- ✓ Management by exception
- ✓ Single point of management (IP Office Manager)
- ✓ Fully integrated with Voicemail Pro
- ✓ Call-back request facility
- ✓ Reporting on comfort messages
- ✓ Reporting on auto attendant

#### IP400 CBC RFA (171993)

IP400 CBC RFA enables compact business center for one supervisor.

#### IP400 CCC SVR RFA (171994)

IP400 CCC SVR RFA enables the Compact Contact Center for one supervisor, including reporting on 5 agents and 1 enhanced PC wallboard.

#### IP400 CCC SUP RFA 1 (171996)

Enables an additional supervisor for the Compact Contact Center.

#### IP400 CCC SUP RFA 5 (184730)

Enables an additional 5 supervisors for the Compact Contact Center.

#### IP400 CCC SUP RFA 10 (184731)

Enables an additional 10 supervisors for the Compact Contact Center.

#### IP400 CCC SUP RFA 20 (184732)

Enables an additional 20 supervisors for the Compact Contact Center.

#### IP400 CCC REPORT RFA 5 (184726)

Enables access to historic reporting for 5 users (or 5 additional users).

#### IP400 CCC REPORT RFA 10 (184727)

Enables access to historic reporting for 10 users (or 10 additional users).

#### IP400 CCC REPORT RFA 20 (184728)

Enables access to historic reporting for 20 users (or 20 additional users).