



# Avaya™ IP Agent

Converged Voice and Data Networks  
Customer Relationship Management  
Unified Communication  
Supported by:  
Avaya Labs and Services

The new Customer Economy and a tight labor market have forced enterprises to create innovative strategies to allow them to remain competitive and control costs. Contact center agents are a prime example of this. The staffing of remote-location agents over agents in one physical location is becoming increasingly popular. And, with the right technology, these remote agents are just as effective as their traditional counterparts.

Avaya IP Agent is the technology you need to deploy a successful remote agent workforce. The flexible features of Avaya IP Agent enable you to attract and keep top agents who can deliver world-class customer service from wherever they want to work—all at lower operating costs for your enterprise.

## Innovative features for a changing workforce

In today's competitive and complex business environment, companies like yours are constantly on the alert for new ways to increase revenues without increasing costs.



## The increasing popularity of remote agents

Market analysts at Datamonitor say the number of virtual call center agents in the United States is growing at a rate of 34% annually. More than ever, businesses are faced with the challenge of finding cost-effective agent tools that integrate and deliver essential resources to their remote workforce.

Avaya's priority is to address the ever-changing needs of contact center environments by providing the most flexible, full-featured agent solutions available on the market today. Avaya IP Agent is one such solution.





This holds true when it comes to maintaining one of your largest expense areas—your customer contact center. This is where you need to increase the quantity and quality of your customer contacts while decreasing your contact center’s operating costs.

However, a large portion of those costs comes from acquiring and maintaining a skilled agent workforce. That’s why you need a solution that will help you attract and retain top agents. It must become an important reason top agents want to work for you—especially when you can remove the constraints of where they work.

Fortunately, Avaya has made innovative advances in contact center technology. Now you have new options to build virtual operations that will enhance your contact center’s power, speed, and efficiency—no matter how far-flung your agent workforce is.

## **The features of a contact center without the facilities costs**

Avaya™ IP Agent is a soft phone application that works through agents’ personal computers (PCs). It enables agents to work from any PC, anywhere, as long as they can connect to your corporate network. And this solution doesn’t require you to give up any of the sophisticated agent features, such as reporting and routing paradigms, that you’ve come to expect from Avaya’s powerful suite of contact center products. Avaya IP Agent will help you attract and retain a diverse and skilled agent workforce while improving your level of service and reducing operating costs.

With Avaya IP Agent, remote agents have access to the full range of Avaya agent capabilities using an intuitive graphical user interface (GUI) that works via standard Microsoft® Windows® drag-and-drop conventions. Avaya IP Agent provides easy access to more on-screen feature buttons than any conventional telephone can provide. It offers VuStats, which show contact center statistics for individual agents as well as a group’s combined activity. Avaya IP Agent includes an intuitive interface for accessing existing corporate database information via Lightweight Directory Access Protocol (LDAP), as well as an integrated call history feature that gives agents a detailed view of the calls they’ve made and received.

With Avaya IP Agent, contact center managers can administer screen pops based on commonly used triggers, such as dialed number identification service (DNIS), automatic number identification (ANI), and prompted digits. In addition, Avaya IP Agent R3 offers single connect protocol for IP end points, support for alternate gatekeepers, and support for server load balancing across gatekeepers.

## **Seamless DEFINITY® system integration**

As part of Avaya’s full suite of IP contact center devices and applications, Avaya IP Agent integrates seamlessly with Avaya Customer Care Solutions and Avaya’s reliable DEFINITY® Enterprise Communications Server (ECS) platform.

Best of all, Avaya IP Agent enables your agents to focus on one place, the PC, rather than divide their attention between two devices for every transaction.

## Avaya™ IP Agent configuration

### options:

#### Telecommuter mode

- Voice connection to a circuit-switched phone via the Avaya DEFINITY® system
- Two physical connections: TCP/IP (signal control) and circuit-switched (voice)

This mode is best used when a connection can be made with a PC via dial-up or LAN and there is a separate callback number (analog telephone, cellular phone, extension on local switch). This will provide toll-quality audio and PC-based controls for the telephony functions. This option can eliminate the need for a costly physical telephone set.

#### Road-warrior (VoIP) mode

- Voice connection via TCP/IP with built-in iClarity VoIP
- Two logical connections for R2 and one logical connection for R3: TCP/IP (signaling control), H.323 (voice)
- One physical network connection

Otherwise known as Voice-over-IP (VoIP), this mode is used when a connection can be made with a PC, via dial-up or LAN, and there is not a callback number (or it is cost-prohibitive). This will provide best-in-class IP audio. Quality varies depending on connection speed and other network considerations.

#### Avaya CallMaster® VI mode

- Terminal connected to a DEFINITY system via standard digital connection
- Terminal controlled by PC through RS232 serial port connection

This is intended for a premises-based user with a digital Avaya CallMaster® VI device. The Avaya CallMaster VI is a small digital phone device that is controlled by a graphical user interface (GUI) on the PC. LAN connectivity is not required. In this configuration, a serial cable runs from the PC to the Avaya CallMaster VI device. The device is connected to the Avaya DEFINITY system using a traditional digital connection. This provides toll-quality audio and PC-based controls for the telephony functions.



## System Requirements

### Operating System

Microsoft® Windows® 98/2000/XP or Windows NT® 4.0 Service Pack 4 (Windows 95 in Avaya CallMaster® VI configuration only)

### PC Configuration

#### Road-Warrior (VoIP) Mode:

- Intel® Pentium® III – 300 MHz PC
- 30 MB of available hard disk space
- Minimum of 64 MB of RAM (128 MB RAM for Windows 2000/XP/NT 4.0)
- Full-duplex sound card, headset, microphone

#### Telecommuter Mode:

- Intel Pentium II – 200MHz PC
- 30 MB of available of available hard disk space
- Minimum of 32 MB of RAM (64 MB RAM for Windows 2000/XP/NT 4.0)

#### Avaya CallMaster VI Mode:

- Intel Pentium II – 200 MHz PC
- 30 MB of available hard disk space
- Minimum of 32 MB of RAM (64 MB RAM for Windows 2000/XP/NT 4.0)

#### Avaya DEFINITY® ECS:

- Load R8.2 or greater for Road-Warrior and Telecommuter Mode (Release 2)
- R6.2 or greater for Avaya CallMaster VI (Release 2)
- Release 3 requires R10 or greater for all 3 configurations

\* Note: Microsoft® Internet Explorer 5.0 or greater is required for all configurations.

Contact your Avaya Client Executive or authorized Avaya BusinessPartner for more information today.

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