AVAYA

CYCX CONTACT CENTRE FEATURES FOR AVAYA

cytrack.io

- Call Reporting & Analysis

- Voice & Screen Recording

- Collaborative Omnichannel

- Contact Centre

CyCX Contact Centre Features for Avaya

Reporting Features	Evolve CX Platinum Inbound/Outbound Contact Centre	Evolve CX Diamond Omnichannel Contact Centre
Extension Level Reporting	✔	✔
Billing Reports	✔	✔
Traffic Reports	✔	✔
Trunk Analysis	✔	✔
Summary Reports	✔	✔
Frequency Reports	✔	✔
Agent Reports	✔	✔
Custom Report Generator	✔	✔
Email Reports	✔	✔
Dashboard (Extension level historic data)	✔	✔
Dashboard (PBX ACD Real-Time Information)[2]	✔	✔

Desktop Unified Communications		
PC-based Call Control[3]	✔	✔
Presence & Break Management	✔	✔
Click to dial	✔	✔
Screen Pop	✔	✔
Completion Code call tagging	✔	✔
Account Codes call tagging	✔	✔
Unified Messaging & Call History view	✔	✔
PC Busy Lamp Display	✔	✔
Agent to Agent Instant Messaging	✔	✔
Hot Desking	✔	✔
Home/Remote Workers	✔	✔
Same Sign-on	✔	✔
Outlook contacts integration	✔	✔
Outlook Calendar integration	✔	✔
SMS services — Agent to Customer[4]	✔	✔
CRM Integration[5]	✔	✔
CyTrack API for custom 3rd party services	✔	✔

CyCX Contact Centre Features for Avaya

Compliance, Voice & Interaction Recording

Feature		
Voice Recording[6][14]	✓	✓
Voice Recording integrated to call reporting	✓	✓
Voice Recording manual pause for PCI	✓	✓
Voice Recording auto-pause for PCI[7]	✓	✓
Compliance/Audit Reports for PCI[7]	✓	✓
Voice Analytics[4][8]	✓	✓
Interaction (Screen) Recording[14]	✕	Optional
Agent Activity Tracker[9]	Optional	✓
Agent Rating & Quality Assurance[10]	Optional	✓
Customer Satisfaction Reporting[11]	Optional	✓

Contact Centre Features

Feature		
Administration / Supervisor License	✓	✓
Dashboard License	✓	✓
Contact Centre & Business Intelligence Reporting	✓	✓
Outbound Call Centre (Preview/Progressive)	✓	✓
Outbound Call Centre (Predictive/Pre-emptive)	Optional	✓
Campaign Manager	✓	✓
Multi-Time zone scheduling	✓	✓
Answering machine detection	Optional	✓
DNC management	✓	✓
Number quarantine manager	✓	✓
Inbound Contact Centre	✓	✓
Skills Based Routing	✓	✓
CRM Lookup Routing	✓	✓
Multi-Time zone scheduling	✓	✓
Intelligent Overflow & Escalation	✓	✓
Intelligent Call Routing	✓	✓

CyCX Contact Centre Features for Avaya

Omnichannel Features

Feature		
Web Chat Services	✗	✓
Omnichannel - call-back in queue services	✓	✓
Omnichannel - SMS inbound routing[4]	✗	✓
Omnichannel - WhatsApp integration[4][12]	✗	✓
Omnichannel - Facebook Messenger integration[4][12]	✗	✓
Omnichannel - email queue services	✗	✓
Omnichannel - web call-back services	✗	✓
Omnichannel - Business Process/Task Integration[13]	✗	✓
Omnichannel - Unified Messaging Centre	✗	✓

Advanced Features

Feature		
Agent Script Service[13]	Optional	✓
Workforce Management[13]	Optional	Optional
Intelligent IVR & Self Service[13]	Optional	✓
Voice Cognitive Services - Speech Recognition[4][13]	Optional	Optional
AI - Artificial Intelligence[4][13]	Optional	Optional
Web Connect - Routing & Web Analytics [4][13]	Optional	Optional

Notes

[*] Requires CyDesk

[1] Prices exclude applicable taxes

[2] Only available on Panasonic

[3] Features according to PBX or VoiP platform functionality

[4] Subject to extra usage-based charges

[5] Please check for integrations available

[6] Need to specify number of agents/channels

[7] According to application compatibility

[8] Requires voice recording

[9] Requires CyDesk and CyReport

[10] Requires CyDesk, CyReport and CyRecord

[11] Requires CyReport

[12] In beta, please apply

[13] Subject to configuration fees

[14] Storage costs apply

We understand that every business has unique requirements, so we can also tailor a plan to meet your specific needs. Prices are based on a 24-month agreement, paid monthly. Discounts available for annual payment agreements.