

#### Gain Visibility into Phone Usage Outside the Contact Center

In large enterprises, customer satisfaction along with the growth and reputation of the business can be tied directly to phone interaction with their customers. Currently, enterprises have visibility into their contact centers, but don't have a clear view of how their users outside the contact center interact with customers. By analyzing call detail records for these users, management gains significant visibility and insight into phone usage activities. This information can then be used to improve and optimize overall customer satisfaction.

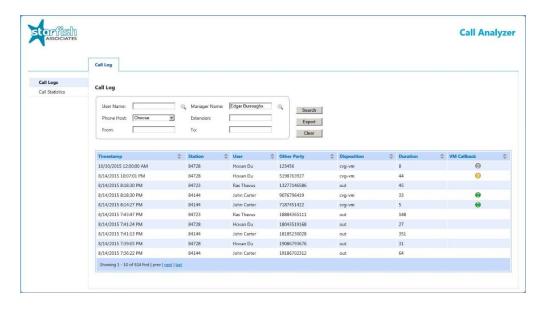
#### **Solution Overview**

Starfish Call Analyzer captures call detail records (CDR) from Avaya Communication Manager (CM) to analyze information outside the contact center and generate reports. It uses this call related data (time, duration, completion status, source and destination number) to provide detailed analysis, real-time measurement visualization graphs, and comprehensive reports. Call Analyzer displays call logs and summary statistics of activities by phone user. In addition, it provides invaluable usage reports exposing idle or seldom used phones, detailed call logs, statistics of call disposition and call handling, plus voicemail callback detection.

#### Call Log View

The Call Log view provides a detailed display of call history including duration and disposition. An indicator shows if voicemails were responded to in a timely manner.

An ad-hoc query form enables searching by user, phone extension, date range and time of day. The results can be exported to a CSV file.



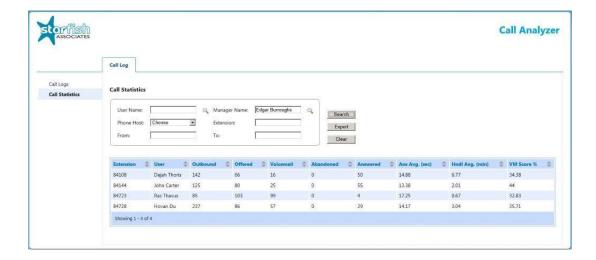
#### Call Statistics View

The Call Statistics view provides call handling details by user:

- Number of calls handled (inbound and outbound)
- Number of calls answered
- · Number of calls sent to voicemail
- Average ring time
- Average call duration
- Score of call backs to voicemail

An ad-hoc query form allows searching by user, phone extension, date and time range.

The results can be exported to a CSV file.



#### **Aging Details View**

The Call Analyzer provides a detailed aging view of station usage by CM, exposing idle or seldom used resources that could be subject to de-provisioning.

The results can be exported to a CSV file.



#### **Aging Summary View**

The Call Analyzer provides an aging summary view showing the number of idle stations per CM. The aging report provides a drill down view of station usage by CM. This information can help optimize station licenses.

The results can be exported to a CSV file.



#### **Solution Benefits**

- Provides call usage details on how users outside the contact center interact with customers.
- Provides call summary statistics by department and end user.
- Enables measurement of responsiveness to voicemail messages via voicemail callback detection.
- Displays detailed call log analysis measuring activities by station.
- Maximizes the efficient use of license capacity by exposing idle and seldom-used phones.

### **Supported Platforms**

#### **Unified Communications**

#### Avaya:

- Communication Manager
- Modular Messaging
- Aura Messaging