



IP Office Customer Call Reporter Technical Bulletin

Bulletin no: 106

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Title: Controlled Introduction (CI) of IP Office
Customer Call Reporter 1.0 Software

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Date: 29th May 2009
Region: GLOBAL

Controlled Introduction (CI) of IP Office Customer Call Reporter 1.0 Software

Avaya is pleased to announce the launch and availability of IP Office Customer Call Reporter (CCR) software. The CCR software is available through the Controlled Introduction process. Further information on the Controlled Introduction process is explained in the Customer Call Reporter Product Update notice available from the Avaya Partner Portal.

1 Product Overview

IP Office Customer Call Reporter is Avaya's new server based contact center product. Drawing upon the latest web and design technologies the IP Office Customer Call Reporter introduces significant new capabilities to manage a single site call center environment. The product focus is on ease of use and deployment simplicity to ensure improved ongoing productivity and lower support costs.

In its native web server environment the IP Office Customer Call Reporter supports up to 150 Agents and 30 Supervisor logins and can be simply installed onto a single server without the need for any client software deployment. Administration and management of the call center is carried out using a thin client through a secure password protected web browser session.

Key Features

- Real time call center activity monitor.
- Microsoft server based with thin client (web browser) client connections.
- Simplified installation and maintenance.
- Six reporting templates provide drag and drop and user defined filter options.
- Three customizable views per Supervisor
- Report Scheduler for printing and email of daily, weekly and monthly reports.
- Configurable Alarm thresholds and Alarm views.
- Reports on IP Office Busy Not Available Reason Codes
- Multi-lingual capable. Includes 7 languages for browser access and reporting.
- Supports up to 30 Supervisors and 150 Agents.

2 IP Office Customer Call Reporter Key Features

2.1 Supervisor and Agent Real Time Views

IP Office Customer Call Reporter provides real time monitoring of call center activity for both Supervisors and Agents. This is achieved with a thin client web browser session logged onto the IP Office Customer Call Reporter server. A Supervisor can program up to 3 distinct real time views of their call center. An Agent can then login and select a Supervisor and view the statistics for themselves and those Queues that they are a member of.

A simple drag and drop method is used to setup over a 100 variations of Queue and Agent call statistics.

IP Office Customer Call Reporter **AVAYA**

View 1 View 2 View 3 Historical Reporting Report Scheduler Account

Graph Change Password Log Off Status Help

Queues	Agents Available	Answered Calls	Lost Calls	Overflowed Calls	Calls Waiting	Current Wait Time	Average Ans %	Average Ans Time	Grade Of Service
Winter Holidays	4	3	1	0	0	0	66.67	18.00	50.00
Summer Holidays	4	2	1	0	1	18	100.00	17.00	66.67
Far away Shores	4	0	0	0	0	0	100.00	0.00	100.00
Activity Brake	4	0	2	0	1	24	100.00	0.00	0.00

Agents	Agent State(Q)	Agent State(Q) T	Answered Calls	Answered Ext Non-Q	Lost Calls	No Answer	Average Ans Time	Average Ans %	Outbound Calls(Ext)
Emma Murray	Available	00:00:09	0	0	0	2	0.00	100.00	0
Jane Oddey	Available	00:00:02	0	0	0	3	0.00	100.00	0
Julie Ryan	Ringng	00:00:03	1	0	1	0	2.00	100.00	0
Sarah Gorton	Ring Alt-Q	00:00:09	1	0	0	1	2.00	100.00	0
Leslie Bumstead	Logged Out	00:26:17	0	0	0	0	0.00	100.00	0

Alarm List Current View

- 15:06 Alarm Summer Holidays 17.00 Average Ans Time
- 15:06 Alarm Winter Holidays 18.00 Average Ans Time
- 15:10 Warning Summer Holidays 1 Calls Waiting
- 15:10 Warning Activity Brake 1 Calls Waiting

For a complete description of the available Queue and Agents statistics please refer to the IP Office Customer Call Reporter User Manual.

2.1.1 Real Time Alarms

Alarm thresholds can be set for each statistic that allows both warning and critical alarms to be monitored in real time. The alarms are also written to the database and are also available for historical reporting.

IP Office Customer Call Reporter AVAYA

View 1 View 2 View 3 Historical Reporting Report Scheduler Account

Graph Change Password Log Off Status Help

Queues	Agents Available	Answered Calls	Lost Calls	Overflowed Calls	Calls Waiting	Current Wait Time	Average Ans %	Average Ans Time	Credit Of Service
Winter Holidays	4	3	1	0	0	0	66.67	18.00	50.00
Summer Holidays	4	2	1	0	0	0	100.00	17.00	66.67
Faraway Shores	4	0	0	0	0	0	100.00	0.00	100.00
Activity Breaks	4	0	2	0	0	0	100.00	0.00	0.00

Settings - Calls Waiting

Scope

Include Internal Calls Include External Calls

Alarms

Warning Threshold

Alarm Threshold

Update Cancel

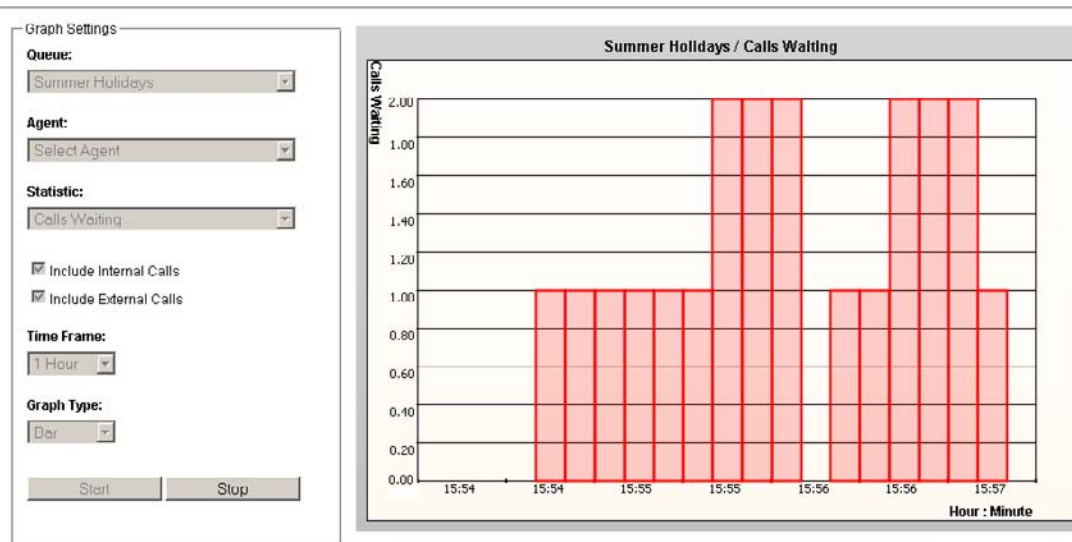
Alarm List Current View

15:06 Alarm Summer Holidays 17.00 Average Ans Time

15:06 Alarm Winter Holidays 18.00 Average Ans Time

2.1.2 Real Time Graph

A real time graph is available on the menu bar that provides a graphical view of the real time call data for both Queues and Agents for any selected real time call statistic.



2.2 Historical Reporting

The IP Office Customer Call Reporter reporting package has been designed to enable the user to easily retrieve the call information they need using one of six standard drag and drop report templates. The IP Office Customer Call Reporter offers a flexible reporting method for businesses that want to track how a call was routed through their call centre. The historical reporting is accessed by a Supervisor using a web browser.

IP Office Customer Call Reporter **AVAYA**

View 1 View 2 View 3 **Historical Reporting** Report Scheduler Account

Graph Change Password Log Off Status Help

Standard Reports

- Agent Summary Report
- Alarm Report
- Call Details Report**
- Call Summary Report
- Trace Report
- Voicemail Report

Saved Reports

Report Configuration Settings

Report Type: *Call Details Report* **Last Modified:**

Report Name: Call Details Report **Report Language:** English-UK

Target List: Queue Activity Breaks, Summer Holidays, Winter Holidays

Filter: All
 Answered
 No Answer
 Overflowed Lost
 Overflowed Answered
 Transferred
Lost Calls
 Routed To Voicemail

Group Results By: Hour

Working Hours: 09:00 To 17:00
 Include Saturdays
 Include Sundays
 Include Internal

Range: /05/2009 To 05/05/2009

Save Cancel View

From the six basic report templates within IP Office Customer Call Reporter, a Supervisor can create over 100 different reports using the various call filters that include: All, Answered, No Answer, Overflowed Lost, Overflowed Answered, Transferred, Lost Calls, and Routed to Voicemail. The data returned by the reports can be grouped by: Hour, Day, Week, Queue, Agent, CLI, DDI and Account Code.

2.2.1 Call Summary Report

The Call Summary Report can be run against any one of the following targets: Queue, View, Agent, DDI, CLI and Account Code. The Answer and Lost Call threshold report parameter can be adjusted in order to manipulate the Average Answer % and Grade of Service (GOS) calculations on a per report basis.

Call Summary Report

05/06/2009 - 05/05/2009 16:50 - 17:00

Report Type	Target Name										Supervisor Name
Call Summary Report	Queue Activity Breaks, Faraway Shores, Summer Holidays, Winter Holidays										chris
Ungrouped	Total Calls	Answered Calls	Lost Calls	Overflowed Answered	Overflowed Lost	Routed To VoiceMail	No Answer	Avg. Answer Time (%)	Avg. Answer Time	Avg. Abandon Time	Grade Of Service (%)
Activity Breaks	2	1	1	0	0	0	1	0.00	00:00:17	00:00:06	0.00
Faraway Shores	1	1	0	0	0	0	0	100.00	00:00:02	-	100.00
Summer Holidays	1	1	0	0	0	0	0	0.00	00:00:11	-	0.00
Winter Holidays	1	1	0	0	0	0	0	100.00	00:00:03	-	100.00
Total Calls				5		Average Answer Time (%)				50.00	
Answered Calls				4		Average Answer Time				00:00:08	
Lost Calls				1		Average Abandon Time				00:00:06	
Overflowed Answered				0		Grade of Service				40.00	
Overflowed Lost				0		Answer Threshold				5	
Routed To VoiceMail				0		Lost Call Threshold				1	
No Answer				1		External Outbound				0	

2.2.2 Call Details Report

The Call details Report can be run against any one of the following targets: Queue, View, Agent, DDI, CLI and Account Code. The data returned by the report can be grouped by: Hour, Day, Week, Queue, Agent, CLI, DDI and Account Code.

A filter is also available to return a subset of call data. The filters available include: All, Answered, No Answer, Overflowed Lost, Overflowed Answered, Transferred, Lost Calls, and Routed to Voicemail.

Call Details Report

05/06/2009 - 05/05/2009 16:50 - 17:00

Report Type	Target Name										Supervisor Name	
Call Details Report - All	Queue Activity Breaks, Summer Holidays, Winter Holidays										chris	
<u>Ungrouped</u>												
Time Stamp	Call Direction	Number	DDI	Queue	Queue Time	Agent	Duration	Status	Reference			
05/05/2009 10:51:47	Inbound	01707123450	299904	Summer Holidays	00:00:11	Emma Murri	00:00:01	Answered	51			
05/05/2009 16:52:02	Inbound	01707123456	299903	Winter Holidays	00:00:03	Emma Murri	00:00:03	Answered	52			
05/05/2009 16:52:48	Inbound	01707654321	299906	Activity Breaks	00:00:15	Sarah Gortou		No Answer	56			
05/05/2009 16:52:50	Inbound	01707654321	299906	Activity Breaks	00:00:17	Julie Ryan	00:00:01	Answered	56			
05/05/2009 16:53:02	Inbound	01707054321	299900	Activity Breaks	00:00:00	Sarah Gortou		Lost	59			
Summary												
Total Calls			4		External Inbound Calls			4				
Internal Calls			0		External Outbound Calls			0				

2.2.3 Agent Summary Report

The Agent Summary Report can be run against any one of the following targets: Queue, View, and Agent.

Agent Summary Report

05/05/2009 - 05/05/2009 09:00 - 17:00

Report Type	Target Name	Supervisor Name
Agent Summary Report	Queue Activity Breaks	chris

Queue	HG Enabled Time	Ringing Time	Talk Outbound	Talk Inbound	Talk Internal	Busy Not Available	ACW Time	Hold Time	Off Hook Time	Non-Queue Time
Activity Breaks										
Emma Murray	02:15:16 28.18%	00:01:27 0.30%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:28 0.10%	00:00:00 0.00%	00:02:30 0.62%	00:00:00 0.00%
Jane Oddey	02:15:16 28.18%	00:00:32 0.11%	00:00:00 0.00%	00:00:01 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:18 0.06%	00:00:00 0.00%	00:02:30 0.62%	00:00:00 0.00%
Sarah Gorton	02:15:16 28.18%	00:01:08 0.24%	00:00:00 0.00%	00:00:02 0.01%	00:00:00 0.00%	00:00:00 0.00%	00:00:09 0.03%	00:00:00 0.00%	00:00:30 0.10%	00:00:00 0.00%
Julie Ryan	02:15:16 28.18%	00:00:12 0.04%	00:00:00 0.00%	00:00:01 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:06 0.02%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%
Leslie Bumstead	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%
Verity Howe	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:00:00 0.00%
Summary	09:01:04 18.79%	00:03:19 0.12%	00:00:00 0.00%	00:00:04 0.00%	00:00:00 0.00%	00:00:00 0.00%	00:01:01 0.04%	00:00:00 0.00%	00:05:30 0.19%	00:00:00 0.00%

2.2.4 Alarm Report

The Alarm Report totals show the number of warning and critical alarms that have exceeded their thresholds, as configured by the Supervisors within their respective real time views.

Alarm Report

05/05/2009 - 05/05/2009 16:00 - 17:00

Report Type	Target Name	Supervisor Name
Alarm Report	View	chris

Time Stamp	Label	Target Name	Value	Statistic Name
05/05/2009 16:51:36 - 05/05/2009 16:51:48	Warning	Summer Holidays	1	Calls Waiting
05/05/2009 16:52:00 - 05/05/2009 16:52:03	Warning	Winter Holidays	1	Calls Waiting
05/05/2009 16:52:03 - 06/05/2009 13:29:59	Warning	Winter Holidays	14	Average Ans Time
05/05/2009 16:52:16 - 05/05/2009 16:52:19	Warning	Faraway Shores	1	Calls Waiting
05/05/2009 16:52:33 - 05/05/2009 16:52:51	Warning	Activity Breaks	1	Calls Waiting
05/05/2009 16:52:51 - 06/05/2009 13:29:59	Alarm	Activity Breaks	17	Average Ans Time
05/05/2009 16:52:56 - 05/05/2009 16:53:03	Warning	Activity Breaks	1	Calls Waiting

Summary

Total No. Of Warnings	6	Total No. Of Alarms	1
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2.2.5 Trace Report

The Trace Report can be run against any one of the following targets: Agent, CLI and Call Reference. The Trace Report lists in chronological order all the events, date and time stamped, that involved the target selected.

Trace Report

05/05/2009 - 05/05/2009 16:52 - 17:00

Report Type	Target Name	Supervisor Name
Trace Report	Agent Emma Murray	chris

Emma Murray

Date-Time	Event Name	Agent	Number	Reference
05/05/2009 16:52:02	Incoming	Emma Murray	01707123456	52
05/05/2009 16:52:05	ACW	Emma Murray		NULL
05/05/2009 16:52:06	Busy	Emma Murray	2009	53
05/05/2009 16:52:06	Idle	Emma Murray		NULL
05/05/2009 16:52:36	ACW	Emma Murray		NULL
05/05/2009 16:52:38	Idle	Emma Murray		NULL
05/05/2009 16:52:39	Busy	Emma Murray	2009	57
05/05/2009 16:53:09	ACW	Emma Murray		NULL
05/05/2009 16:53:11	Idle	Emma Murray		NULL

2.2.6 Voicemail Report

The Voicemail Report reports on calls that are answered and lost in the voicemail call flow. The data returned by the report can be grouped by: Hour, Day, Week, CLI and DDI.

Voicemail Report

06/05/2009 - 06/05/2009 14:21 - 17:00

Report Type	Target Name	Supervisor Name
Voicemail Report	Voicemail	chris

Name	No. of Calls	No. Lost Calls	No. of Times triggered
Summer Holidays AA Greeting	6	2	6
Transfer Timeout Action	4	4	4
Total calls Answered	6	Total calls Lost	6

2.2.7 Report Scheduler

Reports can be run manually or scheduled to run on a daily, weekly or monthly basis. The option is also available to schedule the report to a printer or distribute by email in any of the following formats: Crystal, Excel, Word, PDF or Rich Text.

3 Customer Call Reporter Server Requirements

3.1 Hardware

The following are the recommended minimum requirements for the PC hosting any components of the IP Office Customer Call Reporter server application

- Processor: Intel Pentium D945 Dual Core or AMD Athlon 64 4000+.
- RAM: 2GB
- Free Hard Disk Space: 30GB
- Additional: DVD drive for software installation.

If installing a licensed edition of MS-SQL 2005 on the IP Office Customer Call Reporter server PC the separate requirements of the MS-SQL 2005 must be met.

3.2 Windows Operating System

The IP Office Customer Call Reporter services are supported on 32-bit versions of:

- Microsoft Windows Server 2003 SP2.
- Microsoft Windows Server 2003 R2.
- Microsoft Windows Small Business Server 2003 R2.

3.3 Database Requirements

The IP Office Customer Call Reporter can use the following versions of Microsoft SQL as its database for storing information:

- Microsoft SQL 2005 Express Edition
- Microsoft SQL 2005

4 Customer Call Reporter Platform Support Summary

For a complete description of the IP Office Customer Call Reporter platform support please refer to the IP Office Customer Call Reporter Installation Manual.

Web Browsers for client connections	<ul style="list-style-type: none"> • Google Chrome • Mozilla Firefox 3.0 and above • Windows Safari 3.0 and above • Internet Explorer 7 and above 	<p>The following browser features must be enabled:</p> <ul style="list-style-type: none"> • Javascript enabled. • Pop-ups allowed. Required for report viewing, real-time graph and help windows. • If audio for alarms has been enabled, an audio plug-in is required for user's browsers. Use either Quick Time (Non IE browsers) or Windows Media Player/Center (IE).
Agents	Up to 150.	The number of Agents and supervisors usable is controlled by the number of licenses entered into the configurations of the IP Office system.
Supervisors	Up to 30.	
Administrator	1 only.	
IP Office Systems	A single IP Office. Minimum software level 4.2 Q2 2009.	The current version of CCR connects and reports on Agents and Queues that belong to a single IP Office. SCN calls arriving at CCR Agents are reported as external calls.
IP Office Connection	<p>IP Office Customer Call Reporter connects to the IP Office over the LAN using an IP Office service user account. This account accesses the same interface as used by the IP Office System Status Application (SSA) and so reduces the number of possible SSA connections to the IP Office to 1.</p> <p>Note that this also means that SSA cannot be run from the same server PC as the IP Office Customer Call Reporter Data Analyzer.</p>	
Languages	<p>For browser access and reports the supported languages are Dutch, English (UK), English (US), French, Italian, Brazilian Portuguese, Russian and Spanish.</p> <p>For embedded help the languages are English, Brazilian Portuguese and Italian.</p>	
Voicemail Server	IP Office Customer Call Reporter Voicemail Reports require the IP Office to be using an IP Office Voicemail Pro server. This can be installed on the same PC as the IP Office Customer Call Reporter applications, however in that scenario support is limited to 16 voicemail ports.	

Note:

1. IP Office Customer Call Reporter is not supported with T3 Series and T3 IP Series phones. It is also not supported with non-Avaya H323 phones.
2. Mobility features are not supported for CCR Agents
3. Line appearance buttons are not supported for CCR Agents
4. Telecommuter Mode is not supported for CCR Agents.
5. The use of customized announcement call flows through Voicemail Pro that do anything other than provide prompts before returning the caller to the queue are not supported by IP Office Customer Call Reporter.

6. Supervisor and Agent browser access to IP Office Customer Call Reporter from Citrix clients is supported. This does not include support for installation of the IP Office Customer Call Reporter applications on the Citrix sever. IP Office Customer Call Reporter browser access has been tested with Citrix MetaFrame Presentation Server Client 4.0.

5 Known Issues

The known issue description in the table provides a summarized description only. Please contact your support channel for further detail of any bug description quoting the CQ number.

CQ Number	Description
Call Details Report	
79007	Enquiry answered is displayed as answered for parked calls
79010	Answered status after transferred is not displayed for parked calls.
79187	Transfer from analog trunk to Queue an extra transferred event is displayed for the Agent who answered
79450	No Answer is not displayed for first Agent when an internal call is made to a Queue and is routed to voicemail.
79616	If No Answer time of a Queue is greater than the VM answer time and a call made to this Queue is routed to VM then blank report displayed.
79755	Queue time for No Answer is displayed incorrectly for an unsupervised transfer scenario.
79760	Duplicate transfer status with same time stamp & different duration is displayed for certain scenarios.
79761	No answered status is incorrect after the final transferred leg to a second Queue is made.
79864	Extra transferred event is displayed for specific scenario.
80078	Average answer time blank for VM unsupervised transferred call that is answered by overflow group.
Call Summary Report	
79467	When a call to a Queue is not answered by first Agent and is answered by second Agent. When the report is viewed with target of Agent then no record displayed for first Agent.
79870	Unsupervised transfer scenario with target of Queue, No Answer call for transferred to Queue is missing.
79872	Unsupervised transfer scenario with a target of CLI/DDI, record for No Answer call for the CLI/DDI is missing.
79657	Call data discrepancies if grouped by Agent in specific VM transfer scenario.
79660	Grouped by Agent shows Queues with no associated agents if Agents first call during report period is Refused.
79824	GOS calculation for target DDI, CLI & Account code does not include direct calls.
80139	Average Answer % incorrect for Auto Answer configured Agents.
Trace Report	
79020	Ring event is displayed for Agent for Call Pickup.
79323	Desk to Queue call unsupervised transfer to another Queue where an Agent is common to both the Queue, lost and internal received is seen.
79590	Time Stamp for Ring and Routed to VM event is displayed as the same.
Agent Summary Report	
78908	Ring time for an Agent who is a member of both the overflowed from and to groups is displayed incorrectly.
79612	Hold time incorrect for the transferor of call to second Queue
79613	Hold time for the transferor not displayed for internal call to a Queue and supervised/unsupervised transferred to second Queue.
79659	ASR shows incorrect data for BNA after CCR restart until Agent changes from the current BNA state.
Voicemail and Alarm Report	
80082	Incorrectly shows lost call against Transfer action if call is lost at Queue.
78437	Duplicate entries for warnings are displayed for Average Answer %
Report Scheduler	
78777	Reports cannot be scheduled if Printer Discovery account details are changed
Real Time Statistics	
78637	Average Answer time is displayed as the off hook time of the caller instead of the ringing time of the called party.
79060	Overflowed answer does not increment for call transferred to a Queue and then overflowed.
79062	Lost call does not increment for Agent for call transferred to a Queue and then overflowed lost
79153	Average wait time incorrect for a call where supervised transfer is completed after overflowed answered.
79388	Transferred statistic not incremented for trunk to trunk transfer
79442	Deleting a CCR Agent and adding another in Queue with Manager CCR does not show the Agent until restart.
79681	For an internal Call to a busy Queue where the call overflows to an overflow Queue then the Lost Call statistic increments for the busy Queue.
79683	If an Agent is transferred off-switch then 2 Outbound calls are counted for an internal caller.
79712	Incoming call still shows Holding after it is retrieved from Hold for an Agent not logged into any Queue.
79837	Current Wait Time constantly increasing for multiple transfer/overflow scenarios.

6 Assistance

6.1 Tools

The real time Queue and Agent statistics in the Supervisor view can be reset manually when required. In order for the real time statistics to be reset automatically, for instance each day at midnight, then the 'SBCCResetStats' tool will need to be used.

Located in the directory: 'PreRequisites/Tools' on the DVD image.

Copy the folder 'SBCCResetStats' and its contents to a location on the same drive as the CCR server installation. Setup a task within Windows Task Scheduler and select the file in the 'SBCCResetStats' folder called 'SBCCResetStats.exe' as the file to be executed at the time specified for the task schedule. This task will reset all the real time statistics back to zero. The historical reporting or database will not be affected by this.

6.2 Documentation

IP Office Customer Call Reporter 1.0 Documentation can be downloaded from the Avaya support website:

<http://support.avaya.com>

6.3 Software

The IP Office Customer Call Reporter application is available on DVD from Avaya. The software image can also be downloaded from the Avaya support website:

<http://support.avaya.com>

6.4 Licensing

Material Code	Name	Description
217650	IPO CUSTMR CALL REPORTER 1AGT LIC	Enables support for IP Office Customer Call Reporter Agents. Multiple licenses can be added to achieve the number of Agents required up to the maximum of 150 Agents.
217651	IPO CUSTMR CALL REPORTER 5AGT LIC	
217652	IPO CUSTMR CALL REPORTER 10AGT LIC	
217653	IPO CUSTMR CALL REPORTER 20AGT LIC	
217654	IPO CUSTMR CALL REPORTER 50AGT LIC	
217655	IPO CUSTMR CALL REPORTER 1SPV LIC	The presence of at least one IP Office Customer Call Reporter Supervisor license is required to use IP Office Customer Call Reporter. Multiple licenses can be added to achieve the number of supervisors required up to 30 supervisors.
217656	IPO CUSTMR CALL REPORTER 10SPV LIC	
217657	IPO CUSTMR CALL REPORTER 20SPV LIC	
217658 ⁽¹⁾	IPO CUSTMR CALL REPORTER UPG LIC	License that upgrades existing CCC licenses to IP Office Customer Call Reporter for CCC users (no database upgrade).

Note:

1. The IP Office Compact Contact Center (CCC) is an application supported by IP Office for similar functions to IP Office Customer Call Reporter. It works in conjunction with the IP Office Delta Server application to obtain call and Agent activity data from the IP Office.

- For IP Office systems with IP Office Customer Call Reporter licenses installed, CCC is no longer supported. Provision of CCC licenses to the CCC system is disabled.
- Existing CCC licenses can be used with IP Office Customer Call Reporter if an IP Office Customer Call Reporter CCC UPG license is added to the IP Office configuration.
- IP Office Delta Server is still supported but only for SMDR call logging output.
- A CCC database cannot be upgraded to an IP Office Customer Call Reporter database.

6.5 Training

All training courses for IP Office Customer Call Reporter are web based with no classroom courses necessary.

For sales and pre-sales professionals, there are two new sales courses offered:

- ACV05524WEN / AEN- Selling IP Office CCR
- ACV05525WEN / AEN- - IPO CCR - Advanced Sales

For installers, the following course is necessary to support the installation and programming of IP Office Customer Call Reporter:

- ATC00470WEN / AEN- - IPO CCR – Implement

To see a full listing of IP Office courses please visit:

<http://www.avaya-learning.com>

For information on the courses and assessments associated with product authorization, select Product Authorization under Curriculum Maps.

*Issued by:
Avaya IOC New Product Introduction*

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