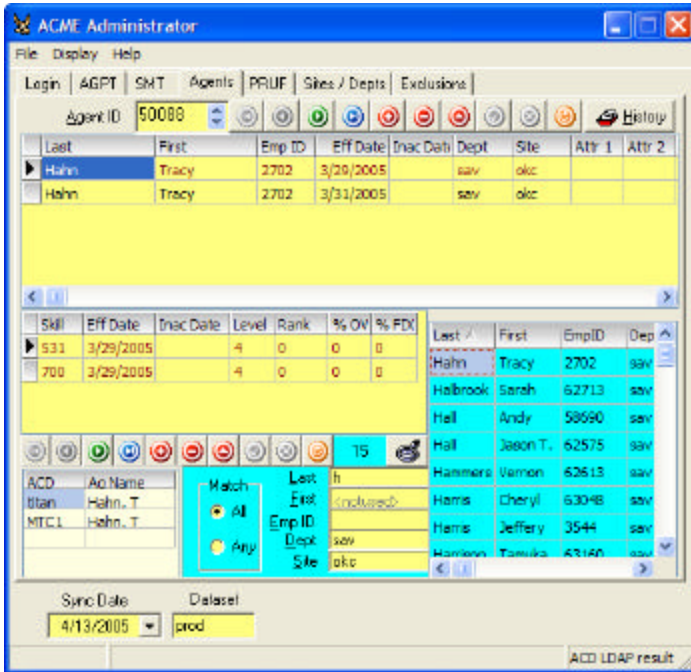


## Consistacom Performance and Policy Agent Management for Avaya Call Centers

Consistacom Performance and Policy Agent Management (PPAM) makes performance-based management (PBM) of Avaya-powered call centers practical. The results are higher revenue, lower costs, consistently improved performance, and significantly faster call processing changes to retain your competitive advantages. PPAM integrates with high-end workforce management systems (WFM) and has been proven in the largest Avaya call centers. In smaller call centers, PPAM provides significant record keeping, workforce analysis, and reporting capabilities for a fraction of what full WFM systems cost<sup>1</sup>.



PPAM's policy-based approach to agent management provides a revolutionary degree of control and reliability. Agent sets are defined in common business terms, such as department, site, and special training. Policies to control these sets are defined separately. Every night each agent is audited and reconfigured, if required, according to the current business policies of the set to which they belong. Customers with multiple ACDs (Automatic Call Distributors) can administer agents on more than one ACD to implement Business Continuity plans. Changes in both agent descriptions and policies may be defined in advance for activation at a future date and time. This allows the customer to have PPAM implement changes automatically on a predefined schedule (including rolling back to previous configurations). As a result of this consistency, traditional ACD and CMS reporting become more valuable because the input conditions (policies) actually in effect at the time of the reported activity are assured. All policy settings are retained for historical reporting, making it much easier to review past configurations and accurately see which policies actually worked<sup>2</sup>.

All call centers benefit immediately from implementing PPAM's policy-based management. The layered addition of performance-based management makes it easy for enterprises with agent performance tracking capabilities to immediately leverage the features and capabilities of Avaya's industry leading Expert Agent Selection (EAS) and Business Advocate. Enterprises that have foregone these benefits due to the substantial effort required by traditional ACD management tools can use PPAM to easily translate performance data into higher caller need / agent capability match rates. This ensures the callers are connected to the best possible agent for their specific need, resulting in increased sales, reduced costs, and higher caller satisfaction. Consistacom's experienced professional services staff is available to assist customers with the design and implementation of performance-based management in their organization. Only Avaya has EAS and Advocate, and only Consistacom's PPAM and expertise makes it so easy to maximize the return on your Avaya investment.

<sup>1</sup> When a call center advances to needing a Workforce Management system, PPAM easily integrates so that WFM becomes the controlling point for defining agents. There is never a need for entering data twice.

<sup>2</sup> The Consistacom Configuration Archive, part of the Consistacom Synchronization Controller, also provides an historical record of other call center ACD administration, including VDNs, vectors, skills, announcements and stations.

## PPAM Specifications

### PREREQUISITES

- Consistacom Synchronization Controller
- Avaya Definity 9.5 or above, Avaya MultiVantage, or Avaya Communications Manager
- The “ossiz” patch for ACD versions before Communications Manager 2.2

### CAPACITIES

- 75,000 agents total
- 100 ACDs<sup>3</sup>
- 1,000 sites
- 1,000 departments
- Full ACD agent capacities, as published by Avaya<sup>4</sup>
- Unlimited combinations of departments, sites, and additional agent business attributes
- 50 PPAM administrators<sup>5</sup>

### ADMINISTRATIVE INTERFACE

- Windows GUI (Win 2000 SP4 or XP SP1)
- Powerful agent searching, reporting, and export capabilities
- Policy, Performance, and Agent business attributes combined in a single display
- Individual agent history reporting
- Rapid policy auditing tool to ensure all agents map to an active policy
- View agent and policy settings for any date, past, present, or future
- Multiple, concurrent administrator logins are allowed

### POLICY CONTROLS

- Full Avaya EAS and Advocate Support<sup>6</sup>
- Agents can be managed in “sets”, defined by department, site, and up to two additional business attributes
- Effective and inactivation dates enable pre-loading of changes for agents and policies, while creating a historical record of call center configuration
- 6 character codes for departments, sites, and business attributes
- Policy and agent definition granularity is one day
- Temporary exclusion of individual agents or sets, without disturbing overall policy settings

### PERFORMANCE MANAGEMENT

- Maps performance rankings onto EAS and Advocate skills
- Daily change granularity
- Manual Override capability
- Simple on/off switching of performance management for an entire agent set, for easy rollback during introduction into the call center.

### SECURITY

- Administrator access is limited to only those sites to which they have been granted access

### REPORTING AND USABILITY

- Fully functional reports for all database tables in MS-Access, also useful as guides for customer written reports
- ODBC access to all tables
- Powerful searching and reporting capabilities in the administrative GUI
- Agent change history is automatically maintained
- Instant auditing of Policy tables
- ACD Synchronization Engine produces a detailed audit trail
- “Audit Only” synchronization mode to report policy deviations without altering ACD configuration, for safe PPAM introduction into the enterprise

### OPTIONS

- SureSync™ Management Service for PPAM
- Professional Services to design, implement and validate Performance Management integrations
- Customization for unusual agent naming conventions
- Non-standard WFM integrations

<sup>4</sup> For S8700 systems on Communications Manager 2.0, the capacity is 20,000 administered agents/ACD.

<sup>5</sup> Each administrator consumes one Interbase license on the SYNC Controller.

<sup>6</sup> Conforming with Communications Manager 2.0

**For more information visit us at  
[www.consistacom.com](http://www.consistacom.com), send an inquiry to  
[solutions@telecominstitute.com](mailto:solutions@telecominstitute.com), or contact us  
Toll Free at 1-866-716-5692.**