

evolve

Contact Centre Reporting
for Avaya IP Office



oak | oakSi

world class communications management



evolve

Contact Centre Reporting

Evolve is the next generation call reporting and management solution for formal and informal call centres. Powered by our award-winning Oak Communications Platform (OCP), **Evolve** features real-time, interactive reporting and evaluation tools for in-depth business analysis, and greater control over your call handling.





Upgrade your business

Revolutionise the way you do business, with a real-time contact centre management solution that keeps you a step ahead of the competition.

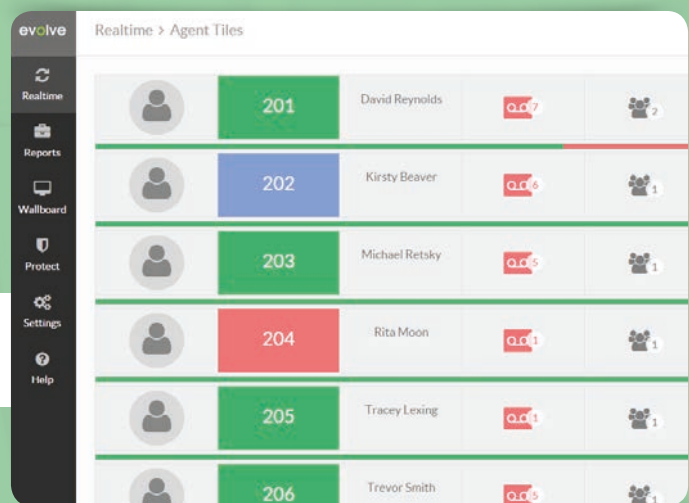
In a busy contact centre, yesterday is sometimes too late. Whether it's sales you're after or a service you're offering, you need to be better, and faster, than the competition. You need to know how many calls are in the queue right now and ensure that each one is answered. You want to see your agents hitting their targets today, as well as over the month. You want to monitor call traffic and extension usage across the business and not just the call centre. You want your supervisors to both view and handle call and agent activity as it occurs. You want tools that promote better customer service, and reports that help drive continuous business improvement. You want to be the best.

Evolve allows you to measure, monitor, and manage call and agent activity at any given moment: right now, over time, and across departments. **Evolve** equips you to respond immediately, and also plan for the long term.

Evolve Features Summary

- Easy to use browser based interface
- Secure access and user policy management
- Real-time dashboard view
- Real-time view of agent, queue and call activity
- Real-time call and agent control
- Customisable real-time wallboard displays
- Comprehensive reporting and analytics
- Drill down, cradle to grave views
- Integrated call recording and evaluation
- Real-time fraud detection

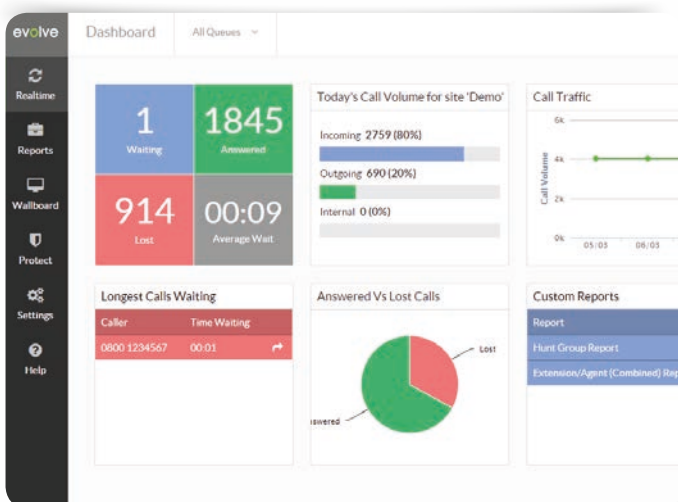
Watch the
Evolve video at
www.evolveCCR.com



Manage your Agents

The Oak Communications Platform (OCP)

Evolve is built upon the new and award-winning Oak Communications Platform (OCP) for a faster, more powerful solution that grows with your business.



Login to the Evolve Dashboard

- Advanced – Uses real-time CTI and TAPI feeds from complex phone systems to continually record, analyse and report on events across the system as soon as they take place.
- Fast – A highly optimised SQL database together with the super-fast in memory real-time analytics engine deliver live statistical wallboard displays and detailed business analytics.
- Accessible – OCP has a single, secure and easy to use web interface, which can be accessed on a PC, Mac, tablet or smartphone. The web interface has been optimised to minimise bandwidth use when hosted in a data centre or cloud based environment.
- Flexible – OCP Server runs on a standard Windows platform which can be run locally or hosted in a data centre. OCP can even be virtualised.
- Affordable – OCP is modular, so you only pay for what you need, adding extra components as you need them. The platform is being continuously enhanced, so you'll benefit from your investment and ours for years to come.



View Real-Time Wallboard



Choose Evolve for:

Real-time Dashboard & Customisable Wallboard Displays

- See at a glance how an individual agent and the contact centre as a whole are performing. Set KPIs and display on wallboard to drive further sales.

Supervisor View & Control of Agents, Queues, Calls

- Empower supervisors to better manage calls and staff by being able to view call activity as it happens, and then respond by moving calls between queues, logging agents in and out and changing their status.

Drill Down, Cradle to Grave Views

- Capture every detail of every call, including how quickly they are answered, how well they are handled and what the outcome was. **Evolve** even lists numbers that were never answered so you can ring them back and recapture that 'lost' sales opportunity.

Comprehensive Reporting and Analytics

- Generate customised reports in real-time, and over time, to better understand and manage call activity in your business.

Integrated Call Recording and Evaluation

- Monitor and improve customer service by recording calls and using them for training purposes. Use the evaluation module to ensure that service reaches particular standards.

Secure Access & User Policy Management

- Determine who can access which parts of call information to protect customer and user privacy.

Real-time Fraud Detection

- **Evolve** will flag up, monitor and even automatically terminate suspected fraudulent calls.

Project Management & Support

- All **Evolve** installations are closely project managed from the start to make sure you have a solution that works perfectly for you. We'll spend time with you identifying your specific requirements, provide any necessary training, and follow up post-installation to double check you're getting everything you want from your system.



DEVCONNECT
TECHNOLOGY PARTNER

Working with

to give YOU the best solution

To ensure that you get the most from your Evolve Contact Centre Reporting solution, Oak works closely with Avaya and their technical teams. Oak is a long standing member of the Avaya DevConnect Program which supports the creation of a new generation of innovative communication solutions from solution innovators and industry leaders around the globe. Oak is proud to be part of this program.

Evolve for Avaya IP Office

- Evolve monitors all Queue activity in real-time which means that Supervisors can display and report on their Group and Agent activity as it happens. In addition Supervisors have Agent and Call Control allowing them to do such things as Log Agents In/Out, change Agent Status, change DND Status, Dial an Agent, and use Silent Listen or Intrude to support an Agent whilst on a call.

Evolve for Avaya IP Office Server

- Evolve also works with the IP Office Server Edition. In this configuration all extensions need to be IP and registered on the Server. Hunt Groups and SIP trunks also need to be registered to the Server.

Evolve Call Recording

- Evolve can record all incoming and outgoing calls. In the Evolve reports an icon appears showing that a call has been recorded and by simply clicking on the icon the call can be played back. Calls can be evaluated and exported as required as part of the call recording suite.





“ We have picked up a string of awards, including the recent ‘Best Call Management Solution of 2014’ at the Comms National Awards ”

At Oak, we pride ourselves on the support and service we provide.

We put huge emphasis and resources into both our product development and the customer support we offer. We have a dedicated team of account managers, engineers and helpdesk staff ever ready to help when you need us most.

Every product we sell comes with an extensive portfolio of service options, allowing you to choose the most appropriate ones to the needs of your business. All our software users can contact our helpdesk directly. We also offer installation, training, software updates and trouble-shooting on all our products. Where our software is ‘mission critical’ to your business, we can provide dedicated and emergency support packages.

Whatever your support needs and whatever phase of business development you are facing, Oak can be there to help carry you through.





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