



IP Telephony

Contact Centers

Mobility

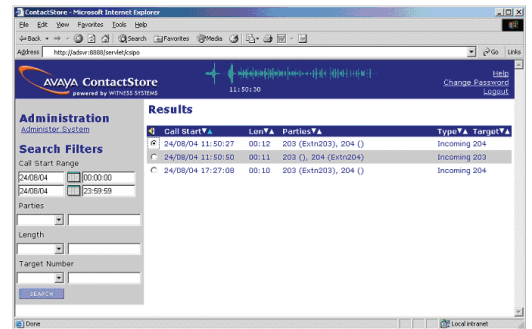
Services

FACT SHEET

# IP Office Contact Store

## Overview

Many businesses record interactions with customers, suppliers and other third parties. These interactions include enormous amounts of valuable information and insight that, if made easily available to the right people in your business, can help you improve the service you offer to your customers while improving operational efficiency and business effectiveness. IP Office ContactStore, available through VoiceMail Pro Call Recording, provides the ability to search and replay your valuable recorded interactions.



## Capabilities

**Search**—Authorized users can use this browser-based application to retrieve calls based on search filters including start date/time, duration of call, name of the party calling, and the target or dialed number.

**Replay**—To replay recordings, simply click on the buttons next to the calls listed on your PC screen and listen through your PC soundcard. You can graphically “see” into the call using the Energy Envelope feature and rapidly identify points of interest to review, such as a prolonged silence, or raised voice portions of conversations, in which the application points to opportunities to improve call handling or productivity.

**Export**—With IP Office ContactStore and the proper security, you can quickly export recordings to non-system users. The system saves recorded calls as industry standard WAV files that can be distributed to anyone who can replay the file on a workstation with a web browser and a media player. For example, a call from one of your top sales executives that illustrates the perfect up-selling call can be sent to the rest of your sales team for training purposes.

## Benefits

- Reduce operational cost
- Increase revenue
- Improve customer service and satisfaction
- Reduce risk
- Make more informed decisions
- Better understand customers and employees
- Improve employee training and coaching

### Avaya Advantage

#### Free for 45 Days

A limited-time license of IP Office ContactStore is included with every shipment of VoiceMail Pro R3.0. For 45 days you can search and replay recorded calls from your browser-based workstation and gain more value from your recorded interactions.

## IP Office ContactStore Options

### IP Office ContactStore – Call Recording Search and Replay

<b>Format</b>	<ul style="list-style-type: none"><li>• Licensed module of VoiceMail Pro</li><li>• Software-only design; no proprietary hardware is required.</li></ul>
<b>System Requirements</b>	<ul style="list-style-type: none"><li>• On the IP Office 500 system, Professional Edition (Release 4.0) software is required for VoiceMail Pro.</li><li>• VoiceMail Pro requires an Ethernet-attached PC running Microsoft Windows 2000/2003/XP Professional with Pentium 4, 2.8GHz or higher with 256MB of RAM minimum.</li><li>• When ContactStore is used on the same server as VoiceMail Pro, an additional 256MB of memory should be added to the above specifications.</li><li>• When operating on its own server, ContactStore requirements are a Pentium 4, 2.8GHz or higher with 256MB of RAM minimum.</li><li>• A minimum of 20GB disk space is recommended to allow for at least 10GB of recordings (1000+ hours of audio) to be held online.</li></ul>
<b>User Requirements</b>	<ul style="list-style-type: none"><li>• Any telephone</li><li>• Internet Explorer V5.0 and higher</li></ul>
<b>Capacities</b>	<ul style="list-style-type: none"><li>• Unlimited with proper storage and/or automatic disk space management—oldest recordings automatically deleted as needed.</li></ul>
<b>Feature Detail</b>	<ul style="list-style-type: none"><li>• Search and replay recorded calls via a PC and PC soundcard.</li><li>• Visually “see” and listen to calls using the Energy Envelope.</li><li>• Use search filters to find calls include start date/time, duration of call, name of the party (through ANI, CLI, DNIS) at the time of the call, or the target or dialed number (DID).</li><li>• Intuitive, browser-based GUI for users and administrators</li><li>• Export recorded calls via e-mail in WAV format to non-system users.</li><li>• Call compression at a ratio of 4:1 (using G.726 16kpbs ADPCM compression standard) for efficient storage</li><li>• Optional archive management — recordings can be automatically written to a DVD+RW drive.</li></ul>

#### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

The Avaya logo consists of the word "AVAYA" in a bold, white, sans-serif font, centered on a red rectangular background.

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