



Avaya Aura[®] Contact Center New in this Release

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Chapter 1: Introduction

The *Avaya Aura® Contact Center New in this Release* (NN44400-112) guide describes the new features and the document changes in Avaya Aura® Contact Center Release 6.2.

Related resources

Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. On the Avaya Support website at <http://support.avaya.com>, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit <http://www.youtube.com/AvayaMentor> and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

Chapter 2: New features

The following sections describe the new features and changes in Avaya Aura® Contact Center Release 6.2.

Features

See the following sections for information about feature changes in Avaya Aura® Contact Center Release 6.2:

- [Agent Greeting](#) on page 8
- [Agent Templates and Agent Profiles](#) on page 8
- [Support for the Avaya Aura® Call Center Elite environment](#) on page 9
- [Support for Avaya Aura® Presence Services](#) on page 9
- [Avaya Aura® Session Manager](#) on page 9
- [Orchestration Designer](#) on page 9
- [Web-based license manager](#) on page 10
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Agent Greeting

The Agent Greeting feature allows agents to pre-record greetings. The system plays the greeting automatically when an agent answers a call.

Agent Greeting has the following additional benefits:

- the agent greeting is consistent for all callers
- the agent gets time to prepare for the call
- the agent can customize the greeting according to the time of the day. For example, agent can customize the greetings to play at specific times during morning, afternoon or evening.

Agent Templates and Agent Profiles

Avaya Aura® Agent Desktop supports voice contacts from Avaya Aura® Call Center Elite. Agent profiles support voice configurations for agents on Avaya Aura® Call Center Elite. In order to use Agent profiles, configure Contact Center Multimedia to work with Avaya Aura® Call Center Elite. You can enable the Avaya Aura® Call Center Elite environment on the Agent Desktop using the CCMM Admin tool on the Contact Center Multimedia server.

The default template contain basic settings for agents. Agent templates inherit properties from the default template. You can change the default properties, providing the flexibility of having specialized settings for each individual agent.

Templates inherit properties from their parent templates. Inheritance in templates follows a tree structure. Agent Desktop supports up to five levels of inheritance from the default template.

Assigning a template to an agent creates that particular agent's profile. You can then customize profiles based on agent requirements and the changes made to a profile are specific to an agent.

You can assign multiple profiles to agents and then select a preferred profile for an agent. The agent logs into the Agent Desktop using the preferred profile, which determines the settings that are applied to the Agent Desktop.

For more information about Agent Templates, see *Avaya Aura® Contact Center Manager Administration – Client Administration* (NN44400-611).

Support for the Avaya Aura® Call Center Elite environment

Administrators can enable the Avaya Aura® Call Center Elite environment in Avaya Aura® Agent Desktop, to manage both voice contacts from Avaya Aura® Call Center Elite and Multimedia contacts from Contact Center Multimedia.

For information about enabling the Avaya Aura® Call Center Elite environment in Agent Desktop, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Support for Avaya Aura® Presence Services

Avaya Aura® Contact Center Release 6.2 provides integration with Avaya Aura® Presence Services in a SIP-enabled Contact Center. Avaya Aura® Contact Center supports Avaya Aura® Presence Services as a chat server for Instant Message contact types. Using Avaya Aura® Presence Services also provides agents with improved presence information on Agent Desktop.

Presence Services enables Contact Center Agent Desktop to display presence information for the Agent, Supervisor and Expert, through Contacts Presence.

Avaya Aura® Session Manager

Avaya Aura® Contact Center supports integration with Avaya Aura® Session Manager Releases 6.1 and 6.2. Avaya Aura® Session Manager is a SIP routing and integration tool. It integrates all the SIP entities across the entire enterprise network within a company.

Orchestration Designer

The Service Creation Environment is now branded as the Orchestration Designer. Orchestration Designer has a slightly different interface and new icons. The Orchestration Designer is installed on the Contact Center Manager Administration server, and can also be installed on a client machine for off-line configuration.

For information about the Orchestration Designer, see *Avaya Aura® Contact Center Configuration – Orchestration Designer Application Development* (NN44400-510).

Web-based license manager

SIP-enabled Avaya Aura® Contact Center supports WebLM. Avaya Aura® Contact Center can use WebLM to license the contact center features and to control the number of agents in your system.

For more information about the WebLM licensing and license identifiers, see the following documents:

- *Avaya Aura® Contact Center Fundamentals* (NN44400-110)
- *Avaya Aura® Contact Center Planning and Engineering* (NN44400-210)

Call Routing Enhancement

Avaya Aura® Contact Center Release 6.2 includes three call routing enhancements. The Enhanced Expected Wait Time enhancement provides a more accurate measure of wait time in the Expected Wait Time (EWT) script intrinsic. The administrator can select the existing NES EWT or the Enhanced EWT in Global Settings.

The Service Level Routing (SLR) and Service Level Management (SLM) enhancements reduce the wait time that a caller experiences. These enhancements allow Contact Center administrators to easily set and meet the service level thresholds on skillsets. These enhancements are similar to the Avaya Business Advocate product used with Avaya Aura® Call Center Elite.

Service Level Routing is an enhanced routing strategy. It minimizes the number of callers that experience a wait time that exceeds the target for the skillset. It considers the Target Service Level threshold for the skillset when selecting the next queued contact to route to an available agent.

Service Level Management (SLM) reduces callers' wait time further by automatically assigning standby priority skillsets to reserved agents which makes them available for pending contacts. This skillset assignment is activated when the skillset's Expected Wait Time (EWT) exceeds its Target Service Level (TSL). When the skillset's EWT recedes below its TSL, the skillset is removed from the reserved agent. The administrator can assign the agents to the standby skillset with SLM enabled. These agents do not appear on the Real-Time Display (RTD). In a normal routing situation, these agents do not receive any calls on their standby skillsets, even if they are idle. However, SLM routes calls to the agent only on a call-by-call basis, and the agent's skillset assignment does not change.

Configuring an LDAP server for voice contacts on Contact Center Multimedia server

Configuring the Lightweight Directory Access Protocol (LDAP) server provides agents with a list of contacts during a voice call.

The Avaya Aura® Agent Desktop phone book allows you to contact agents through the LDAP agent contact directory. You can search for contacts, make calls or send e-mail messages to contacts in the phone book.

For information about configuring an LDAP server, see *Avaya Aura® Contact Center Commissioning* (NN44400-312).

Configuring intrinsics for supervisor observe and barge-in

A supervisor or agent-supervisor can observe or participate in any currently active agent-customer Web communications chat session, provided the agent is under the supervision of that particular supervisor or agent-supervisor. When using the observe function, the agent is not notified when the observation is in progress. The agent continues the conversation without interruption. When the supervisor or agent-supervisor is observing a Web communication session, they can barge-in to assist the agent.

The supervisor or agent-supervisor uses Avaya Aura® Agent Desktop to see all currently active applicable Web communications and voice contacts. This display also flags any Web communications contacts where certain intrinsic values exceed the defined threshold.

The supervisor or agent-supervisor can observe or barge-in (participate) in one Web communications contact at one time.

For information about configuring intrinsics for supervisor observe and barge-in, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Support for inline attachments in auto suggestions and auto responses

Auto suggestions are provided to an agent for review and approval before the response is sent to the customer. Auto responses send a reply directly to the customer without any agent interaction. Both auto suggestions and auto responses increase the operational efficiency of Contact Centers.

Administrators must add a suggested response to a rule group, to make it available on the Agent Desktop.

Administrators can add inline attachments (only as images), such as company logos to auto suggestions and auto responses. Both standard and inline attachments are supported for auto suggestions and auto responses.

Agents can also place inline attachments (only as images) in e-mail messages.

Inline attachments display complete information within the body of the e-mail. This makes the information easily accessible to customers, even without explicitly opening the attachment. Adding company logos within the body of the e-mail message increases brand awareness.

For information about auto suggestions and auto responses, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Support for Web On Hold and Web Communications comfort groups

A Web On Hold comfort group is a list of sequential messages that are sent to the customer's desktop, while the customer waits for an agent to respond to their initial contact on a Web Communications skillset.

A Web Communications comfort group is a list of sequential messages that are sent to the customer desktop while they wait for an agent to respond during a Web Communication session.

The Web On Hold or Web Communications comfort groups appear on the customer desktop for a configured amount of time.

For information about Web On Hold and Web Communications comfort groups, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Support for Web Communications transfer to a skillset

Agents can transfer a Web Communications (WC) contact to a skillset.

! Important:

Agents cannot transfer a contact to a skillset that does not have active agents.

For more information on performing a Web Communications transfer to a skillset, see *Avaya Aura® Agent Desktop User Guide* (NN44400-114).

Configuring Screen Pops

Administrators can use the Screen Pop page to configure application shortcuts and intrinsics, while running Avaya Aura® Agent Desktop. Voice Contact Screen Pop is supported only in SIP-enabled Contact Centers.

For information about configuring Screen pops, see *Avaya Aura® Contact Center Server Administration* (NN44400-610).

Audio Monitor

The Avaya Aura® Agent Desktop Audio Monitor window helps you in verifying the statistics of microphone, speaker, and Voice-over-IP (VoIP) traffic information. Use the Audio Monitor dialog box to determine the audio quality if the quality of your VoIP communications degrades.

Grouping real-time data

Filter elements are categorized for easier selection when creating real-time billboards or charts. Existing elements are grouped under Available, and custom filters are grouped under Filters.

For information about the filters in billboards and charts, see *Avaya Aura® Contact Center Performance Management* (NN44400-710).

Historical reporting statistics

Avaya Aura® Contact Center Release 6.2 allows you to generate historical reports based on data on the Standby Server. Using data on the standby server minimizes the disruption on the active server during report generation. To configure the option, High Availability must be configured in your Contact Center, and the Shadowing process is enabled. If the standby server goes down, then historical reporting statistics are taken from the primary server automatically.

For information about configuring the data from the Standby server, see *Avaya Aura® Contact Center Manager Administration – Client Administration* (NN44400-611).

Graphical Historical reports available

New graphical historical reports are available to monitor skillsets and skillsets by contact type to track hourly progress of service level, agents, and calls handled. Corresponding network graphical historical reports are also included.

For information about the graphical historical reports, see *Avaya Aura® Contact Center Performance Management Data Dictionary* (NN44400-117).

Avaya Media Server on Linux

Avaya Aura® Contact Center Release 6.2 provides support for installing Avaya Media Server on Linux.

High Availability

The Contact Center DVD Installer contains additional questions to support the High Availability feature.

Call Force Answer Zip Tone

In a SIP-enabled Contact Center, Avaya Aura® Contact Center 6.2 supports an optional configuration to give Call Force Answer (CFA) Zip Tone to all agents who answer a voice call. A zip tone is a tone or beep that a contact center agent hears before they are connected to a customer call. The restricted CFA Zip Tone Feature provides a global system wide setting that turns CFA Zip Tone on or off for all agents. This is a restricted version of the Call Force Answer Zip Tone feature, as it is not connected with the Call Force option in the call presentation class of your Contact Center Manager Administration (CCMA) configuration.

Other changes

There are no other changes in this product.

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