AVAYA CALL REPORTING 4.4 | MULTIMEDIA FEATURE MATRIX

FEATURE	STANDARD REPORTS BASE LICENSE	CUSTOM REPORTS	ACR RECORDING PORT	REALTIME AGENT SEAT	DESKTOP AGENT SEAT	CONTACT CENTER VOICE AGENT	CONTACT CENTER VOICE AGENT BUNDLE LICENSE	MULTIMEDIA AGENT LICENSE (WEB CHAT)
Standard Reports	✔							
60 Standard Reports	✔							
Report Scheduler	✔							
Emergency Call Notification	✔							
Cradle to Grave Reporting	✔							
Reportable in Realtime and Historical Reporting	✔							
Custom Reports		✔						
Edit Metrics in Existing Standard Reports		✔						
Create Custom Reports from Scratch		✔						
Build a Custom Report Skin with Company Branding		✔						
Call Recording			✔					
Cradle to Grave Recording			✔					
Custom Recording Rules			✔					
Recording Monitor			✔					
Scorecards and Evaluations			✔					
External Link Generator (email and download)			✔					
Custom Note Field			✔					
Realtime Agent Timeline Display				✔	✔		✔	
Group Timeline Display				✔	✔		✔	
Wallboard Displays (unlimited)				✔	✔		✔	
Alerts and Triggers via Pop Screen, SMS, Email				✔	✔		✔	
Reporting on DND, NR, ACW, Logged In				✔	✔		✔	
Agent Dashboards					✔		✔	
Account Code Association					✔		✔	
API - CRM Integration					✔		✔	
Reason Codes					✔		✔	
Custom Note Field					✔		✔	
Agent Presence Display					✔		✔	
Unlimited Skill Groups						✔	✔	
Priority Level for Skill Group Calls						✔	✔	

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Unlimited Queue Announcements Skill Groups:						✔	✔	
Position in Queue						✔	✔	
Estimated Wait Time						✔	✔	
Pre-transfer Notice						✔	✔	
Custom Announcements						✔	✔	
Full Queue Music Control per Skill Group						✔	✔	
Preloaded Music Options						✔	✔	
Ability to Add Unlimited Music						✔	✔	
Control of Call Routing of Skill Groups						✔	✔	
Most Idle, Linear, or Circular Routing						✔	✔	
Intelligent Highest Skill First Routing						✔	✔	
Queue Timeout and Overflow Options						✔	✔	
Supervisor Active State Controls						✔	✔	
Force Agents to Ready/Not Ready Status						✔	✔	
Enable/Disable Agents from Skill Groups						✔	✔	
Pull Calls from a Queue and Transfer to Agents						✔	✔	
Agent Active State Controls						✔	✔	
Ready/Not Ready Themselves						✔	✔	
Click to Dial						✔	✔	
Ability to Extend ACW Time or End Early						✔	✔	
After Call Work Timer Allows Agent to Wrap Up After Calls.						✔	✔	
Queued Call Back						✔	✔	
Automatically Pulls Caller's Phone Number for Callback						✔	✔	
Option to Enter Different Number						✔	✔	
Ability to Accept, Snooze, or Cancel Upon Call Back Offer						✔	✔	
Default and Custom Call Back Announcements						✔	✔	
Multiple QCB Strategies: Wait in Queue and Reserve Agent						✔	✔	
Reportable in Realtime and Historical Reporting						✔	✔	
Contact Center Agent Client						✔	✔	
HTML Access to Agent Client						✔	✔	
WebRTC Option						✔	✔	
Agent Web Chat								✔
Customized Display								✔
Canned Responses								✔
URL to Skill Mapping								✔
Account Code Association								✔