

Consistacom Automatic Programming Auditor for Avaya Communication Manager ACDs

Are you being asked to improve the customer experience?

Has staff turnover left you uncertain what is programmed today?

Do you need to find more programming capacity in your very full switch?

**Do you need a clear picture of today's productive resource and announcement usage
before flattening your network?**

If you face any of these challenges, Consistacom's ACD auditor is the tool you need. It is an expert system that presents a clear view of how your Vectors, VDNs, Skills, Announcements, and other resources are being used. Without it, the picture is murky and getting harder to discern. As Avaya adds powerful new features and capacity expansions to Communication Manager, the already overwhelming task of manually auditing your business critical ACD call flows is becoming impossible. Without an automated process in place, ACD owners usually resort to rush "clean-up" projects when resources get tight. Or, they add new switch resources (such as announcements) because it is less trouble than cleaning up – and a lot safer than taking a chance on breaking a call flow by reusing the wrong resource! Both alternatives will leave problems undetected. Only an automatic process can ensure high quality and low Total Cost of Ownership.

Features: The ACD Auditor is a continuous, thorough, expert process that looks for problems and opportunities in your call flow programs.

- The Auditor finds common problems, such as trying to play an announcement that is no longer administered, or transferring to a vector that is empty.
- The Auditor also finds resources that can be safely reused¹ in a new flow, saving time and money when upgrading individual switches or flattening a network into a few large ACDs.
- A complete, sorted cross-reference of all call flow resource usage provides names *and* numbers, making it much easier to use than a collection of laboriously gathered "list usage" reports. Call flow designers and programmers have all the information they need at their fingertips, so they can spend their time solving problems rather than repeatedly gathering and assembling the same data from slow, legacy sources
- The latest report is always available via web browser

Benefits: The benefits of continuously auditing are substantial

- ❑ Retain your hard-won customers by finding common programming problems before they do
- ❑ Provide improved call flow change quality by easily answering "what will happen if I change this"
- ❑ Reduced call flow programming costs, through more accurate data, less data collection and record keeping time, and fewer errors
- ❑ Confidently manage ACD capacity by reclaiming and redeploying resources that are no longer part of an active call flow
- ❑ Make better planning decisions while flattening, knowing how many resources are *really* in use today
- ❑ Up to date information for quick responses to change requests

¹ It may be necessary to manually check whether the resource is being used through CTI applications, vector variables, or VDN variables.

The Consistacom Family Of Advanced ACD Management Tools

The ACD Auditor is a member of Consistacom's family of scientific, enterprise class tools for the Avaya Communication Manager switching platform. The **ACD Auditor** helps you find existing problems and stranded resources. The **Configuration Archive** is a historical record of switch administration across the network – including the activity that led to problems found by the ACD Auditor. The **Multi-System Synchronizer** keeps common call flows consistent across a network ACDs. The **Policy and Performance Based Agent Management** tool keeps your call center agents configured exactly as your business policies require, and also makes it easy to leverage the inherent power of Avaya's Expert Agent Selection and Business Advocate to increase call center revenue.

Audit of PBX/ACD mtc1			Audit of PBX/ACD mtc1		
----- UNDEFINED RESOURCES -----			----- UNREFERENCED RESOURC		
TYPE	ID	DESCRIPTION	TYPE	ID	DESCRIPTION
Referenced By	ID	DESCRIPTION	Referenced By	ID	DESCRIPTION
Announcement	65537	* UNDEFINED *		24987	Post xxxxxxxxxxx Cable SubP
Vector	559	Post Ash Wrlless		24988	Post xxxxxxxxxxx Cable SubP
Skill	10	* UNDEFINED *		24989	Post xxxxxxxxxxx Cable SubP
Vector	408 (3)	CS COPPA VM			
	409	AOL COPPA VM			
	621	eWFM JAX North			
	622	eWFM TUC			
	623	eWFM OKC			
	624	eWFM ABQ			
	625	eWFM OGD			
	627	eWFM ORL			
	629	eWFM Jax South			
Vector	1	* UNDEFINED *			
VDN	28096	TEI Speed Dial			
	28097	TEI Speed Dial			

ACD Auditor Specifications

PREREQUISITES

- Consistacom Synchronization Controller
- Avaya Definity 9.5+, MultiVantage, or Communication Manager

CAPACITY

- Reports automatically adapt to the capacities (maximum number of VDNs, hunt groups, etc.) of the ACD being audited
- Multiple ACDs can be audited on a single Synchronization Controller. The total reporting capacity depends on ACD size and how many other Consistacom tools are deployed on the Synchronization Controller. Multiple controllers can be deployed for very large networks, with a central reporting repository.

SPEED / RESPONSE

- A heavily administered ACD can be audited in under 15 minutes

REPORTING

- Each ACD is audited independently, and produces a single multi-section PDF report file that can be viewed or retrieved with a web browser.
- Report generation frequency is configurable, with a default of every 6 hours.

OPTIONS

- Consistacom SureSync™ service to monitor Synchronization Controller operation
- Custom reporting to analyze specific administration activity
- Multi-System Synchronizer to keep common call flows consistent across ACDs
- Professional Services to analyze and interpret administration patterns

For more information visit us at www.consistacom.com, send an inquiry to solutions@telecominstitute.com, or contact us Toll Free at 1-866-716-5692.