



AVAYA CONTACT CENTRE SELECT OVERVIEW AND PRODUCT COMPARISON





TABLE OF CONTENTS

1. Avaya Contact Center Select – Product Overview	3
2. Product Comparison	
2.1 Product Comparison	5
2.2 Product Comparison Table	6

1. AVAYA CONTACT CENTRE SELECT – PRODUCT OVERVIEW

Avaya Contact Centre Select

Voice and Multimedia Contact Centre Solution. 10 - 400 Agents

A modern call centre needs to allow for multiple channels of communication. Avaya Contact Centre Select allows contact centre agents to communicate with customers via Text, IM, Email, Voice or Social Media through a single, easy to use interface. Media-specific skills based routing, advanced reporting and call queuing features are just some of ways in which Avaya Contact Centre Select can revolutionise your contact centre.



Agent Efficiency

- **Unified Agent Desktop.** An easy to use interface makes it easy to communicate with customers regardless of channel. Agents use a single Desktop to manage inbound and outbound voice interactions, as well as email, web chat, text and fax. These interactions can be handled individually or simultaneously depending on an agents` settings.
- **Call Recording.** Having the option of recording each agent interaction helps improve agent performance and resolve any disputes. Recovering call recordings is easy with the intuitive user interface.

Supervisor and Administrative Efficiency

- **Advanced reporting.** Historical and real time displays with dynamic filtering make reading and assessing KPIs easy. Customised multi-channel reports can be easily run on a regular basis reducing the time needed to analyse data.



- **Script writing feature.** The drop down menus in the Orchestration Designer graphical user interface makes developing routing scripts quick and easy.

Customer Satisfaction

- **Efficient call routing.** Avaya Contact Center Select has the ability to route voice calls, and multichannel transactions to the most appropriate resource based on language, knowledge, past history and availability, with back up options if the 1st choice contact is busy.
- **Increased contact points.** Customers can choose from voice, web chat, SMS text, email, and fax as a channel of contact increasing their options and ease of access.

Scalability and Architecture

- **Flexible Deployment.** Avaya Contact Centre Select is appropriate for a range of deployments, from a single site up to 32 IP Office locations, and facilitates an environment where skills are utilised across an organisation with greater efficiency.
- **Virtual Servers.** Support for VMware virtualisation software facilitates server consolidation and deployment flexibility, lowering costs.



2.1 PRODUCT COMPARISON

Xima Chronicall

Voice only contact centre solution

5 - Unlimited agents.

Xima Software's flagship solution, Chronicall, started out as a simple call event monitoring application, but it has evolved into an all-purpose call history, call recording, and real-time reporting software suite. Chronicall offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software, and it does so by connecting directly to your phone system and logging everything that happens on each call, from the moment it starts to the second it ends.

Avaya Contact Centre Select

Voice and Multimedia Contact Centre Solution

10 - 400 Agents

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Avaya Aura Contact Center

Voice and multimedia contact centres, requiring advanced application integration

20 - 5000 Agents

Avaya Aura Contact Center is West Pier's premium contact centre solution and offers the same media-specific skills based routing, advanced reporting and call queuing features that less costly solutions offer and a whole lot more. AACC is a context-sensitive, collaborative, voice and multichannel customer contact solution that allows enterprises to anticipate, automate and accelerate customer interactions.



2.2 COMPARISON TABLE

	Xima Chronical IP Office v4.2 - v9.x Standard	Avaya IP Office Contact Center Select (ACCS) Advanced	Avaya Aura Contact Center (AACC) Premium
Voice only contact centre	✓	✓	✓
Online management portal	✓	✓	✓
Supplied on a dedicated server	✓	✓	✓
Supplied on a virtualised environment	✓	✓	✓
Cloud / hosted solution	✓	✓	✓
Multimedia contact centre	x	✓	✓
Work force management	x	✓	✓
PCI compliant	x	✓	✓
CRM integration	x	✓	✓
Advanced application integration	x	x	✓
Line connectivity	Analogue, ISDN or SIP	Analogue, ISDN or SIP	Analogue, ISDN or SIP
End points types	Analogue, Digital, IP, Softphone, Smart Phone App	Analogue, Digital, IP, Softphone, Smart Phone App	Analogue, Digital, IP, Softphone, Smart Phone App
Scalability (# users)	Unlimited	10 - 400	20 - 5000
Installation	West Pier Telecom	West Pier Telecom	West Pier Telecom
Support & maintenance	16 levels of care options	16 levels of care options	16 levels of care options
Support desk	Dedicated helpdesk 24/7*	Dedicated helpdesk 24/7*	Dedicated helpdesk 24/7*
Software upgrades	Inclusive software upgrades	As & when or inclusive in support & maintenance	As & when or inclusive in support & maintenance



Soft moves and changes	Inclusive with 24 Hour support & maintenance contract	Inclusive with 24 Hour support & maintenance contract	Inclusive with 24 Hour support & maintenance contract
Payment options	User based and premise based model	Buy lease or pay per user	Buy lease or pay per user
Price point per voice agent	\$298*	\$925*	\$1,200*
Price for multichannel and voice agent	N/A*	\$1,645*	\$1,800 - \$2,200*
Price for supervisor and multichannel and voice agent	\$1,896 (multichannel not available)*	\$2,075*	1 supervisor included for every 10 agents*

*Pricing subject to volume discounts and manufacturer's offers.

If you would like to discuss Avaya Contact Centre Select or any other telecommunications and contact centre options available to you then call us on 0844 264 5522 or email Matthew van Til (matthew.vt@westpiertele.com). Visit our [website](#) or learn about our [Customer Excellence Accreditation](#).