

ULTRA-LINK™

AVAYA
communication



Real-Time Data Management System for Avaya Communication

Take Your Business To The Next Level!

SPECTRUM
CORPORATION

Avaya Communication Interface



Spectrum Corporation has created 5 separate socket connections into Avaya CMS to collect data. These sockets are for Agent, Trunk, VDN, VECTOR and Split Skill Data items. Below are just a few of the data items available from the Agent Data and Split Skill Data Item Tables.

Sample of Data Items Available From Avaya CMS.

Split Skill Data Items	Direct Agent
Answer Time	Abandoned Calls
ACD Talk Time	Abandoned Time
Agents Staffed	ACD Calls
ACD Calls	ACD Time
Abandoned Calls	ACW in Time
Service Level	Answer Ring Time
Agents Available	Assists
Calls In Queue	DA ACD Calls
Oldest Call Waiting	DA ACD Time
Calls Offered	DA ACW Time
Abandoned Time	Hold Time
Average Speed of Answer	Ring Calls
Agents on ACD Call	Ring Time

Real-Time Data Management solutions empower agents, supervisors, and senior management to make better "knowledge-based" decisions. Making sense of the overflow of data and the seemingly unlimited number of systems can be a daunting task. Implementing a solution that can collect and aggregate disparate data while creating new and meaningful Key Performance Indicators (KPIs) can be a very effective tool in managing resources and making decisions that will help your organization succeed!