



Call SWEET!
Live

Version 2.0

Real-Time Contact Center Management Solution
for Avaya IP Office



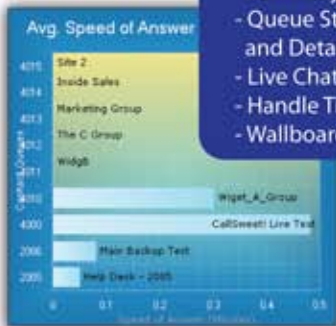
Call SWEET! Live 2.0 for Avaya IP Office is the ultimate real-time contact center management solution. Key agent status and queue metrics, along with other vital statistics, are available instantly in a straightforward format.

If your business has an Avaya IP Office telephone system with hunt groups, you need Call SWEET! Live 2.0. The solution will accurately monitor and report on phone activity for an unlimited number of agents and hunt groups; always keeping you up-to-date and informed on what is happening in your contact center.



Real-time desktop widgets provide instant access to vital agent and hunt group metrics, in both text and graphical formats.

- Agent Status Full and Compact
- Single Agent View
- Live Viewer
- Speed of Answer Summary and Detail
- Queue Status Summary and Detail
- Live Chat
- Handle Time
- Wallboards



New Features with 2.0:

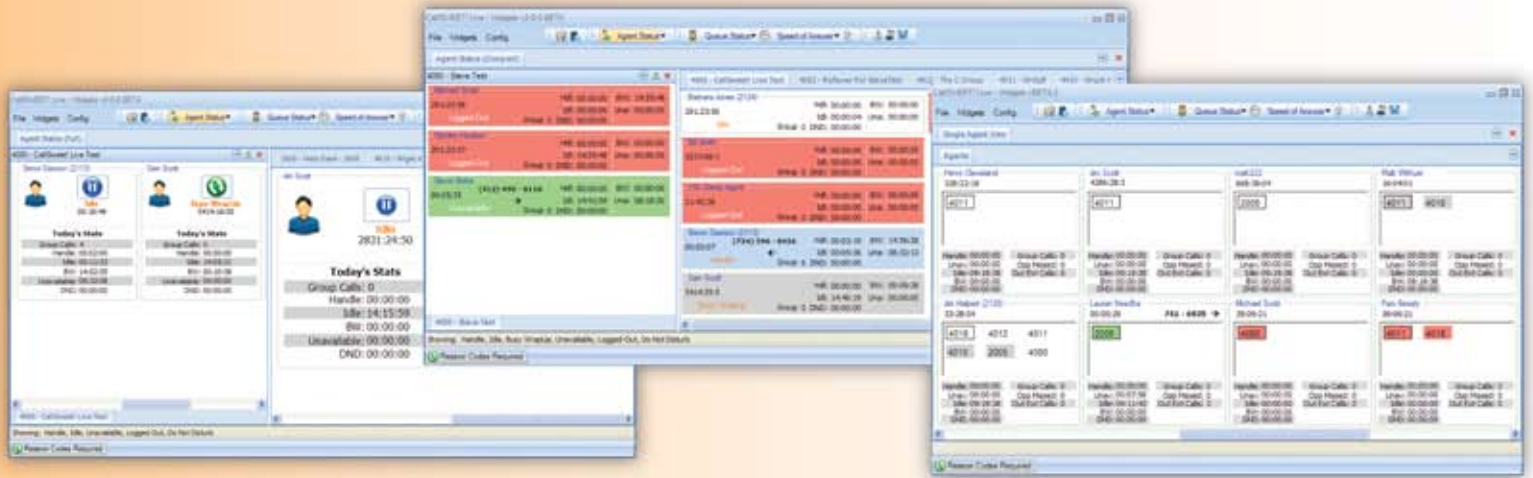
- Supervisor Control: ability to change agent states via widgets
- Reason codes
- Dial any number by pressing hot key (license required)
- Disposition codes
- CRM Integration (license required)
- Track Do Not Disturb state
- Drag and drop agent and wallboard widgets
- Combine user statistics in wallboard
- Outbound Dialer (license required)

Bundled with Call SWEET! Live is our acclaimed, and recently enhanced, call accounting application, Call SWEET! 7.0. With shared architecture and functionality, these applications act as one and provide you with both real-time and historical call data. Not only can you monitor current activity, but you can also run and schedule historical reports showing such essential data as call distribution by day/hour and cost reports, to name a few.

Call SWEET! Live Features and Benefits

- Layered with the exceptional Call Accounting features of Call SWEET!
- Customizable dynamic desktop widgets for frequently used functions
- User-defined Service Level thresholds facilitated with alarms and alerts
- Text and graphical reports with drill-down capabilities
- Customizable security roles and permission settings
- Queue status monitoring
- Unlimited hunt groups
- Customizable Agent Status layouts
- Both real-time and historical metrics on hunt group activity and performance
- Agents can be members of multiple hunt groups
- Assess workload and productivity by hunt group and agent
- Evaluate staffing requirements by month, week, day and hour

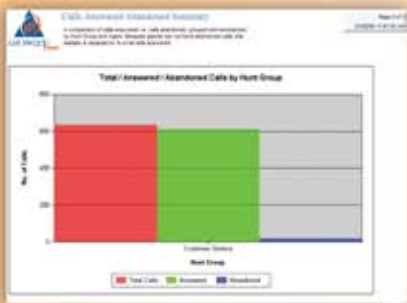
Users can customize the layout of widgets, and view multiple widgets at a time, in order to monitor statistics that are most vital. A new feature with 2.0 is the ability to create reports instantly by clicking through widgets. Faster reporting equals faster results. Lead your company towards greater efficiency and higher profits today with the help of Call SWEET! Live and its real-time widgets!



Agent Status

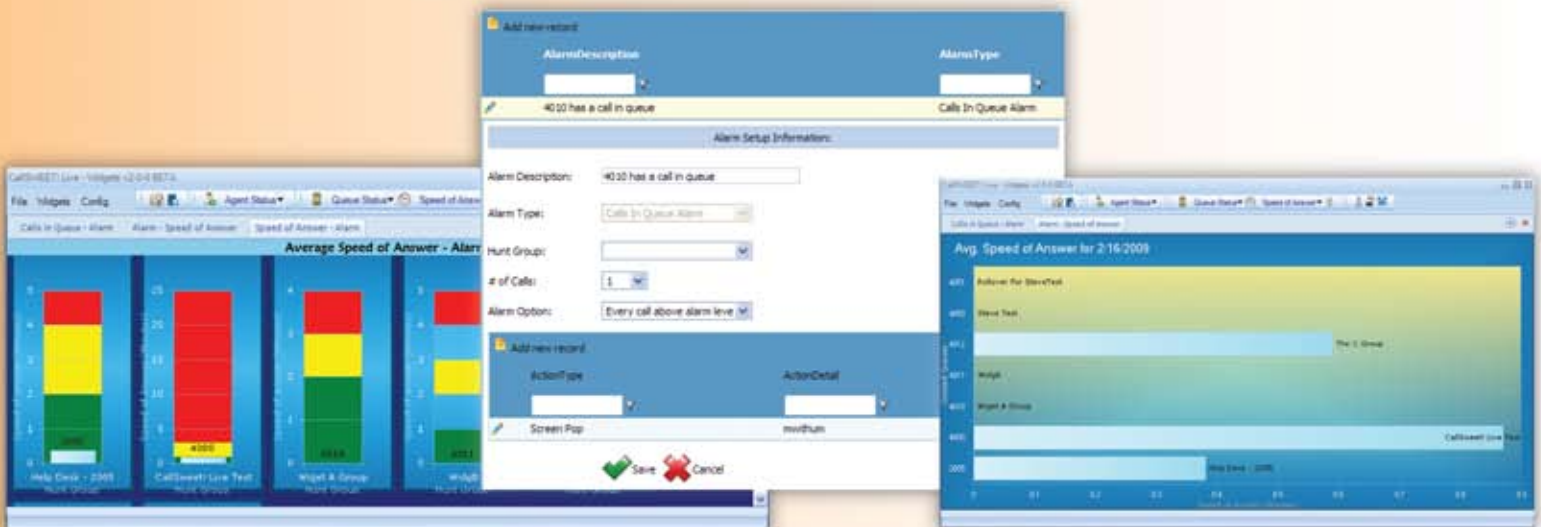
Call SWEET! Live makes it simple to view the status of all agents in an individual hunt group or multiple hunt groups at a time. Supervisors can see every agent's phone activity without leaving their desks. This not only increases overall visibility, but also saves supervisors' time and energy. Use the Agent Status widgets to see important details such as current status, duration of active call, total durations for the day (incoming, outgoing, interoffice), and more! A new feature of 2.0 is the ability to use reason codes for busy wrap up, do not disturb and/or logged off. Agents can choose from supervisor-defined reasons or create their own. Know exactly what your agents are doing, when they are doing it!

- Use toggle buttons to change agent status
- Supervisor Control: Change agent status via widgets
- Do Not Disturb state



Alarms and Alerts

Setting and monitoring service levels establishes expectations and goals for your workforce. In Call SWEET! Live, alarms and alerts can monitor several critical areas, including the speed calls are answered, handle time required to complete a call, number of calls in queue and the duration of calls in queue. The widgets that include graphical alerts display crisp, color-coded graphs that keep you informed and up-to-date on key contact center metrics so changes can be made quickly. Queue alarms can alert users by email, screen pop and audible alarm – choose one alert option or all three!





Duration consists of ring time, queue time, talk time, and hold time.

Leg	Date	Calling Number	Called Number	Called Number	Answer Time
1	4/1/2008 12:07:12 PM	813125429040	0042	0701	0:00
2	4/1/2008 12:07:12 PM	813125429040	7790	7790	0:00
3	4/1/2008 12:07:31 PM	813125429040	0042	0701	0:00

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group and Agent. Because agents can not have abandoned calls, this statistic is replaced by % of calls answered.

Hunt Group	Total Calls		Answered		Abandoned	
	#	%	#	%	#	%
7790-Service	322	94.10	19	5.90		
7790-Inside Sales	1219	95.20	61	4.80		
7790-Mark	1219	95.20	61	4.80		
7790-External Sales	388	86.17	54	13.83		
7790-Marketing	1012	72.42	279	27.58		
Totals	3968	3487	88.14	481	11.86	

Reporting

Real-time reporting is a key element of Call SWEET! Live. All call data collected, by agent and hunt group, can be viewed in a wide array of reports. With drill-down capabilities, each report can be as specific or as broad as you choose. Do you want to know the total calls abandoned by your agents in the past week? Simply drill-down to agent detail from your calls abandoned summary report. If you would like to see your reports in a different format, they can be easily exported in Excel and PDF files.

Scheduling reports to run at specific times - daily, weekly, monthly or one-time only - is an important aspect of Call SWEET! Live reporting. The scheduled reports can be outputted via e-mail or stored electronically. See the reports you need, at the time you need them.

Queue Management

Call SWEET! Live features several widgets that give you up-to-the-second queue details. Agents are made aware of calls instantly and supervisors can monitor queue statistics by hunt group. Alarms can be set to indicate when the queue is past the acceptable range determined by supervisors or managers and alerts users by graphical display, email, screen pop and/or audible alarm. The queue level alarms and alerts can be customized for each hunt group, as a service call may need to be answered quicker than an administrative call, for instance.



- New reports including Reason Code Summary, Opportunities Missed by Agent and by Day/Hour
- Click through widgets to generate reports

Call SWEET! *Live* Architecture

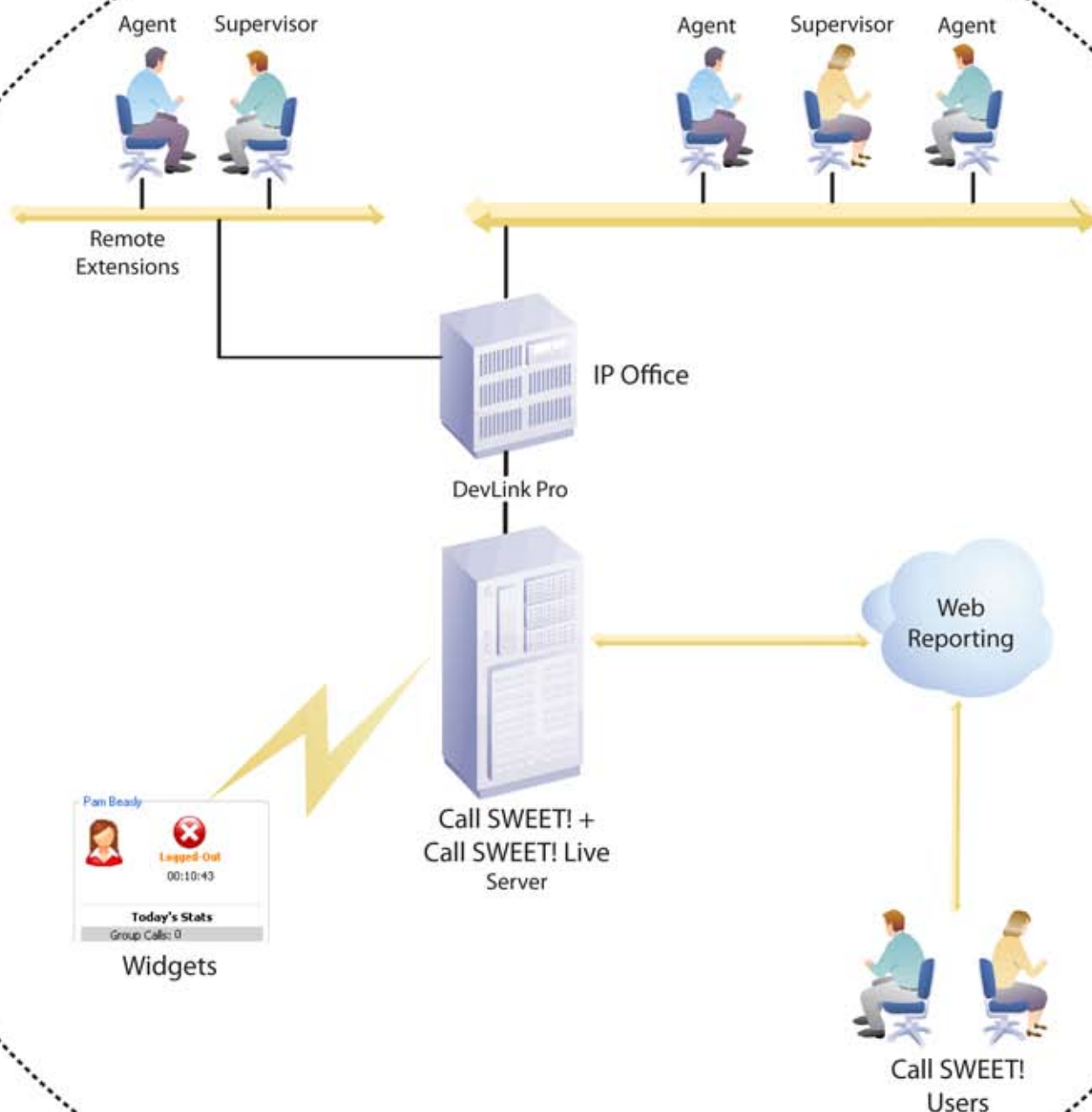
Call SWEET! Live's architecture is shared with Call SWEET! to allow for real-time and historical data collecting and reporting. The user interface is intuitive and simple to use - start monitoring agents, creating reports, and much more on day one!

Extremely scalable, Call SWEET! Live works as effectively for small, single-site companies as it does for multi-site corporations.

Remote user reporting via IP extensions or multi-site configuration

Receiving information via DevLink Pro in real-time allows for accurate monitoring of agents and queues - both critical aspects of a contact center.

Open architecture permits seamless integration to other business systems.



We keep it simple.

DATEL keeps the deployment process uncomplicated by installing fully configured, ready-to-use applications - remotely or on-site.

DATEL's licensing is clear and straightforward - we are only concerned about concurrent monitored agents. Every agent has full user capabilities upon installation, but security roles and permissions can be defined and changed easily within the application.

A DevLink Pro license is required for each IP Office. DevLink Pro licenses must be acquired from Avaya.

Forever SWEET! Customer Care offers an economic advantage to ensure that your system will always perform at its best. Features include:

Software Updates

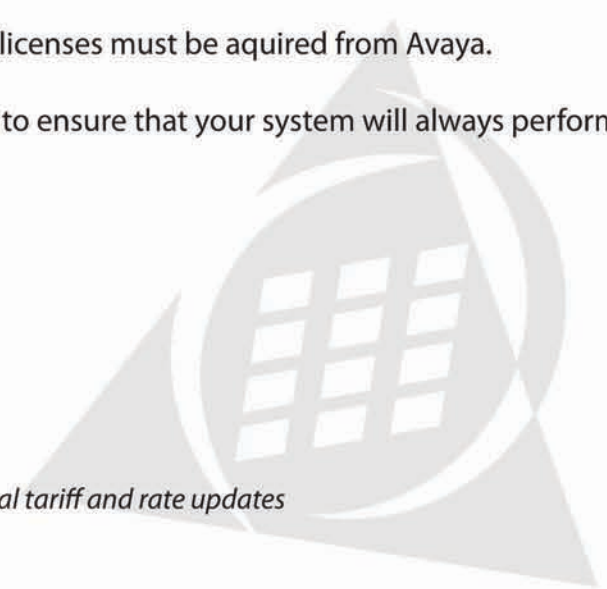
- Automatic product updates as they occur
- Automatic hot fixes as they occur

Technical Support

- Unlimited technical support by phone
- Unlimited remote access support

Dial Plan Service

- North American Dial Plan monthly updates, as well as additional tariff and rate updates



DATEL Software Solutions, LLC provides world-class telecommunication management software to valued customers. Powerful and accurate products, combined with excellent customer service, define our business.



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