



Call SWEET!
Live

Real-Time Contact Center Management Solution
for Avaya Communication Manager



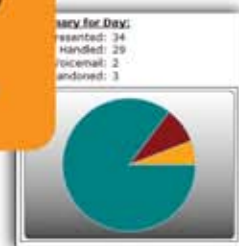
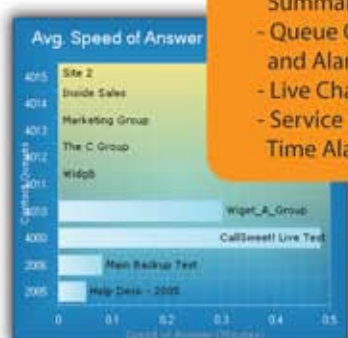
Call SWEET! Live for Avaya Communication Manager includes all the features that made the original Call SWEET! Live the ultimate real-time contact center solution, plus significant additions and upgrades that are sure to provide even greater efficiency and visibility.

If your business has an Avaya Communication Manager telephone system with ACD/split groups, you need Call SWEET! Live. The solution will accurately monitor and report on phone activity for an unlimited number of agents and ACD/split 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 ACD group metrics, in both text and graphical formats.

- Agent Status Full and Compact
- Single Agent View
- Live Viewer
- Speed of Answer Summary and Alarm
- Queue Call Summary and Alarm
- Live Chat
- Service Level Handle Time Alarm



New Features:

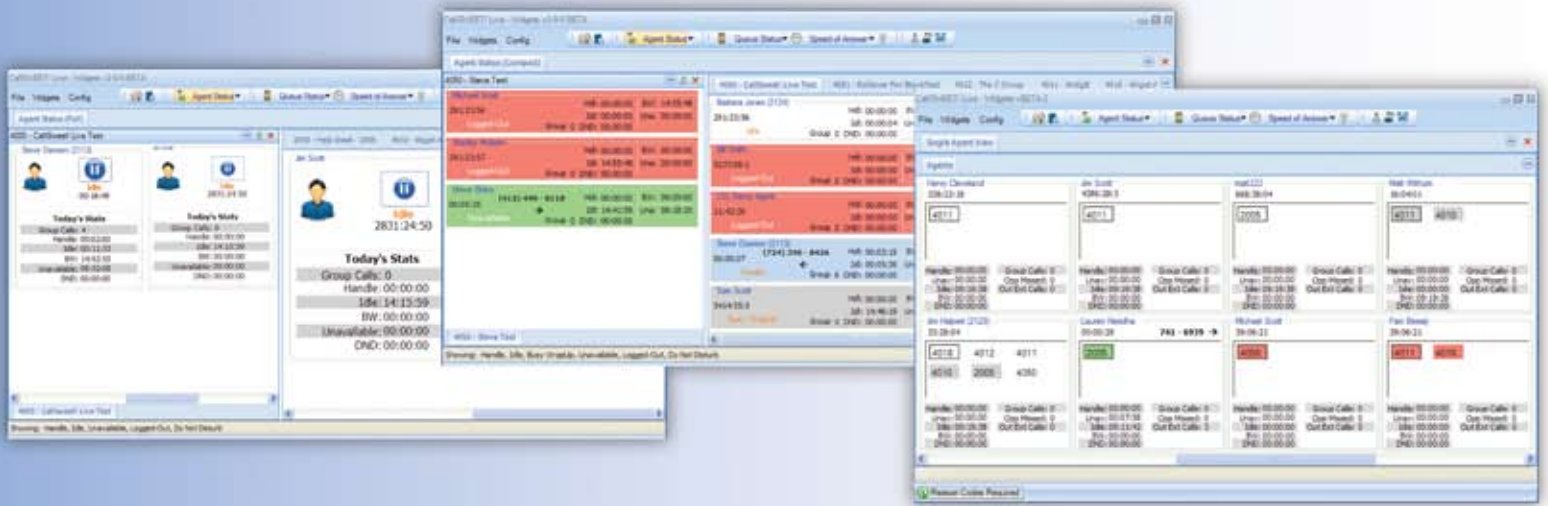
- Supervisor Control: ability to change agent states via widgets
- Dial any number by pressing hot key (license required)
- Disposition codes
- CRM Integration (license required)
- Drag and drop agent status and wallboard widgets
- Combine user statistics in wallboard
- Outbound Dialer (license required)

Available as an addition to 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 ACD groups
- Customizable Agent Status layouts
- Both real-time and historical metrics on ACD group activity and performance
- Agents can be members of multiple ACD groups
- Assess workload and productivity by ACD group and agent
- Evaluate staffing requirements by month, week, day and hour
- Live chat between agents and management

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 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!



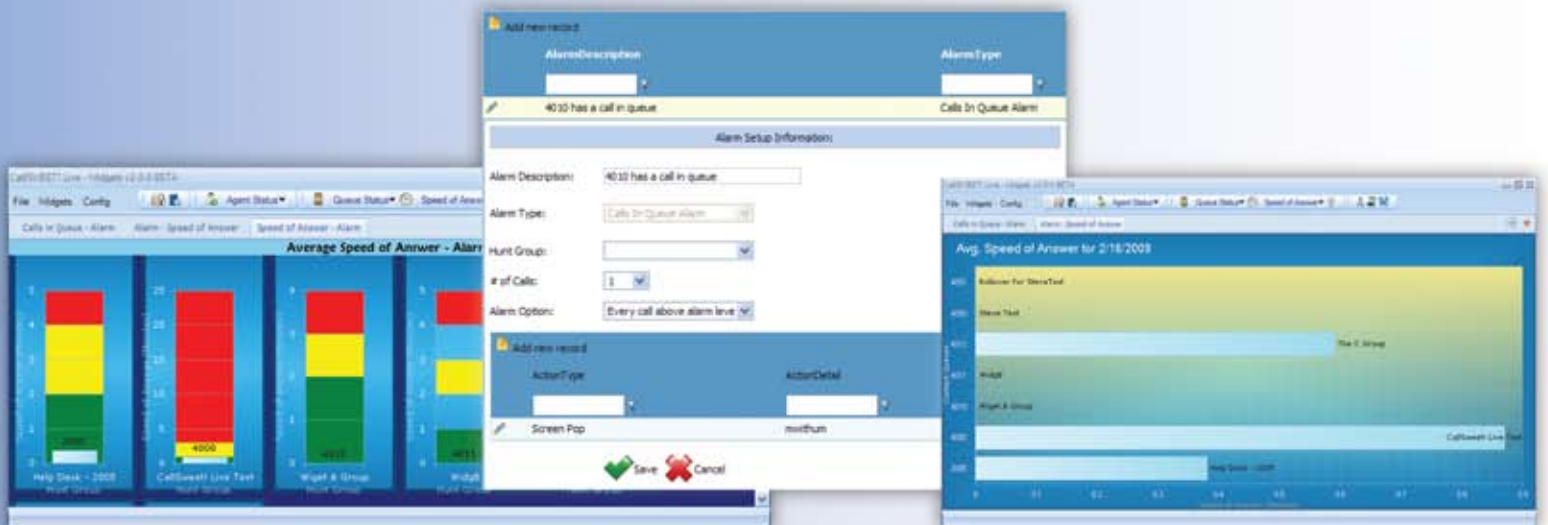
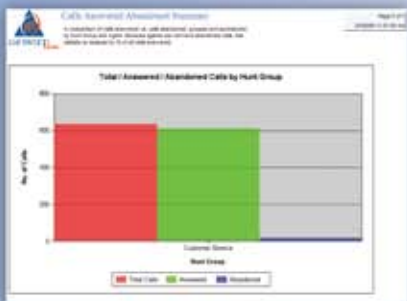
Agent Status

Call SWEET! Live makes it simple to view the status of all agents in an individual ACD group or multiple ACD 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! Reason codes can be entered in Call SWEET! Live or through your phone. Know exactly what your agents are doing, when they are doing it!

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. All widgets with 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 will alert users by email, screen pop and audible alarm – choose one alert option or all three!

- Use toggle buttons to change agent status
- Supervisor Control: Change agent status via widgets



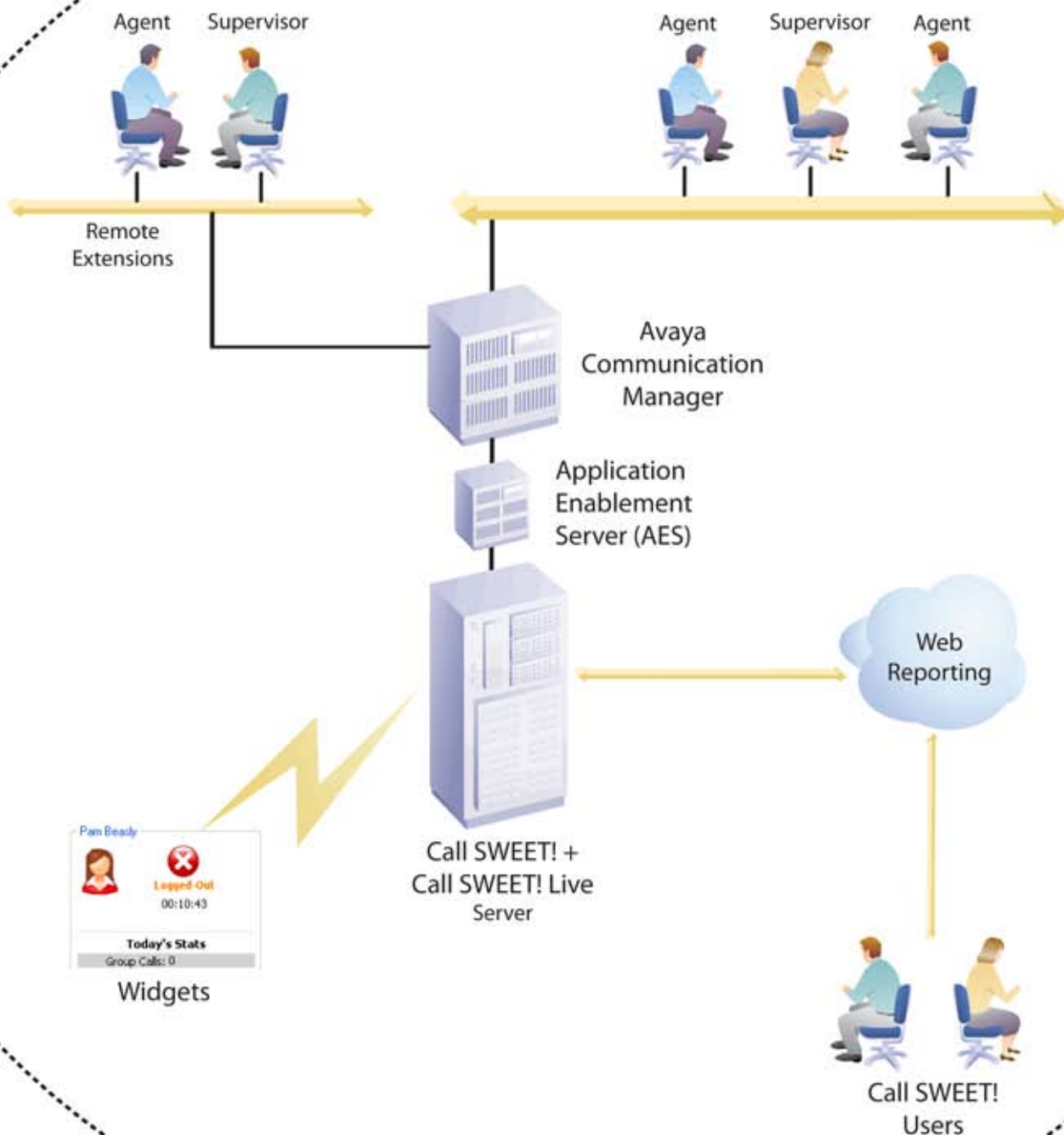
Call SWEET! *Live* Architecture

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!

Remote user reporting via IP extensions

Receiving information via AES 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.

An AE Server is required. Call DATEL for additional licensing information.

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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