



# DATEL

Software Solutions, LLC

DATEL-GROUP.COM  
PHONE: 724-940-0400

## DATEL Call SWEET! Live for Avaya Aura® Communication Manager

### Real Time Contact Center Management Solutions for Enterprises

Customers are the backbone of every business, making excellent customer service crucial for success. It's the best way to retain customers and obtain new ones, making your business stand out in the crowd. DATEL provides solutions to keep you in touch with your customers



## Get your finger on the pulse of **your business**

DATEL gives you the tools to manage your customer service center, increase productivity, improve customer service and drive sales growth.



If your business is using Avaya Aura® Communication Manager, then DATEL's Call SWEET! Live is just what you need to accurately monitor and report on phone activity for your contact center. It is the perfect fit for any contact center with up to 200 representatives, keeping you up-to-date and informed on what is happening in your contact center throughout the day. Customizable displays are easy to understand, so you can gain valuable customer intelligence quick and easily to better handle your incoming and outgoing calls.



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## Call SWEET! Live for Avaya Aura® Communication Manager **Keeping you in touch with your customers**

### If you can't measure it, you can't manage it!

As a business owner or contact center supervisor, retaining current customers and attracting new ones is in your hands. Without tracking call and agent activity how can you measure success?

- How many calls went unanswered?
- How long did our customers wait before hanging up?
- Is my current promotion attracting interest?
- When are my agents taking their breaks?
- How are my employees performing, and are they meeting our company goals?
- Are my staff working efficiently, can I maximize their productivity?

Answering these questions can be easy with the fully integrated contact center solution – DATEL's Call SWEET! Live. Real-time information is easily accessible and constantly updated, keeping you informed on what is going on in your contact center. Don't have the time to constantly check your screen? Let Call SWEET! Live watch your contact center for you, alerting you visually or audibly when thresholds are exceeded, including unacceptable call waiting times, too many calls in queue, agents remaining unavailable to take calls for too long and more. With this data, you can be proactive in maximizing customer satisfaction by knowing how to optimize your call center. When you need to review a report on a regular basis, simply schedule them to be emailed to you in Excel or PDF format. Looking up reports instantly can be done with just a few clicks, making reporting simple and fast. Lead your company towards greater efficiency and higher profits today with Call SWEET! Live.

**Cost Report**

Provides data for all calls exceeding a user-defined cost with data fields including extension, user name, calling number, called number, city, state, date / time, duration & cost.

Extension	User Name	City	State	Calling Number	Called Number	Date / Time	Duration (H:M:S)	Cost (USD)
1998302	Shipping	Pittsburgh	PA	1998302	(412) 249-4141	1/12/2014 4:51 PM	7:50:18	\$18.35
1324074	--MODEM-08020	Houston	TX	1324074	(713) 885-0816	1/12/2014 5:42 PM	8:01:06	\$18.77
1324074	--MODEM-08020	Houston	TX	1324074	(713) 885-0816	1/12/2014 6:15 PM	8:01:06	\$18.77
1324074	--MODEM-08020	Houston	TX	1324074	(713) 885-0816	1/13/2014 6:25 AM	8:01:06	\$18.77
1403163	Tan, Siqi	Tokyo		1403163	011919900522317	1/13/2014 9:55 AM	0:36:24	\$24.03
1411269	Hughes, Lynn	Newark	NJ	1411269	(908) 752-1105	1/14/2014 11:11 AM	9:59:06	\$23.37
1411269	Hughes, Lynn	Newark	NJ	1411269	(908) 752-1105	1/15/2014 1:12 PM	9:58:00	\$23.37
1411269	Hughes, Lynn	Newark	NJ	1411269	(908) 752-1105	1/15/2014 5:10 PM	9:58:00	\$23.37
1411269	Hughes, Lynn	Newark	NJ	1411269	(908) 752-1105	1/16/2014 7:09 AM	9:58:00	\$23.37

**Grand Totals:**

Calls	9
Duration (H:M:S)	72:29:06
Cost (USD)	\$192.17

### Fast, but not Fun Facts!

- A dissatisfied customer will tell 9-15 people about it, and approximately 13% of your dissatisfied customers will tell more than 20 people about their problem. (1)
- Customer loyalty can be worth up to 10 times as much as a single purchase. (1)
- It costs five to six times as much to get a new (first time) customer as it does to keep a current one. (1)
- It takes 12 positive service incidents to make up for 1 negative incident (2)
- 95% of complaining customers will do business with you again if you resolve the complaint instantly (2)

1) The White House Office of Consumer Affairs, Washington D.C.  
2) Lee Resources Inc





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## Answering the Call

Call SWEET! Live is packed with features and functions, easily customized to suit your specific business needs.

### Agent Status

With Call SWEET! Live It easy to see the exact views of your agents and groups that you need at any given time. View the important details you want, such as current status, duration of active call, total durations for the day (incoming, outgoing interoffice, and more. Agents can enter customized reason codes directly or through their phones, allowing you to know exactly what your agents are doing when they are doing it! View reporting on reason codes to further analyze and adjust how agents are spending their time both on and off the phone.

**Supervisor to Agent Control** Using the unique supervisor controls lets you remotely change the state of an agent, perhaps to log them into a group that needs more coverage at a given moment, make them unavailable to take calls and more.

### Alarms and Alerts

Establish expectations and goals for your workforce by setting and monitoring service levels with Call SWEET! Live.

You can rely on the built in alarms and alerts to monitor critical areas for you without having to constantly watch your screen! Get updates on answer time, call duration, number of calls in queue, the duration of calls in queue and more. Use visual color-coded graphical alerts to keep you informed and up-to-date on the exact contact center metrics you are interested in, so that you can quickly make necessary changes. Queue alarms can alert users by email, screen pop and audible alarm – choose one alert option or all three!

**Drill-Down Reporting** - Real-time reporting is essential to measuring contact center performance both by agent and by ACD group. Customize reports with drill-down capabilities to get all the information you need from a single report, rather than having to open multiple reports, saving you time and energy. Schedule reports to be automatically emailed or stored at specific times – daily, weekly, monthly or just one-time. See only the reports you need, when you need them.

### Queue Management -

Call SWEET! Live gives you up-to-the-second queue details. Agents are made aware of calls instantly and supervisors can monitor queue statistics by group.

Alarms can be set to indicate when the queue is past a user-definable range and alerts users by graphical display, email, screen pop and/or audible alarm. The queue level alarms and alerts can be customized for each ACD group, as a service call may need to be answered. supervisor controls to keep queues from backing up by changing an agent's state to answer those calls in queue.

Henry Cleveland



**Busy WrapUp**  
00:13:43

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**Today's Stats**

Group Calls: 10
Handle: 00:03:54
Idle: 01:04:50
BW: 02:05:59
Unavailable: 00:08:09



# DATEL

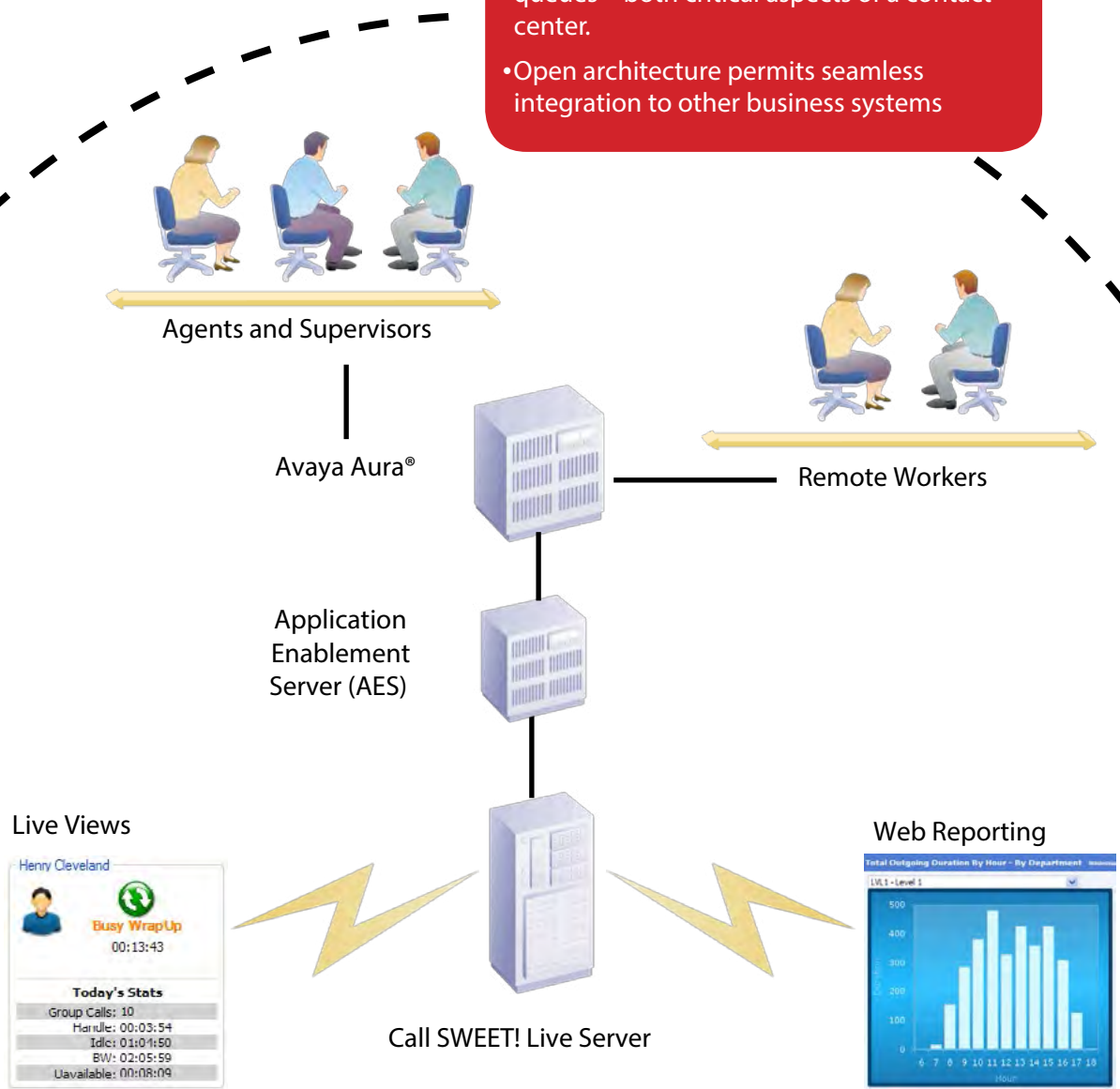
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## Call SWEET! Live Architecture

*Call SWEET! Live architecture allows 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





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## Keeping it Simple

**DATEL** solutions are powerful, yet designed around simplicity:

**Simple and rapid to deploy, remotely or on-site**

**Easy to understand licensing**

- All licenses are concurrent
- Every agent has full user capabilities upon installation
- Fully configurable agent permissions and security roles

**DATEL Customer Care puts your mind at ease:**

- Ongoing support and maintenance
- Comprehensive technical support by phone and remote access



## About DATEL

DATEL Software Solutions creates innovative, cost-effective multichannel contact center and call accounting solutions enabling organizations to manage all of their customer interactions in a single, easy to use application. DATEL prides itself on outstanding service, and believes you're not investing in just a software solution, but in a partnership that cares for your business.

For more information, please visit us on the web at:

**[www.datel-group.com](http://www.datel-group.com)**

