



**DATEL**  
Software Solutions, LLC

DATEL-GROUP.COM  
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## **SWEET! Starter for Avaya IP Office**

Every business, no matter how small or large, needs to get at least basic calls reports from customers and clients to understand the level of service being provided and track outbound calls from staff. Call data records are an invaluable asset to all organizations to resolve a customer service issue, identify toll fraud, or to get call back details for a voice mail.



## **Simple, cost effective call reporting for your business - *You can't afford not too...***

DATEL gives you the tools to better understand the service **you** provide to **your** customers



### **Overview**

SWEET! Starter gives you the ability to look into historical phone records to get call details - when, who, how long and more. Easily track calls from frequent customers, giving you the information you need to prioritize those callers with IP Office. Both inbound and outbound calls are recorded, so you know if staff are spending too long on the phone, and not on the task at hand. Many organizations do not realize these records are not provided on the Avaya IP Office. DATEL's SWEET! Starter now provides this in the simplest, and most cost effective manner. As your business grows your requirements change and evolve. DATEL provides an easy upgrade path to its Contact SWEET! solutions providing alarms and realtime, live views for in depth call reporting and contact center needs.



## SWEET! Starter for Avaya IP Office

**SWEET! STARTER  
CALL REPORTING**

Powered by DATEL Software Solutions

Export Data

Please select the day below:

2014-08-11

Call Start	Call Duration	Ring Duration	Caller	Direction	Called Number	Dialed Number	Account	Is Internal	Call Id	Continuation	Party 1 Device	Party 1 Name	Party 2 Device	Party 2 Name	Hold Time	Park Time
2014/08/11 09:59:26	00:40:58	0	2136	O	4121234567	914121234567		No	1009096	No	E2136	Switherow	T9009	Line 9.23	0	0
2014/08/11 10:13:36	00:04:25	10	4128675309	I	2005	0400		No	1009101	Yes	E2197	BSlavic	T9009	Line 9.2	566	0
2014/08/11 10:16:37	00:00:00	4	4125553333	I	2006	0400		No	1009105	No	T9009	Line 9.4	V8112	U8 112.0	0	0
2014/08/11 10:24:49	00:00:07	9	2187	O	8001231234	918001231234		No	1009107	No	E2187	Spavolko	T9009	Line 9.22	0	0
2014/08/11 10:25:26	00:00:03	0	2187	O	8001231234	918001231234		No	1009108	No	E2187	Spavolko	T9009	Line 9.22	0	0
2014/08/11 10:25:37	00:00:03	0	5558675309	I	Attendant	0400		No	1009109	No	T9009	Line 9.3	V9542	VM Channel 42	0	0
2014/08/11 10:28:05	00:00:00	1	2197	O	2135	2135		Yes	1009110	No	E2197	BSlavic	E2135	BBaldauf	0	0
2014/08/11 10:35:47	00:04:05	7	4121122334	I	2184	0400		No	1009111	No	E2184	RWilkins	T9009	Line 9.3	0	0
2014/08/11 10:44:23	00:01:26	0	2199	O	2229876543	912229876543		No	1009112	No	E2199	BPelino	T9009	Line 9.23	0	0
2014/08/11 10:45:23	00:01:58	0	2197	O	7BSlavic	7BSlavic		Yes	1009113	No	E2197	BSlavic	V9542	VM Channel 42	0	0
2014/08/11 10:47:33	00:14:11	4	4124124124	I	2199	0400		No	1009115	No	E2199	BPelino	T9009	Line 9.3	0	0
2014/08/11 10:52:17	00:00:34	6	4124567891	I	2111	0400		No	1009116	No	T9009	Line 9.4	V9511	VM Channel 11	0	0
2014/08/11 11:03:31	00:00:47	16	3051515511	I	2187	5142		No	1009117	No	T9009	Line 9.3	V9542	VM Channel 42	0	0
2014/08/11 11:08:27	00:02:54	8	5191098765	I	2184	0400		No	1009119	No	E2184	RWilkins	T9009	Line 9.3	0	0

For Additional Reporting Options, Click The Logo Here:

### Capabilities

- Daily Reporting
- Browser Based
- Linux and Windows
- Export to Excel

### Benefits

- Easy and simple to use, from any laptop or PC browser
- Quickly detect toll fraud
- Find lost call information
- Get The Facts - Who spoke with whom, and when.
- Gain knowledge - Of employee phone usage, and customer calling patterns.

### Easily upgrade as your business grows and evolves

**Contact SWEET! Small Business Edition** is designed for smaller, single site businesses with up to 10 agents. Comprehensive live views can be set to alert you real time of any issues that need attention. Historical reports provide a comprehensive view of your contact center activity so you can make informed decisions to tailor your contact center, improving customer satisfaction and loyalty.

**Contact SWEET! Standard Edition** has been designed for the growing business, who need an easy to use reporting solution to optimize business operations. Comprehensive historical reports for extensions, agents and groups, arm you with the information you need to streamline business operations, make necessary changes and ultimately improve the way you are providing service to your customers in a cost effective and intuitive solution.

**Contact SWEET! Enterprise Edition** blends e-mail and web chat with voice calls into your contact center. Each channel is treated as a customer interaction, no matter how it arrives and given the appropriate priority you set. Agents can be on the phone, while dealing with a web chat request, and replying to e-mail!





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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**

**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)**

