

Avaya Call Reporting 4.4

Frequently Asked Questions

What's the difference between an agent and a user?

A user is a person or an extension that is licensed within Avaya Call Reporting. A user will specifically have basic licensing and will not have Realtime licensing. This means that we can report on them historically, but not in real time.

An agent is also a person or an extension that is licensed in Avaya Call Reporting. An agent will have basic licensing but will also have Realtime licensing. This means that we can report on them historically as well as in real time. Agents could have a Realtime Agent, Desktop Agent, or Contact Center Voice Agent.

Does the customer lose any reports when they upgrade?

No, they do not. All of the same reports are there, but the titles have been rebranded. For customers with our base license, they will use our User reports, which again have only changed in title. For customers with a Realtime, Desktop, or Contact Center license, they will use our Agent reports, which have a few additional reports compared to our base license.

Can I still use the Custom Report Creator in the Desktop tool when you have Custom Reports in HTML?

Yes, you can. When upgrading to Custom Reports in HTML, you can still use both.

Does No Routing IVR replace Voicemail Pro?

No, it does not. No Routing IVR is simply one of five different routing algorithms you can choose from when building a skill group. It is designed to provide simple button press options while in the Contact Center. Voicemail Pro is still recommended for all ACR Contact Center installations.

What's required to use the No Routing IVR?

In order to use No Routing IVR, you must have ACR Contact Center Voice agents. This routing algorithm is reserved for IVRs and will not automatically route to any agents until a menu selection is made. After the caller has made a selection, the call will be routed to another group which can route the call using its own routing strategy.

What is the difference and what are the benefits of IP Office Single Sign On?

The difference is that while IP Office Single Sign On allows you to still create logins manually, it also allows you to pull usernames and passwords from IP Office. The benefits are that IP Office Single Sign On applies to Desktop and CCAC agents as well as supervisors using the web UI or desktop UI.

Do you have a list of all the CEC updates?

Below is a list of the larger CEC updates that can provide features and enhancements to the UI:

- IP Office Single Sign On
- Audit Log
- Data Retention Policy
- Call Consent
- Caller ID Name Override

Is there a limit on the number of queue callbacks you can have?

No, there is not a limit on the number of queue callbacks you can have.

Do you have to set up availability tiers?

No, you do not. The only required metrics when creating a skill are the skill routing identifier and the name of the skill.

What web browsers do you support?

When it is Avaya Call Reporting using web UI, we support Chrome, Firefox, Safari, Opera, and Edge. When it is CCAC with WebRTC, we also support Chrome, Firefox, Safari, Opera, and Edge.