

## Avaya Wfo User Guide

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An intuitive user interface provides guided search capabilities, workflows, and views that make it easy to understand, display, and share information. Avaya Speech Analytics can process up to 100 percent of calls - a benefit for compliance scenarios - and provide results within seconds.

~~Avaya Workforce Optimization~~

Avaya Workforce Optimization (WFO) applications (i) encourage businesses to use their contact center strategically rather than just as a mechanism to field customer calls, (ii) helps businesses gain a deeper understanding of customer trends and balances efficiency with effectiveness to create an optimized customer experience and (iii) enables the Customer Centric Enterprise.

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□ Avaya eLearning: A software-based training solution that can provide your staff with timely, relevant training without the high cost and inconvenience of classroom sessions. Together, these applications can help contact center managers easily identify areas of good agent practice and reinforce them across the contact center.

~~Avaya Workforce Optimization~~

User Functionality ... Guide interactions to better outcomes based on real-time analysis of call content and desktop activity Drive actions, in seconds: ...

Avaya's automated quality management enables users to automate scoring for some or all questions on an evaluation form ...

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Build great experiences for your brand, and gain peace of mind with Avaya's suite of contact center and unified communication solutions designed to your needs.

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