Avaya Agent Portal by Comstice

Data Sheet

Comstice Agent Portal for Avaya

Comstice Agent Portal offers agent state and call control features, built-in webphone, real-time and historical reporting features to agents on a web browser. This offers a full web-based experience for the call center agents and helps them to work remotely with no installation or VPN required.

Comstice Agent Portal Benefits:

Having agent features on a web browser-based portal has following benefits;

- **Simplify Operations :** It helps to simplify call center operations by avoiding to install any software application on agent PCs
- **High Availability:** Minimizes agent downtime due to PC and software update related issues
- **Remote Working:** helps agents to work remotely without any VPN required
- **Full VDI Support:** supports virtual desktop interface solutions without any support or compatibility needed from Avaya
- **Innovative Model:** since agent web interface is configurable, different agent experiences can be created for different business use cases
- **Better Than Cloud:** companies can have cloud-based call center features without using any cloud service and by fully protecting their data
- **Faster Onboarding:** You can onboard new agents, temp agents and outsourced agents quickly, without any comprehensive IT integration required.
- **AI Ready:** Many new AI features cna be added into agent experience to improve agent performance
- **Better CRM Integration:** Using CRM APIs, Comstice can help agents to access calling party details automatically when the call is connected. Agents can create a call event and update the CRM details of the customer from Comstice Agent Portal

High-Level Design

Comstice Agent Portal has agent login, state change and call control features as well as the webphone for the audio.

Agent State and Call Control

Agent state and call control features are achieved by integrating with Avaya Application Enablement Server (AES). Using JTAPI and TSAPI features, Comstice Agent Portal application.

Agent Webphone

Comstice webphone is based on WebRTC on the browser end. WebRTC-based webphone is converted to a SIP Phone by Comstice WebRTC Gateway. Using JTAPI features, it is integrated to Avaya AES.

Real-Time Agent, Split and VDN Information (Optional)

Comstice can also monitor real-time activity using TSAPI and it . This helps to present real-time state, queue and other information for

Cradle to Grave Reports (Optional)

Avaya External Call History Interface helps to retrieve detailed information for each call. Comstice creates Cradle to Grave reports by processing Avaya External Call History information.

Agent Scorecards and Historical Reports (Optional)

By connecting to Avaya CMS database, Comstice offers web-based access to historical reporting and agent scorecards. Agents can access to their historical performance reports, monitor their performance vs. their daily targets.

Third-Party Applications and Features

Comstice can create web apps for third-party

Avaya Agent Portal Topology

Comstice Agent Portal integrates with Avaya AES for the agent state and call control features. It also registers webphone sessions as SIP phones to Avaya Session Manager.

.Avaya Agent Portal communicates using HTTPS. Agent state, call control, webrtc signaling features are all in HTTPS. Audio stream for the webphone is secure RTP and encrypted by default.

Comstice Application Server communicates with Avaya AES using JTAPI and converts the communication into HTTPS.

Comstice WebRTC Gateway terminates WebRTC sessions into SIP and vice versa.

If needed, Comstice SIP Proxy can send a copy of the audio stream to your existing audio recording solution using SIPREC protocol.
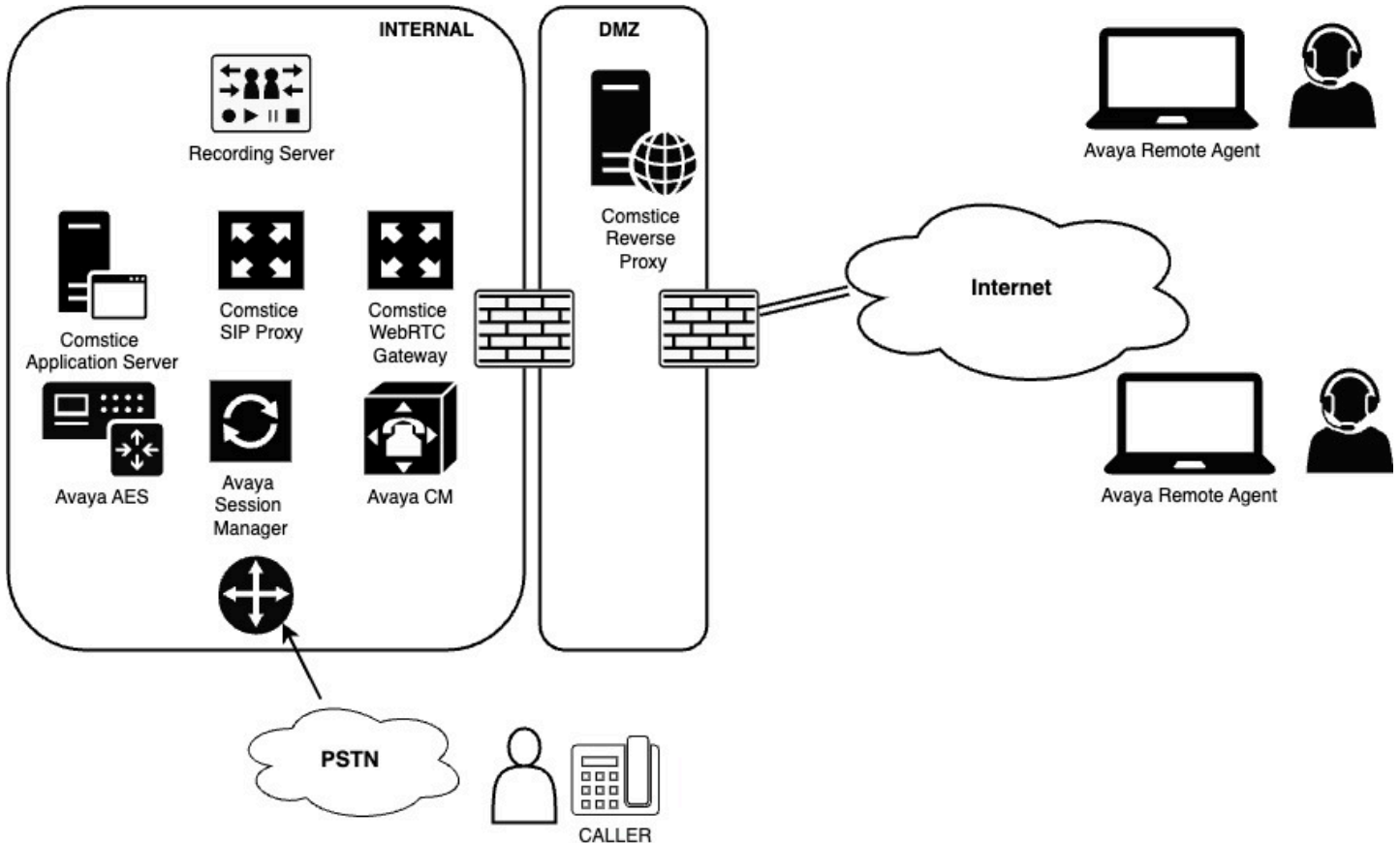
# Avaya Agent Portal Event Flow

Avaya Agent Portal offered by Comstice has the following sequence of events for a sample agent scenario;

1. Agent Portal login interface is accessible from the public internet. Agent launches the public URL of the agent portal such as **agentlogin.yourcompany.com**
2. Agent login can be integrated with Single Sign-On such as Microsoft Azure and Okta. Agent can login using the existing SSO login. You can also enable MFA for higher level security
3. Once the login is complete, agent portal logs into Avaya AES using Comstice agent APIs via HTTPS. Agent portal webpage sends the API requests to Comstice Application Server. Comstice Application Server converts these API requests to JTAPI requests and communicates with Avaya AES.
4. After login, agent can change the state, set to AVAIL, AUX by selecting the AUX codes available.
5. State change request is sent to Comstice Application Server as HTTPS
6. Comstice Application Server sends a JTAPI request to Avaya AES for the state change
7. New call arrives and Avaya AES provides the details of the available agent
8. The call is sent to agent's SIP extension which is behind the SIP trunk between Avaya Session Manager and Comstice SIP Proxy. Web sessions can register to Comstice SIP Proxy or they can also be registered directly to Avaya Session Manager.
9. The SIP call is sent to Comstice WebRTC Gateway and WebRTC gateway creates a separate call leg as WebRTC call.

Event Flow Diagram

Event Flow diagram below provides the sequence of events visually;
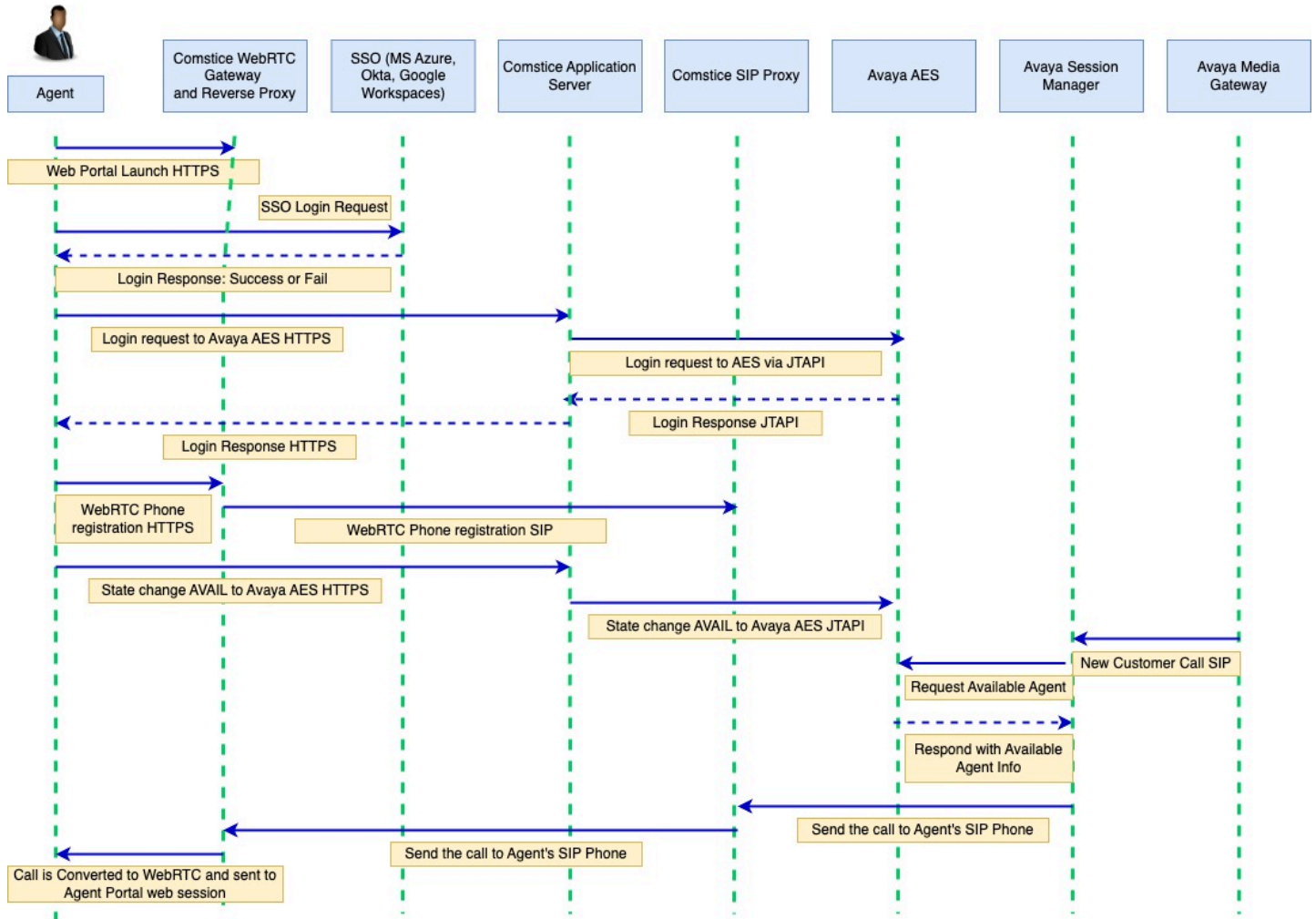
Roles and Responsibilities

Task	Owner
Provide Avaya AES permissions for Comstice Application Server to communicate with AES via JTAPI / TSAPI	Client / Week 1
Provide vanilla Linux OS VMs for Comstice Application Server, Comstice WebRTC Server and Comstice Reverse Proxy	Client / Week 1-2
Deploy Comstice Services as Docker containers and configure the integration with Avaya AES	Comstice / Week 2-3
Integrate Comstice solution to Avaya Session Manager via SIP Trunk or direct registration of web sessions as SIP endpoints	Comstice + Client / Week 2-3
Test and validate the call flow, agent state and	Comstice / Week 3-4
Provide the requested information for SSO integration	Client / Week 2-3
Configure SSO Integration	Comstice / Week 2-3
Power User and Admin Training	Comstice / Week 4-5
UAT	Comstice / Week 4-5

Avaya Licenses Required

Below are the Avaya licenses required for this solution;

- Avaya TSAPI Basic license for each agent
- (Optional) Avaya CMS RTSocket License (x2)
- (Optional) Avaya CMS ODBC License (x4)
- Avaya ECH does not require license in the recent versions. However it is customer's responsibility to make sure that Avaya ECH is authorized in CMS and configured

Avaya Agent Portal

Comstice created a configurable Avaya Agent Portal that includes agent state, call control features as well as Comstice Webphone, a webRTC phone which is then converted to a SIP Endpoint.

Web portal is configurable and it can include real-time and historical performance reports, widgets, call logs, team alerts and other features.

Web portal can also be integrated to CRM solutions and it can bring the calling person's CRM contact details. Agent can also create a "Call Activity" on the CRM and select the result codes.

Agent Real-Time Module

Agent Real-Time Module offers a web-based real-time view to each agent. Agents can launch thir own dashboard, personalised by their team leaders. They can see the real-time and daily activity of their performance as well as their targets and their current state.

Team leaders can also set the targets and limits for the performance data which will be color-coded if exceeded.

Agent State

- 9% reserved
- 17% working
- 18% ready
- 24% talking
- 32% not ready

Agent Occupancy

42%

Agent Efficiency

76%

Daily Goals

	Actual	Target
Avg Handle Time	08:54	09:00
Avg Work Time	01:07	01:30
Avg Talk Time	08:13	07:30
Max Handle Time	14:12	13:00

Top 5 Queues

Queue	Value
US Sales	23
Online Sales Support	16
Wholesale	13
Renewals	7
Cancellations	3

Daily Call Activity

Calls Answered	62
Calls Missed	3
Outbound	7

Break Duration

105 Min.

72 Min.

	Used	Target
Lunch	57:13	01:00:00
Short Break	14:48	45:00
Screen Break		
Team Meeting		
Training		

Team Messages

New Queues Added Today

Calls in queue

3

Oldest in queue

02:12

Agent Scorecards

Agent scorecard helps agents and team leaders to search and report historical performance of the agents. Agents can run their scorecards for their performance by selecting the timeframe. Team leaders can run the report all the team members by selecting the individual agent in their team.
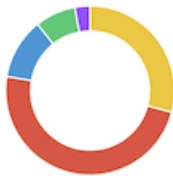
Jessica Morten

Total Login Duration	42:06:43
Received	165
Handled	137
Handle Rate	82.50%
Avg. Handle Time	06:27
Missed	28
Start Date	2024-04-12 00:00:00
End Date	2024-04-18 23:59:00

9.8%	AVAIL
23.6%	ACD
47.4%	AUX
19.2%	ACW
3.2%	RNG

First Available of the Day

Monday	04/09/2024	08:02:51
Tuesday	04/10/2024	08:03:27
Wednesday	04/11/2024	08:04:13
Thursday	04/12/2024	08:06:41
Friday	04/13/2024	08:13:48
Saturday	04/14/2024	08:07:03

Performance

KPI	Target	Actual
CSAT	4.5	4.6
Avg Talk Time	09:00	07:23
Avg Work Time	05:00	06:47
Avg Handle Time	11:00	10:38

Not Ready Activity Code	Total Duration	Occurrences
_Team Meeting	00:55:21	4
Admin Duties	00:50:43	9
Break Formal	01:06:01	5
Extended Wrap	04:30:43	98
Lunch	04:08:14	6
Paperwork	00:48:25	8
CRM Updates	01:08:28	23
Sending Fax	00:38:42	11

QA Evaluations

Q1	Q2	Q3	Q4	Q5
94%	92%	81%	74%	78%

Cradle to Grave Reports

Comstice also provides cradle to grave reports which has detailed information of each call. You can either visualise the customer journey of an individual call or create policies to filter a group of calls for further analysis.

🕐 2023-08-02 13:25:27
☰ CST_MainScript1 (Step)
◉ Start (Status)
🗄 PreRoute ACD In (Type Of Call)
⧗ 00:00 (Duration)
\# 6135552121 (ANI)
\# 78345 (DNIS)

🕐 2023-08-02 13:25:40 (Date Time)
☰ CST_MainScript1 (Step)
◉ Start (Status)
🗄 On IVR (Type Of Call)
⧗ 00:13 (Duration)
\# 6135552121 (ANI)
\# 3337771010 (DNIS)

🕐 2023-08-02 13:26:54 (Date Time)
☰ CST_MainScript1 (Step)
◉ Start (Status)
🗄 On IVR (Type Of Call)
⧗ 00:13 (Duration)
\# 6135552121 (ANI)
\# 3337771010 (DNIS)

Technical Background

Comstice Servers will run on virtual servers hosted by the client's VMWare ESXi environment. Here are the technical details of each server. The specifications may change depending on the final scope;

Name	Qty	RAM	CPU	HDD	OS
Comstice WebRTC Gateway	2	16GB	4xvCPUs	100GB	Ubuntu 22LTS / Redhat 8
Comstice SIP Proxy	2	8GB	2xvCPUs	40GB	Ubuntu 22LTS / Redhat 8
Comstice Application Server	2	16GB	4xvCPUs	100GB	Ubuntu 22LTS / Redhat 8

Comstice-Hosted Model

Comstice can host the solution on behalf of the customer on its Cloud in a dedicated and isolated environment. Users can access through weblink provided using their SSO accounts.
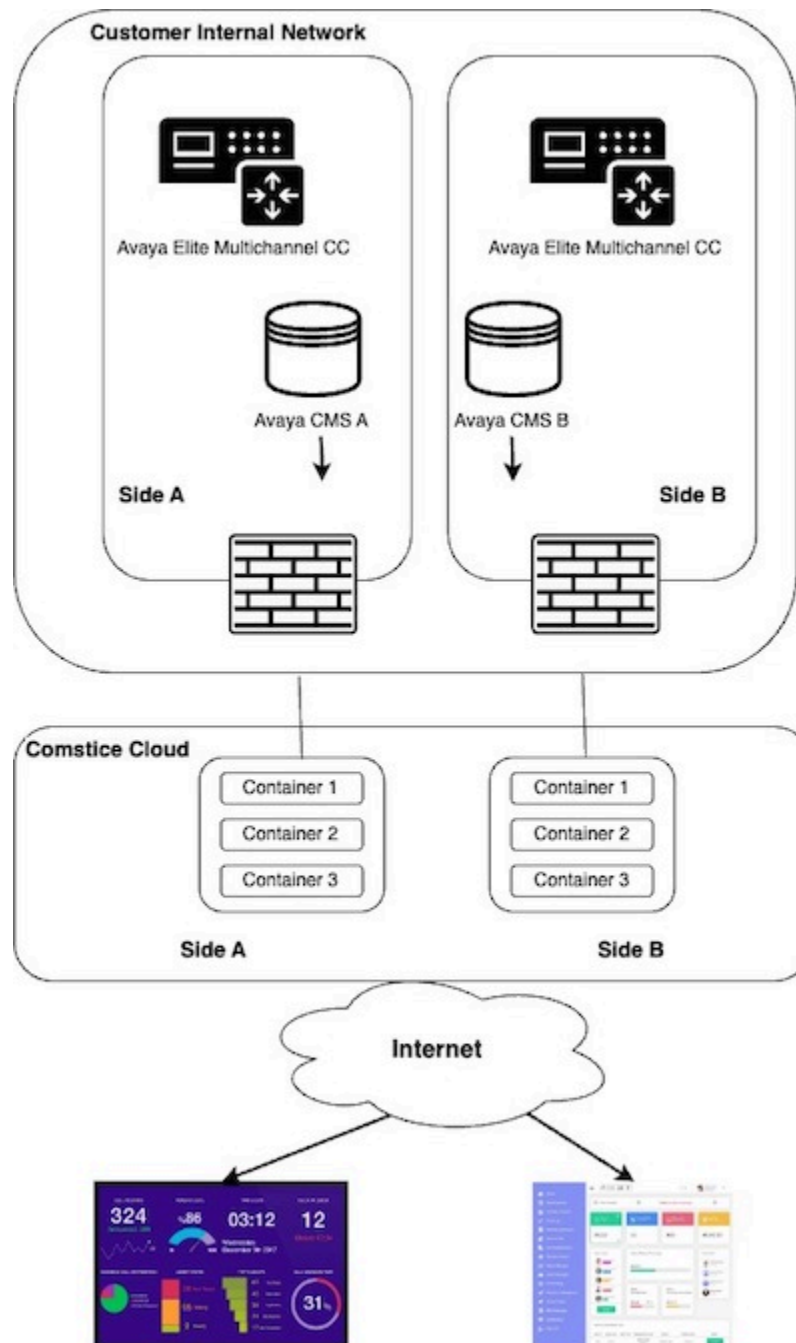
2-Step Login Process with IP Whitelisting

Comstice offers a Reverse Proxy and 2-Step login process. Agent requests a temporary login link and if the agent e-mail is known in the system, a temporary link is sent to the agent which is valid for ten hours. Agent's public IP address is also whitelisted for ten hours.

Support

What does it cover?

Comstice provides a software maintenance support for the Comstice Agent Portal software. It is a break-fix support.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. Priority support is available 24/7 and requires High Availability server.

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex with Comstice engineer taking over the screen control.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714 or +44 203 051 7796. Alternatively, you can send an email to support@comstice.com or use webchat feature at comstice.com

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