

# Autoskilling for Avaya Contact Centers

## Data Sheet



# Comstice Autoskill Reskilling Tool

Comstice Autoskill helps to increase agent occupancy and improve customer service performance by automatically enabling secondary skills on your Avaya Contact Center agents when certain conditions are met.

By using Comstice Autoskill, you can increase agent occupancy, improve customer service performance and bring more customer satisfaction your business.

## Benefits:

Comstice Autoskill helps in the following areas;

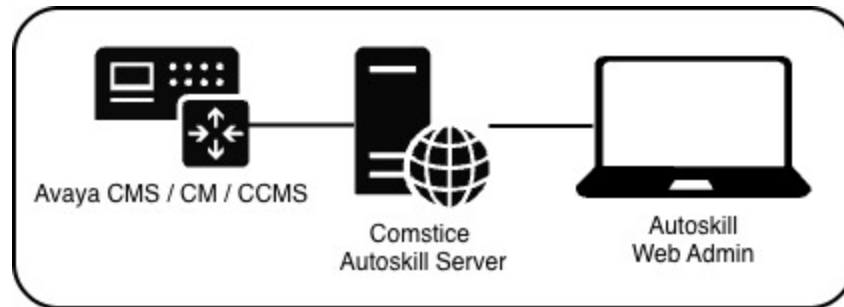
- maximum agent occupancy
- higher customer service performance metrics
- more customer satisfaction with lower wait times and more handled calls
- handle the inaccuracies of the WFM Forecasting real-time.

## Features

Comstice Autoskill solution;

- can work with standalone, without any WFM needed
- helps to assign secondary skills to each agent
- allows to create conditions and condition groups using KPIs and connect them using logical AND and OR operators
- integrates with Avaya CM and CMS to update agent skills on the fly.
- helps managers to create secondary skills for each agent
- offers a Visual Logic Flow diagram to visualise how the set of conditions are connected
- enables secondary skills for all the agents when all the logical conditions are met.
- disables the secondary skills if the conditions no longer occur or at the end of each shift every agent.
- can integrate with the WFM to monitor overstaffed intervals so that it can enable secondary skills if the team is underutilised.

# Solution Topology: Avaya CMS



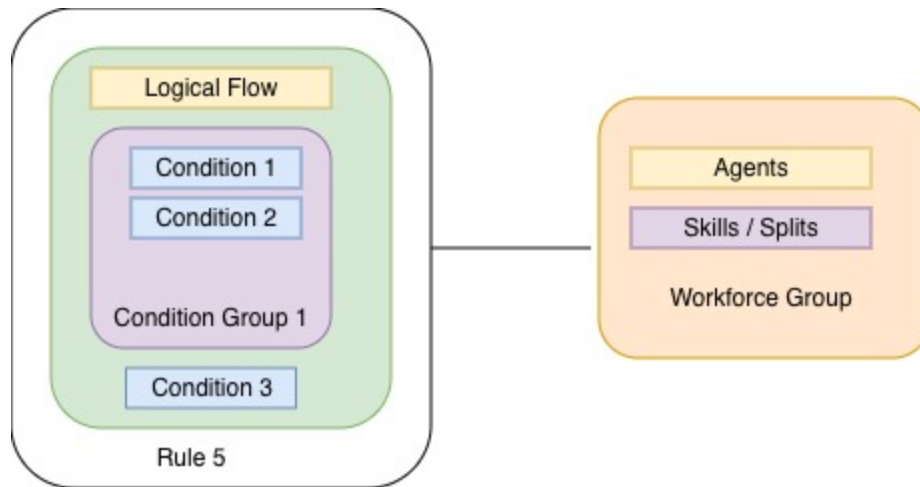
Comstice Autoskill integrates with Avaya CMS/CM to update agent skills automatically.

Common features are;

- Assigning secondary skills to agents
- Creating bulk agents and bulk updates to agent settings
- Creating conditions based on key performance indicators;
  - service levels
  - answer rates
  - abandon rates
  - average speed of answer
  - calls in queue vs calls at agent ratio
- Grouping two or more conditions and connecting as condition groups using AND and OR logical operators
- Workforce groups that groups agents, call types, skill groups together
- creating rules;
  - each rule will be assigned to a workforce group
  - conditions and condition groups are added to the rule and connected with logical AND and OR
- Once all the conditions of a rule becomes true, then agents in the workforce group will have their secondary skills enabled.

# Working Principle

Comstice Autoskill enables secondary skills or attributes of the agents assigned to a workforce group. This workforce group is associated to a Rule.



A rule includes;

- a workforce group
- a set of conditions and condition groups cascaded using logical AND and OR operators
- refresh time
- end of day time (to revert the secondary skills of the agents in the selected workforce group)
- Manual enable / disable

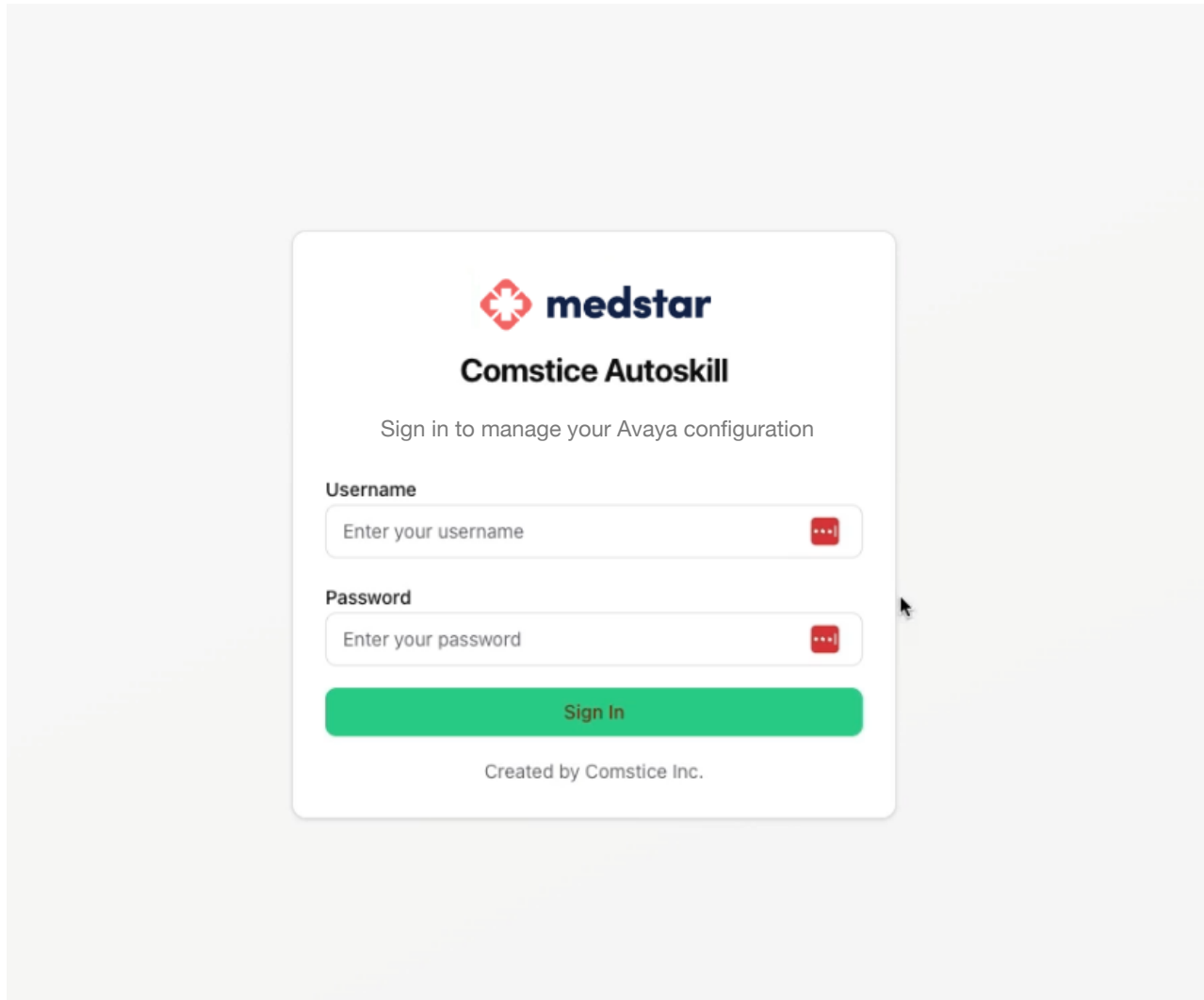
## Shift Schedule and Forecasts

You will also upload shift schedule and forecasts so Autoskill can monitor the shift start and end times as well as the times where agent count is higher than the forecast.

# Login and Authentication

Comstice Autoskill can authenticate the users through;

- Single Sign-On: Microsoft, Okta, Google, AWS or any other SAML-based service



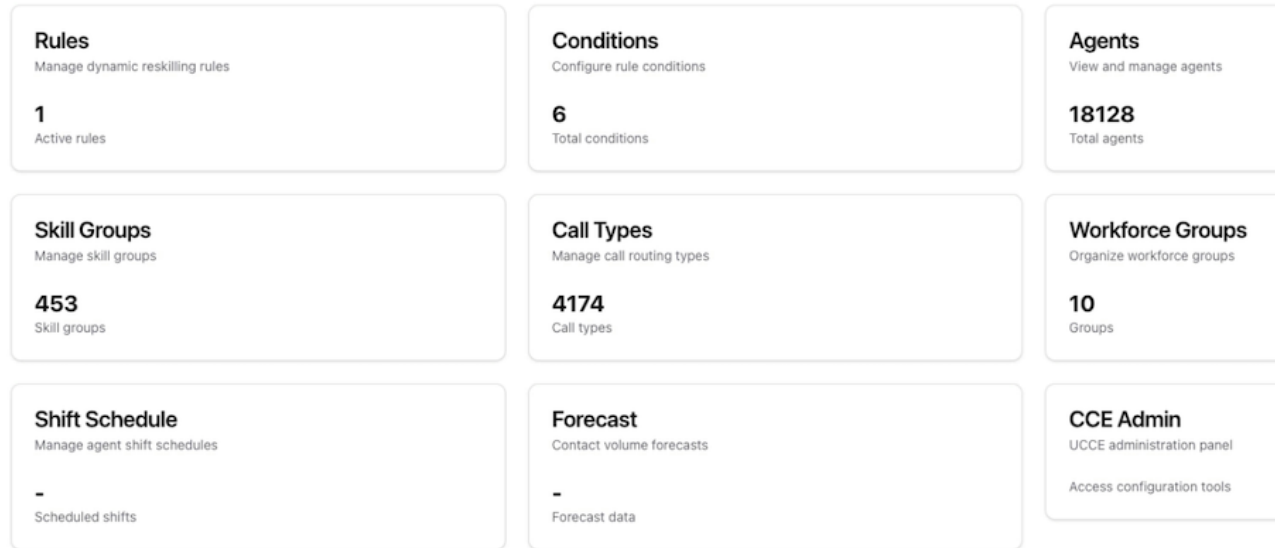
The screenshot displays a login form for 'medstar Comstice Autoskill'. At the top, the 'medstar' logo is shown next to the text 'medstar'. Below this, the product name 'Comstice Autoskill' is prominently displayed. A subtitle reads 'Sign in to manage your Avaya configuration'. The form contains two input fields: 'Username' and 'Password', each with a placeholder text 'Enter your username' and 'Enter your password' respectively, and a red eye icon for toggling password visibility. A green 'Sign In' button is positioned below the password field. At the bottom of the form, it states 'Created by Comstice Inc.'

# Dashboard and Sidebar

Sidebar lists the features available for creating, running and monitoring reskilling rules. Dashboard provides a quick summary and shortcuts to commonly used tools.

## Dashboard

Welcome to Comstice Autoskill



You can create new agents, assign primary and secondary skills to an agent;

# Agents

You can edit agent information, add and remove skill groups and attributes.

## Agent Information

View agent details and manage skill group assignments for AGNESE CDTA..

### Agent Information

Basic agent details

<b>Agent ID</b> 86405	<b>UCCE Agent ID</b> 76120
<b>Display Name</b> AGNESE CDTA.	<b>First Name</b> AGNESE
<b>Last Name</b> CDTA.SALTA	<b>Login Enabled</b> Yes
<b>Supervisor</b> No	<b>Peripheral Name</b> PG4_CCM_1
<b>Team Name</b> IT_AT_177_C	<b>Desk Setting</b> ADS_IT_C

You can also assign secondary skills and attributes. When your conditions occur, Autoskill will enable the secondary skills automatically. Once the condition is no longer valid or the agent's shift has ended, the secondary skills will be disabled.

### Primary Skill Groups

Primary skill groups assigned to this agent (Level 1)

PG4.SK_MOB ID: 86633	Level 1 Active
PG4.SK_FIB ID: 86634	Level 1 Active

### Add Secondary Skills

Search and add secondary skill groups

Search Skill Groups

Enter at least 3 characters to search...

Search by skill group name or ID

**Tips:**

- Search by skill group name or ID
- New secondary skills are disabled by default
- Use the toggle to enable/disable skills

Secondary Skills (1)

SK_PTC_BOI_NORD ID: 55418	Level 2 Active
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# Workforce Groups

For grouping teams, departments and business units, you will create workforce groups. Rules are assigned to workforce groups.

Workforce group brings together;

- agents
- skill groups
- call types
- precision queues

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## New Workforce Group

Create a new workforce group with agents and skill groups

### Group Details

Enter the workforce group details

Name \*

Enter workforce group name

Description

Enter description (optional)

### Select Agents

Search and choose agents to include in this workforce group (0 selected)

Search Agents

Q Enter at least 3 characters to search by first name, last name, or ID...

Search will filter by first name, last name, agent name, or agent ID

# Conditions and Condition Groups

Conditions are performance indicators with some limits and thresholds. For example;

- If service level is below 70%
- If calls waiting vs calls at agent are more than 2
- Answer rate is less than 60%

these are all conditions. We will check the group of queues i.e. skill groups, call types and precision queues and enable secondary skills of the agents in the same workforce group automatically.

## Reskilling Conditions

Manage conditions and condition groups for rules

Conditions   Condition Groups New Condition New Condition Group

### Conditions

Define performance indicators and thresholds. [Add New](#)

ID	Name	KPI	Comparator	Threshold	Description	Created	Actions
8	ASA 5mins and Answer Rate 70%	Average Speed of Answer (seconds)	>	300.0000	ASA 5mins and Answer Rate 70%	Nov 26, 2025	
7	ASA longer than 5mins	Average Speed of Answer (seconds)	>	300.0000	ASA longer than 5mins	Nov 26, 2025	
6	Answer Rate Less Than 70%	Calls in Queue vs Agents Rate	<	70.0000	Answer Rate Less Than 70%	Nov 26, 2025	
4	Answer Rate less than 80%	Call Answer Percentage	<	90.0000	Answer Rate less than 80%	Oct 29, 2025	
2	Queue Ratio more than 2	Calls in Queue vs Agents Rate	>	2.0000	Queue to Talking Ratio	Oct 29, 2025	
1	High Average Speed of Answer	Average Speed of Answer (seconds)	>	30.0000	Triggers when ASA exceeds 30 seconds	Oct 29, 2025	

Users can assign different calling numbers from your DID range for each campaign.

## New Condition

Create a new condition for rule-based agent reskilling

### Condition Details

Define performance indicator and threshold for this condition

Name  Description

KPI (Performance Indicator)  Comparator  Threshold

Create Condition Cancel

# Reskilling Rules

Rules are where you can group conditions and condition groups and assign them to a workforce group

Workforce group will be used to get the list of queues that we will check the conditions. We will also use the agents associated with that workforce group, enable and disable their secondary skills or attributes when needed.




## Reskilling Rules

Manage dynamic reskilling rules and conditions

Create Rule

### Active Rules

Configure rules for automatic agent reskilling based on performance indicators

ID	Rule Name	Description	Status	Check Period (min)	Revert Time (min)	Created	Actions
1	visual rule	viz2	Inactive	5	-	Nov 6, 2025	  

You will create the conditions and groups for each rule.

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## New Reskilling Rule

Create a new rule with conditions and logical operators

### Rule Details

Enter the basic rule information

Rule Name \*

Rule 2

Description

Enter rule description (optional)

Workforce Group \*

Select a workforce group

Revert Time (minutes) \*

60

Time in minutes before automatically reverting the rule

Check Period (minutes) \*

5

How often to check if rule conditions are met

### Conditions & Groups

Add conditions and condition groups to build your rule logic

Add Condition

Select a condition

Add Condition Group

Select a condition group

# Rule Activation and Deactivation

A rule will be activated if all the conditional logic is TRUE. When that happens, secondary skills of their agents will be activated.

Rule will be monitored regularly and if the conditional logic is FALSE, secondary skills will be removed from the agents in the workforce group that the rule is associated.

You can also upload the agent shift schedule as a CSV file. If agent's shift is over, the secondary skills will be disabled.

Each rule as operational hours. If we exceed those hours, the rule will be disabled automatically. Secondary skills of all the agents will be disabled.

Forecasting can also be utilised for activating the rules. You can upload the forecasts and scheduled agents. In the hours where the shift is overscheduled, the rule can be triggered and secondary skills of the agents can be enabled.

# Reports

You can monitor the active rules, rule activations and changes in the conditions in the reports. Real-time dashboards show active rules and agents in their secondary skills. Historical reports show rule activation and deactivation activities as well as the configuration changes.

## Reports

Access comprehensive reports, analyze campaign performance, and track key metrics and KPIs.

### Historical Reports

Access past data and performance metrics with flexible date ranges and filtering

#### Call Tracker

Find individual calls from calling number, called number, agent, campaign, and more

[Open Report](#)

### Real-time Reports

Monitor live campaign performance and agent activity

#### Live Dashboard

Real-time campaign and agent performance monitoring

[Open Report](#)

#### Agent Campaign Statistics

Monitor agent performance with targets, acceptance rates, and revenue metrics

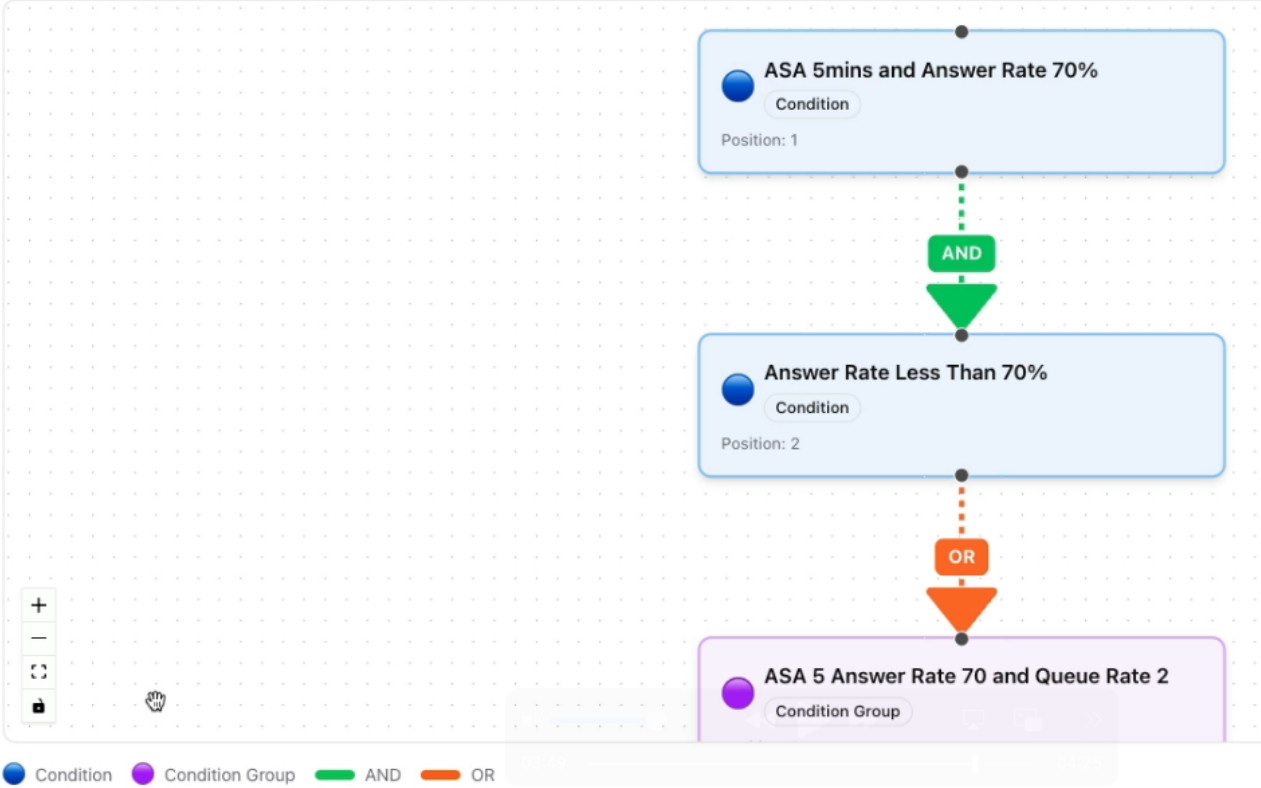
[Open Report](#)

# Visual Flow of Autoskill Logic

When cascading conditions and condition groups, the overall logic might get difficult to follow. Visual Logic Flow helps to visualise and follow the overall set of conditions.

## Visual Logic Flow

Interactive visualization of your rule logic with conditions and operators





# Thank You

Please contact [sales@comstice.com](mailto:sales@comstice.com)  
for demos and callback.

# Login and Authentication

Comstice Dialer can authenticate the users through;

- Cisco CUCM End Users and Active Directory
- Single Sign-On: Microsoft, Okta, Google, AWS or any other SAML-based service



## Outbound Campaign Dialer

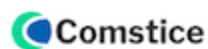
### Login

Enter your email below to login to your account

Email

Password [Forgot your password?](#)

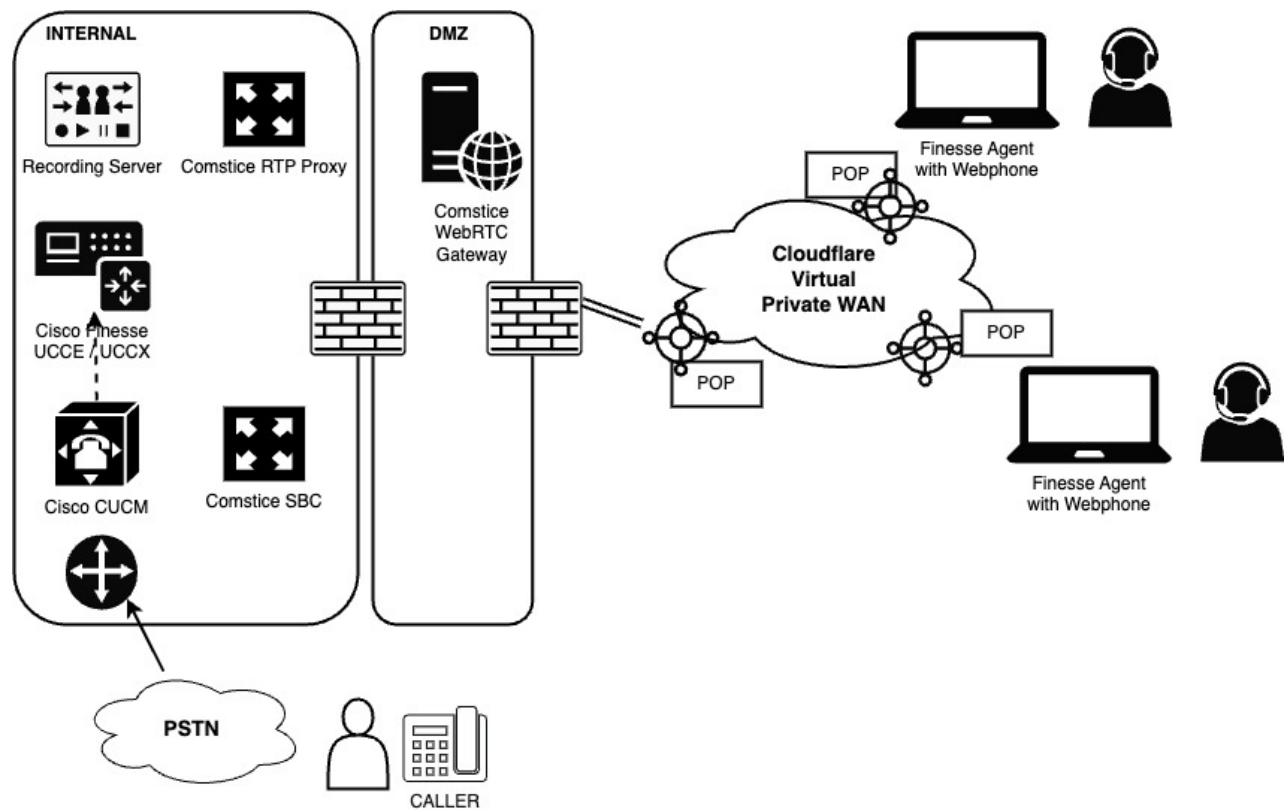
[Login](#)



# Cybersecurity - 2

## Cloudflare Private WAN

This option offers a private virtual cloud from Cloudflare; remote user enters the private cloud from the nearest POP location and the overall communication is secured within the private WAN.



# Webphone Monitoring

Comstice offers the following monitoring actions

## SIP Results and Session Tracing

You can search for a particular session or callerID / Called number to see the SIP session events saved.

Display Results Regex Results Filter

<input type="checkbox"/> Date	Session ID	SIP Method	SIP From user	SIP To user	Source IP	Src Port	Destination IP	Dest Port	Alias Dest
<input type="checkbox"/> 2020-09-13 15:59:33.851	1BEphBnVhK	200	259	5000		5060	172.24.0.2	5060	7139393714
<input type="checkbox"/> 2020-09-13 15:59:33.851	1BEphBnVhK	200	259	5000	172.24.0.2	5060	172.24.0.1	5060	7139393714
<input type="checkbox"/> 2020-09-13 15:59:33.852	1BEphBnVhK	200	259	5000	172.24.0.1	38188	172.24.0.2	5060	7139393714
<input type="checkbox"/> 2020-09-13 15:59:33.852	1BEphBnVhK	200	259	5000	172.24.0.2	5060	172.24.0.1	44449	7139393714
<input type="checkbox"/> 2020-09-13 15:59:33.896	1BEphBnVhK	ACK	259	5000	172.24.0.1	44449	172.24.0.2	5060	984563
<input type="checkbox"/> 2020-09-13 15:59:33.896	1BEphBnVhK	ACK	259	5000	172.24.0.2	5060		5060	984563
<input type="checkbox"/> 2020-09-13 15:59:33.896	1BEphBnVhK	ACK	259	5000	172.24.0.1	38188	172.24.0.2	5060	984563
<input type="checkbox"/> 2020-09-13 15:59:33.896	1BEphBnVhK	ACK	259	5000	172.24.0.2	5060	172.24.0.1	38188	984563
<input type="checkbox"/> 2020-09-13 15:59:35.852	1BEphBnVhK	200	259	5000		5060	172.24.0.2	5060	7139393714
<input type="checkbox"/> 2020-09-13 15:59:35.852	1BEphBnVhK	200	259	5000	172.24.0.2	5060	172.24.0.1	5060	7139393714
<input type="checkbox"/> 2020-09-13 15:59:35.853	1BEphBnVhK	200	259	5000	172.24.0.1	38188	172.24.0.2	5060	7139393714

You can see the RTCP events with MoS values (1-5) for the cal



# Webphone Call Logs and Daily Stats

You can monitor the XLog events under Logs tab

Call-ID: 1BEphBnVhK

Messages    Flow    QoS    **Logs**    Export

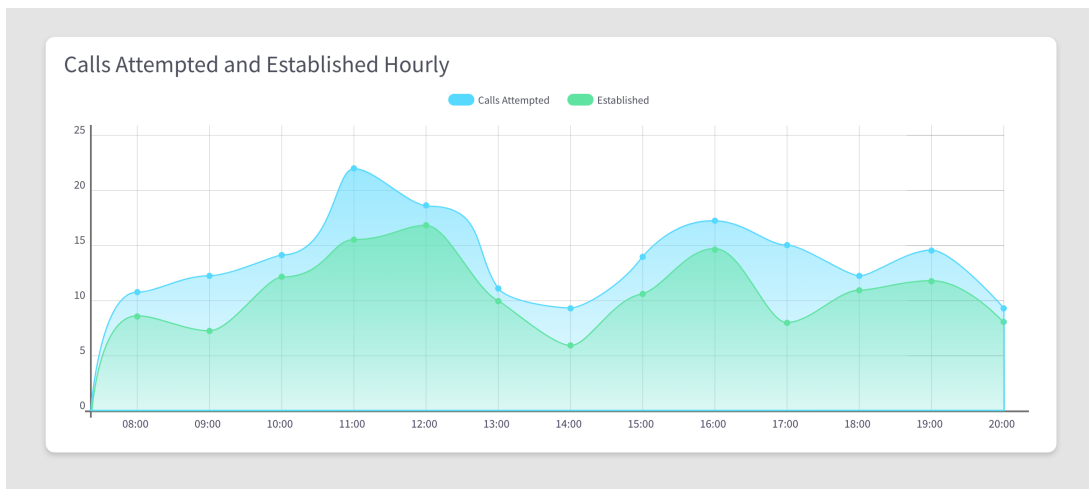
HEP Logs    Loki

Timeseconds

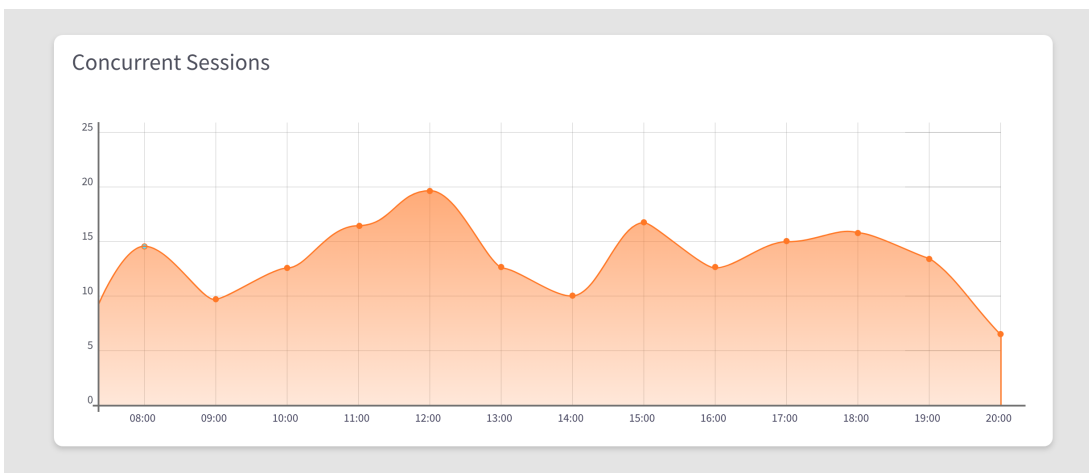
Timestamp	Messages
2020-09-13 15:59:31.236	ERROR:time [Sun Sep 13 13:59:31 2020] method (INVITE) r-uri (sip:5000@sip. ....com) relay pass-through
2020-09-13 15:59:31.237	ERROR:Attempt to route with preloaded Route's [sip:259@sip. ....com/sip:5000@sip. ....com/sip:5000@sip. ....com/1BEphBnVhK]
2020-09-13 15:59:31.237	ERROR:time [Sun Sep 13 13:59:31 2020] method (INVITE) r-uri (sip:5000@sip. ....com) preload route remove & pass-through
2020-09-13 15:59:31.237	ERROR:new branch at sip:5000@sip. ....com
2020-09-13 15:59:31.291	ERROR:time [Sun Sep 13 13:59:31 2020] method (INVITE) r-uri (sip:5000@sip. ....com) relay pass-through
2020-09-13 15:59:31.292	ERROR:new branch at sip:5000@sip. ....com

## Calls Attempted and Established

This report can show interval-based calls attempted and established



## Concurrent Calls



# Softphone Always Receives a Call

Comstice Softphone always receives a call even when making outbound calls; Comstice Mobility server receives the "Make Call" event, calls the softphone first, then the destination via Cisco CUCM and merges both calls.

This model helps to secure the call traffic, eliminates the malicious calls and offers a secure activity. Softphone has no Cisco dependency, it can be implemented into any SIP-based Telephony Network.

# Support

Comstice offers a break-fix support for all the solutions. Priority support is included in all the subscriptions as long as the solution is deployed with N+1 redundancy. SLA is one hour response and up to four hours fix, based around all the dependencies of each solution. Support is available 24/7. Tickets can be raised by the client's IT personnel that has already followed the troubleshooting steps provided during the Administrator Training delivered as part of the project. Comstice does not accept tickets directly from the end users.

Tickets can be opened from <https://comstice.com/support>, by sending an email to [support@comstice.com](mailto:support@comstice.com) or by calling +1 713 929 3714 (Option 2)

Reporting questions, configuration and design questions are not part of the SLA and will be handled during regular office hours. Only break-fix support is handled on the SLA with 24/7 coverage.

# Technical Specifications

All the solution components below support N+1 redundancy. HA Servers required for priority support.

## **Comstice Autoskill Servers**

24GB RAM, 300GB HDD, 4 vCPUs

# Technical Specifications

All the solution components below support N+1 redundancy. HA Servers required for priority support.

## **Comstice WebRTC Gateway**

32GB RAM, 300GB HDD, 4 vCPUs

## **Comstice SIP Proxy**

16GB RAM, 300GB HDD, 4 vCPUs

## **Comstice Reverse Proxy Server**

24GB RAM, 300GB HDD, 4 vCPUs

# Roles and Responsibilities

Below is the list of tasks and owners in the project

<b>Task</b>	<b>Owners</b>	<b>Duration</b>
Download and deploy Comstice Autoskill Server VM	Client	1 day
Configuration of UCCE and Comstice Autoskill	Client and Comstice	1 Day
Create and verify a test scenario	Client and Comstice	1 Day
Admin and User Training	Client and Comstice	1 Day
UAT	Client and Comstice	1 Day

- Timelines are indicative and do not include any additional requirements (security or otherwise).
- Comstice Autoskill Server runs locally on the client's network.

# Dialer Pricing - No ASR/TTS

Pricing is valid only for minimum 300 concurrent sessions. Model does not include the agent experience. ASR/TTS not included.

## Option 1: Annual Subscription

Part	Description	Cost	Qty	Total
CST-Dialer-Ann- 300-Conc-NoAgt	Comstice Dialer 300 concurrent sessions Annual No Agent	\$468	300	\$140,400
CST-PS (One-time)	Professional Services	\$1,800	3	<b>\$5,400</b>
Partner discount on the subscription	<b>30% Partner Discount on subscriptions</b>			<b>\$98,280</b>
<b>Total 1-Year</b>	<b>For Partners Only</b>			<b>\$103,680</b>

## Option 3: 3-Year Subscription

Part	Description	Cost	Qty	Total
CST-Dialer-3Yr- 300-Conc-NoAgt	Comstice Dialer 300 concurrent sessions 3Yr No Agent	\$688	300	\$206,400
CST-PS (One-time)	Professional Services	\$1,800	3	<b>\$5,400</b>
Partner discount on the subscription	<b>30% Partner Discount on subscriptions</b>			<b>\$144,480</b>
<b>Total 3-Year</b>	<b>For Partners Only</b>			<b>\$149,880</b>

# Dialer Pricing - ASR TTS Arabic

Pricing is valid only for minimum 300 concurrent sessions. Model does not include the agent experience. ASR/TTS included.

## Option 1: Annual Subscription with ASR TTS

Part	Description	Cost	Qty	Total
CST-Dialer-Ann- 300-Conc-NoAgt	Comstice Dialer 300 concurrent sessions Annual No Agent	\$588	300	\$176,400
CST-PS (One-time)	Professional Services	\$1,800	5	<b>\$9,000</b>
Partner discount on the subscription	<b>30% Partner Discount on subscriptions</b>			<b>\$98,280</b>
<b>Total 1-Year</b>	<b>For Partners Only</b>			<b>\$123,480</b>

## Option 3: 3-Year Subscription

Part	Description	Cost	Qty	Total
CST-Dialer-3Yr- 300-Conc-NoAgt	Comstice Dialer 300 concurrent sessions 3Yr No Agent	\$1,235	300	\$370,500
CST-PS (One-time)	Professional Services	\$1,800	5	<b>\$9,000</b>
Partner discount on the subscription	<b>30% Partner Discount on subscriptions</b>			<b>\$259,350</b>
<b>Total 3-Year</b>	<b>For Partners Only</b>			<b>\$268,350</b>

# Dialer Pricing

## Option 1: Monthly Subscription

Part	Description	Cost	Qty	Total First Month	Other Months
CST-Dialer-Mnth-Sbsc-50	Comstice Dialer 50 agents Monthly Subscription	\$3,160	1	\$3,160	\$3,160
CST-SVR-Mnth	Server Monthly Subscription	\$613	1	\$613	\$6193
CST-PS (One-time)	Professional Services	\$1,800	1	\$1,800	
<b>Total</b>				<b>\$5,573</b>	<b>\$3,773</b>

## Option 2: Annual Subscription

Part	Description	Cost	Qty	Total
CST-Dialer-Ann-Sbsc-50	Comstice Dialer 50 agents Annual Subscription	\$24,648	1	\$24,648
CST-SVR-Ann	Server Annual Subscription	\$4,900	1	\$4,900
CST-PS (One-time)	Professional Services	\$1,800	1	\$1,800
<b>Total 1-Year</b>				<b>\$31,348</b>

## Option 3: 3-Year Subscription

Part	Description	Cost	Qty	Total
CST-Dialer-3Yr Sbsc-50	Comstice Dialer 50 agents 3-Year Subscription	\$51,760.80	1	\$51,760.80
CST-SVR-3Yr	Server 3-Year Subscription	\$10,290	1	\$10,290
CST-PS (One-time)	Professional Services	\$1,800	1	\$1,800
<b>Total 3-Year</b>				<b>\$63,850.8</b>