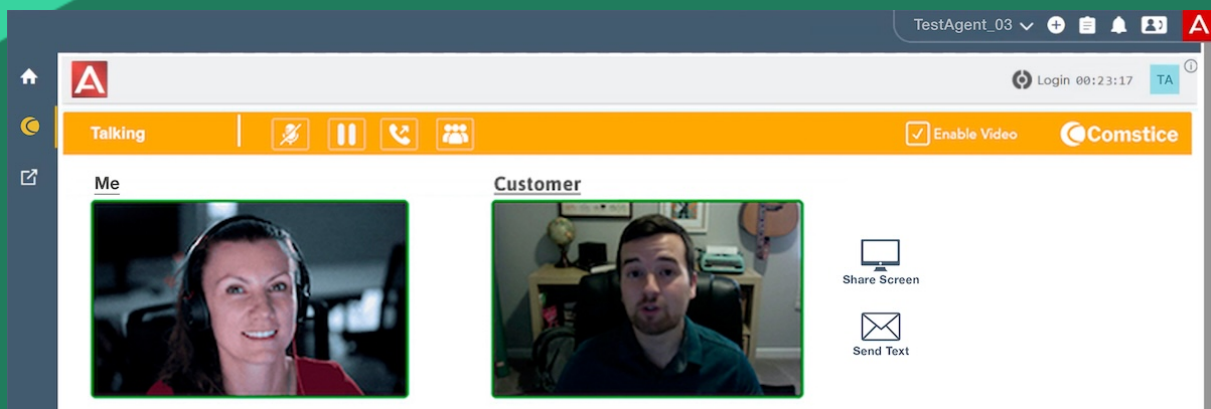


Avaya Workspaces Widgets

Data Sheet



Enhancing Agent Experience

Avaya Workspaces widgets help Avaya partners to create new solutions and missing features. Agents and supervisors can access many features without leaving workspaces portal.

All of these solutions can be hosted on-premises and at Comstice Cloud.

Comstice workspaces widgets include;

- messaging (mobile text, WhatsApp, Email)
- workforce management
- video call center
- AI agent assist
- real-time sentiment analysis
- agent scorecard
- real-time dashboard

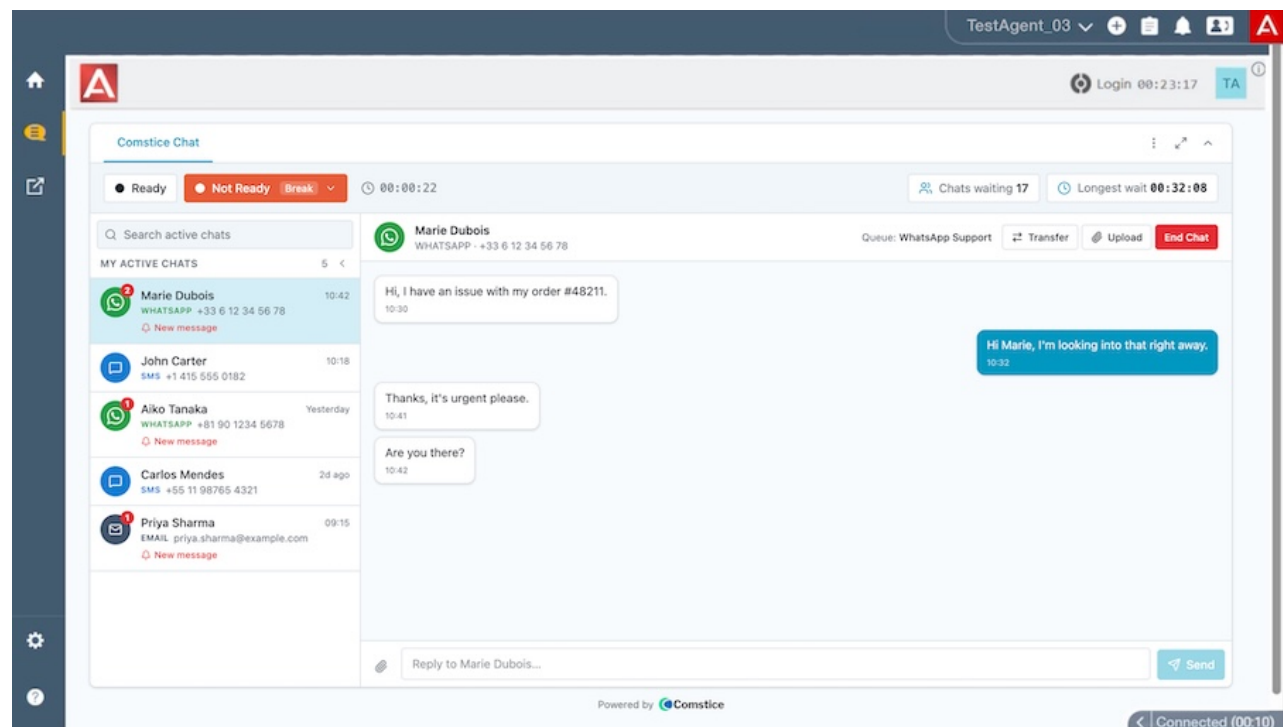
Messaging

Power of Persistent Messaging

One of the biggest challenges of live web chat is that it times out a lot; customers get distracted easily and the session times out. Customers use persistent chat such as mobile text and Whatsapp and they are willing to wait for the response.

Messaging widget helps agents to handle customer texts, Whatsapp requests and emails. Blow is the product page for more information;

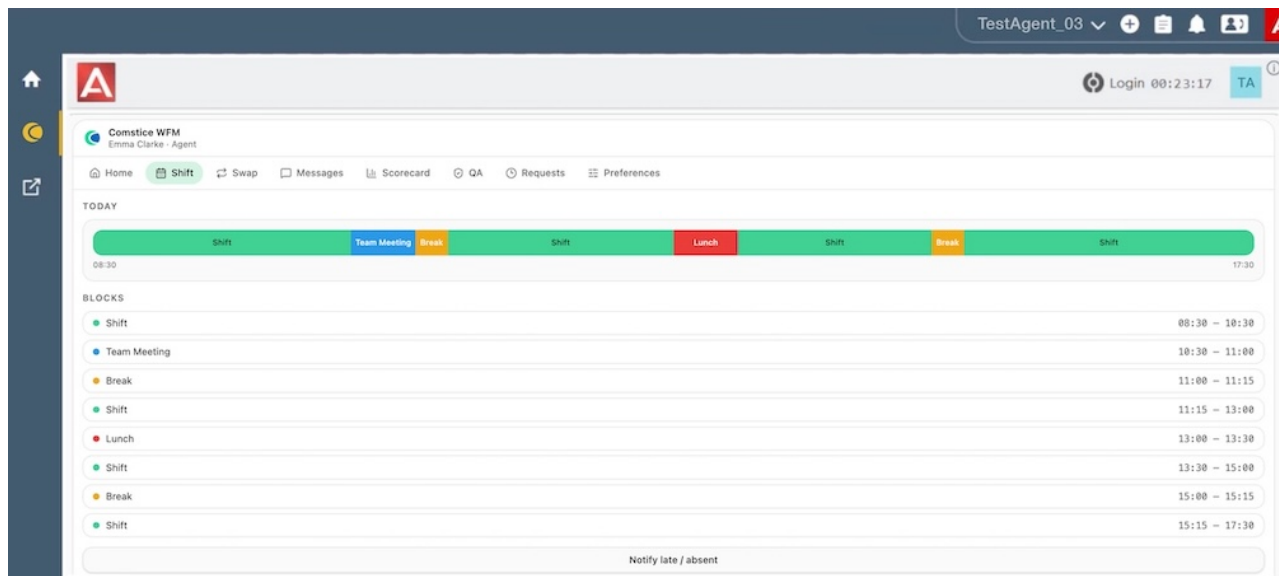
<https://comstice.com/avaya-sms-whatsapp-email>



Workforce Management

Comstice Workforce Management offers agent and supervisor widgets to access shift schedule, shift swap and other WFM features. Agents and supervisors can use all the WFM features without leaving Avaya Workspaces.

<https://comstice.com/wfm>

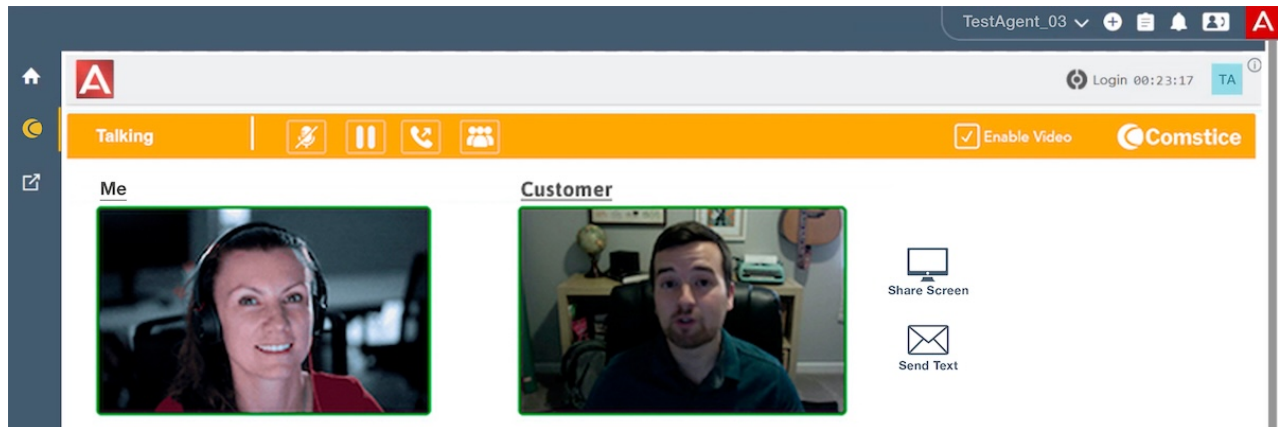


Video Call Center Widget

Convert an existing PSTN call to Video Chat

Agents can send the customer on the phone a video link via mobile text. Customer can move to a video call while existing call still remains available.

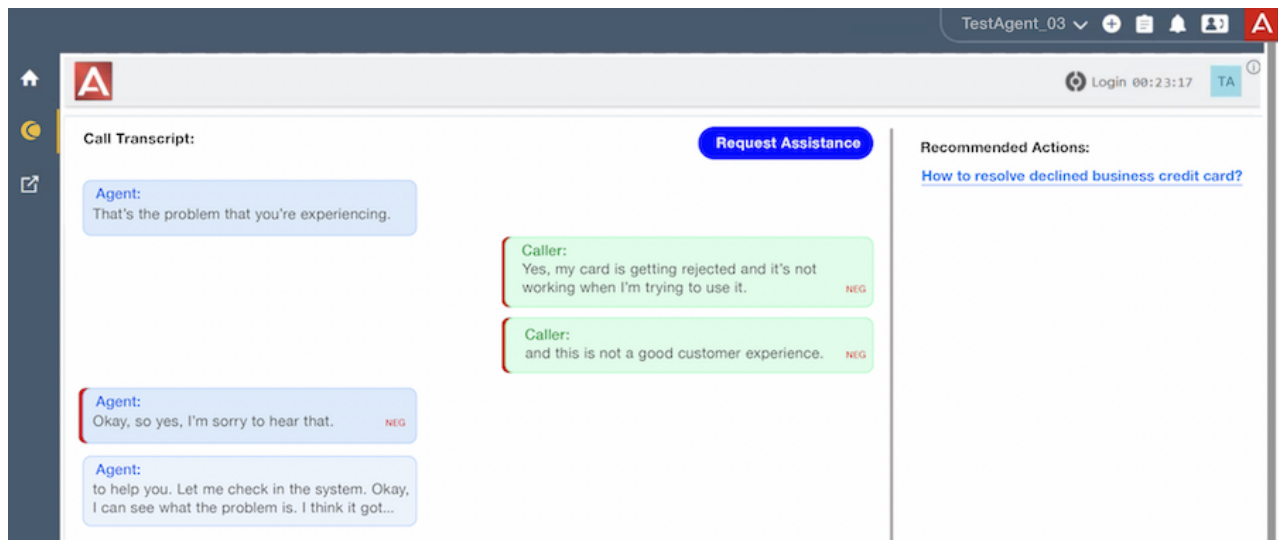
<https://comstice.com/avaya-video-call-center>



AI Agent Assist Widget

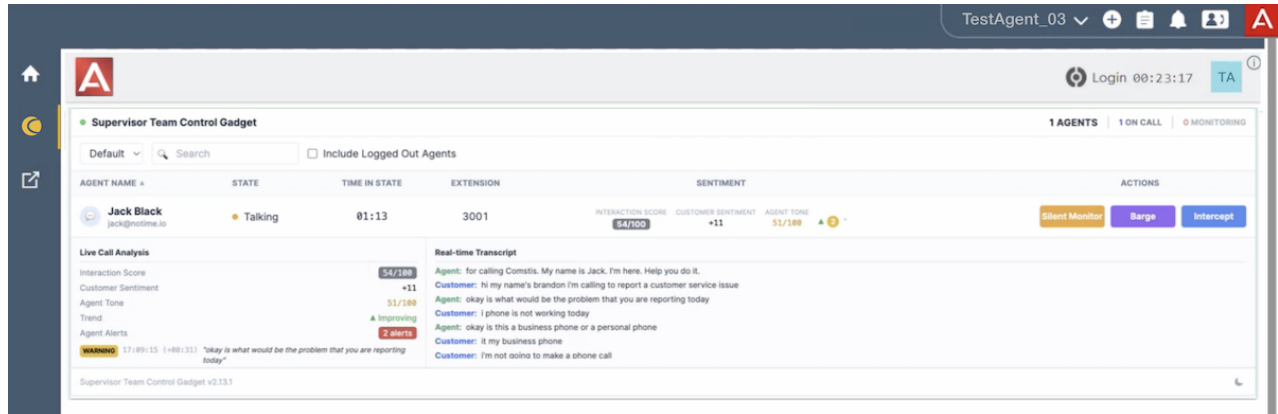
Comstice can create the real-time transcript of an active customer call. We can also analyse the conversation and find a knowledge base flashcard as a potential resolution.

<https://comstice.com/ai-agent-assist>



Real-Time Sentiment Analysis

Another feature that uses the real-time call transcript is the Real-Time Sentiment Analysis.



Widget can offer the following parameters for the call;

- interaction score
- customer sentiment
- agent tone
- trend
- agent alerts

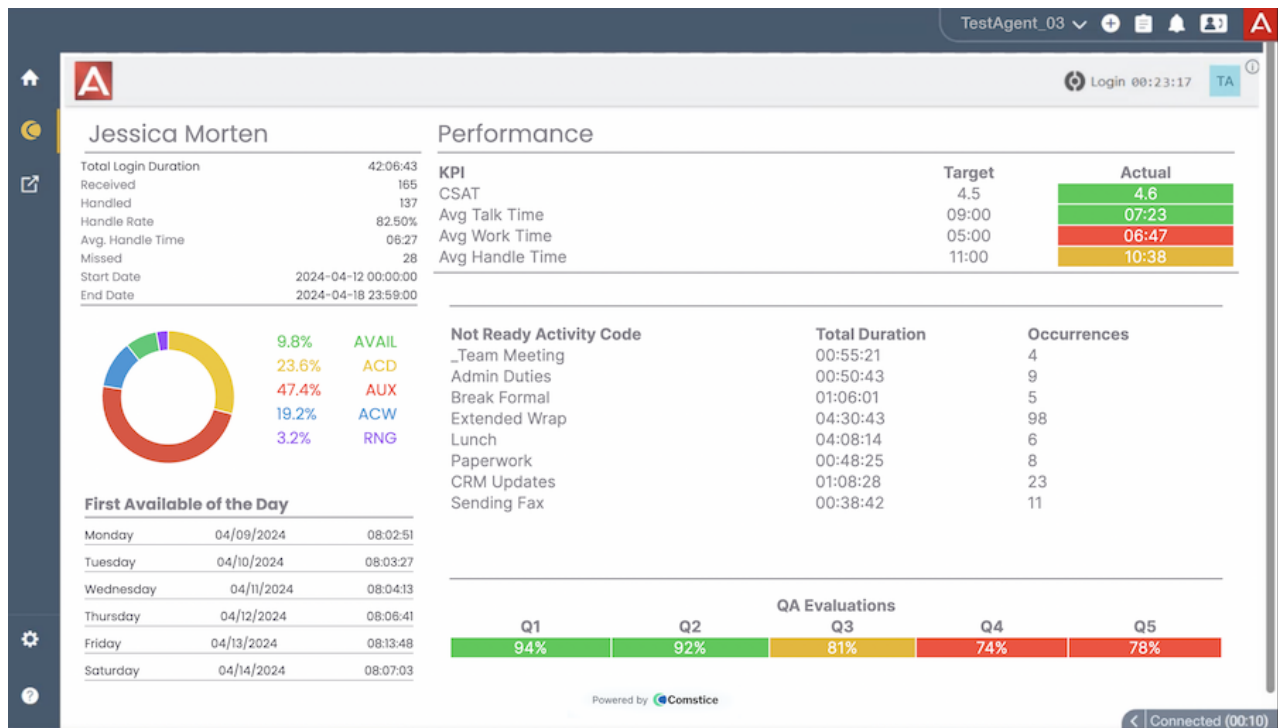
<https://comstice.com/avaya-real-time-sentiment-analysis>



Agent Scorecard Widget

Agent scorecard displays the historical performance data of the agent. They can access their daily, weekly monthly widgets without leaving the workspaces interface.

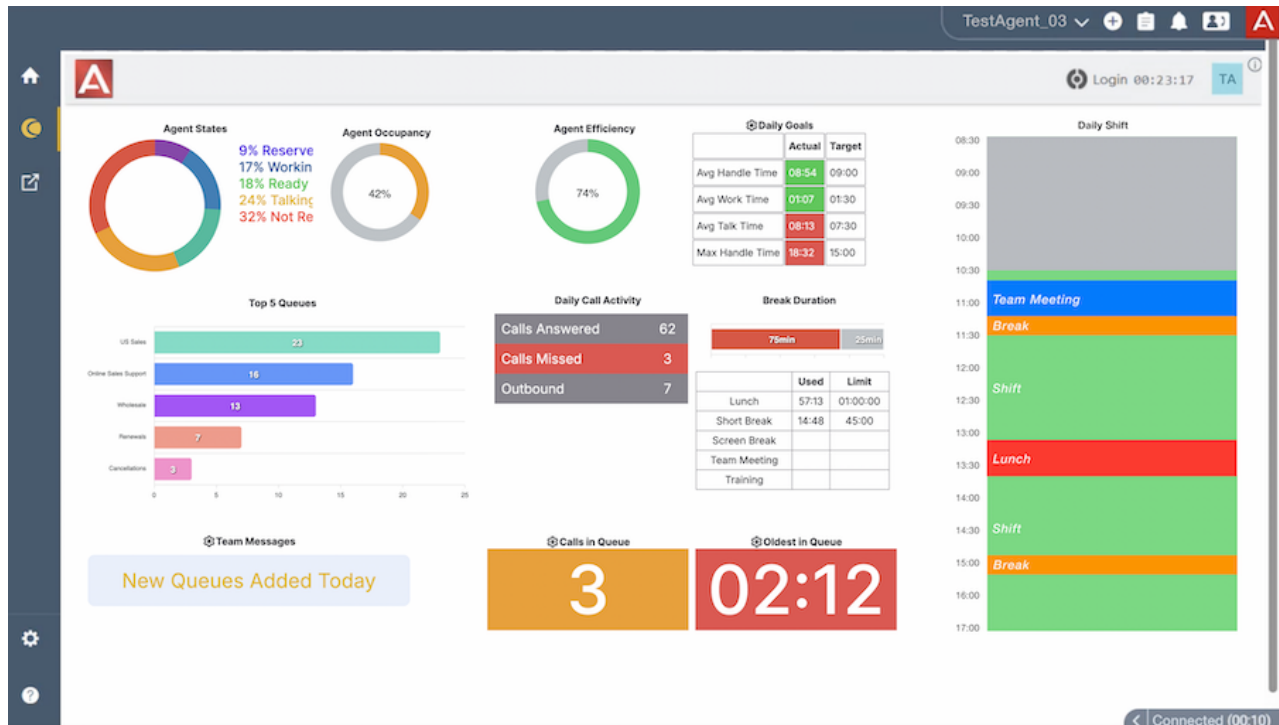
<https://comstice.com/avaya-contact-center-reporting-analytics>



Agent Real-Time Dashboard

Real-time dashboard provides the real-time and daily stats of an agent, including the workforce management shift schedule.

<https://comstice.com/avaya-contact-center-wallboard>





Thank You

Please contact sales@comstice.com
for demos and callback.