

Avaya Wfo User Guide

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Avaya Wfo User Guide

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.

Avaya Support - Products - Avaya Aura® Workforce Optimization

Avaya Workforce Optimization Speech Analytics Competitive advantage often depends on anticipating and addressing ... An intuitive user interface provides guided search capabilities, workflows, and views that make it easy to understand, display, and share information.

Avaya Workforce Optimization

Avaya Contact Recording and Quality Monitoring Part of a comprehensive performance management solution, Avaya Contact Recording and Quality Monitoring—application components of the Avaya Workforce Optimization suite—provide businesses with a deeper and more meaningful look at customer interactions. Contact Recording and Quality Monitoring

Avaya Workforce Optimization

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User Functionality ... Guide interactions to better outcomes based on real-time analysis of call content and desktop activity Drive actions, ... Avaya's automated quality management enables users to automate scoring for some or all questions on an evaluation form ...

AAWFO 15.2 PRELIMINARY OVERVIEW - INTEGRATION IT

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Avaya Contact Recorder

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