

A Partnership Based on Powerful Solutions

Avaya and UniversalSystems™—Enhancing Contact Center Productivity

Productivity is a major concern of virtually every contact center manager. Finding solutions that can increase the number of calls a contact center staff can handle is a primary concern.

UniversalSystems has addressed these issues with solutions that can not only increase the call-per-agent ratio, but also use staff more efficiently to achieve higher success rates.

Making the most of your contact center staff

UniversalSystems offers two different ways of increasing productivity and effectiveness: UniversalSystems Accelerator and Accelerator-ASP. UniversalSystems guarantees increased performance from a contact center's existing staff by boosting the number of calls it handles, as well as by using agents more efficiently.



The key to this efficiency increase lies in splitting personnel into two groups with distinctly different tasks.

Operators are agents who pick up calls directly from the Mosaix Predictive Dialing System™ (PDS) and

qualify calls to make sure they're speaking with the right party. These are very brief calls, allowing the automated dialer to increase its frequency from a typical 20 to 30 calls per hour to an average of 80 per hour. Once operators have qualified calls, they pass them on to the next tier with the push of a button.

Collectors are agents who have the skills to get the promise to pay or to close the sale. They're the contact center's very best agents. With operators handling the initial qualifying of calls, the collectors are handling only the calls they're best suited for, the right-party contacts. UniversalSystems' sophisticated skills-based routing algorithms can direct calls even more specifically to agents in a collector group with particular abilities.

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Two ways to benefit

Working in partnership with Avaya, UniversalSystems offers a unique, proven technology that can make any outbound contact center operate more efficiently.

There are two ways a contact center can use UniversalSystems' advanced technology:

UniversalSystems Accelerator operates entirely within a contact center, tying into its Mosaix Predictive Dialing System™ (PDS). The company's operators qualify calls and send right-party contacts on to the company's collectors within the contact center.

UniversalSystems Accelerator-ASP frees companies from the need to purchase a dialer or hire operators. UniversalSystems makes all the calls with its dialer and sends only right-party contacts on to the company's collector agents to complete transactions. This option is particularly beneficial to companies that otherwise might not have a contact center that takes advantage of the outstanding technology Mosaix PDS offers.

The CRM Solutions Alliance Network

Avaya has created the CRM Solutions Alliance Network to bring together best-of-breed eBusiness technology companies. Alliance members work together toward a common goal: to help mutual customers implement successful CRM strategies. By joining together, members blend their complementary strengths to provide richer CRM solutions.

Benefits of the Alliance

UniversalSystems has been a longtime supporter of the Mosaix PDS User Group and helps sponsor its annual conferences. Company representatives regularly speak at Avaya conferences and participate in road shows for Avaya CRM products that UniversalSystems supports.

UniversalSystems: The contact center productivity experts

UniversalSystems has been in business since 1995. The company offers software products and services that work with the Mosaix PDS

Quick Facts: UniversalSystems

Location: Minneapolis, MN

Founded: 1995

Market: Outbound collections and telemarketing contact centers

Products: UniversalSystems Accelerator, UniversalSystems Accelerator-ASP

Works with: Mosaix PDS

offered by Avaya, to make outbound contact centers substantially more productive.

Avaya: The leader in CRM solutions

Avaya Inc. has a long record of leadership in CRM. Avaya's DEFINITY® G3 switch, CONVERSANT® System for interactive voice response (IVR), Mosaix PDS, CRM Central™ 2000, and other solutions form the backbone of thousands of contact centers around the world. Avaya has extended the power of its own solutions by working closely with partners who add important features and technologies.



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