



Avaya

Avaya IP Office Contact Center

Technical FAQ

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General FAQs for IP Office Contact Center

Question	Answer
How many agents will be supported with IP Office Contact Center	For this release the maximum number of agents supported on this platform is 100.
Are there any active agent limitations based on the type of IP Office platform I have?	Yes. If your IP Office platform is IP500 v2 the system is limited to 30 agents. Server Edition is required to get to 100.
What languages will IP Office Contact Center support?	IP Office Contact Center Release 9.0 will only be available in English and be initially available in six countries: US, Canada, UK, Australia, New Zealand and India.
Is there a hardware requirement?	For release 9 IP Office Contact Center will be a software-only offer. Here are the minimum hardware requirements: <ul style="list-style-type: none"> – Intel Xeon E3 Quad Core 3.1 GHz – 8GB DDR3 ECC – 2 x Seagate ST500DM002 – 500GB formatted capacity, 7200 RPM, 16MB cache, SATA interface, RAID1 – RAID controller (Intel C202) onboard – 2 x 1GB NIC
Will this solution work with both the DL120(Dell R210) and DL360?	Yes. IP Office Contact Center is a software delivery and as long as the server meets the minimum hardware requirements it will be supported.
What Operating System is required	If ISO, Windows 2008R2 or 2012R2 Server or if OVA (virtualized) VMWare ESXi 5.1
If running the ova, is V-Motion supported?	IPOCC is delivered optionally as an OVA requiring customer supplied VMWare ESXi 5.1
What is the minimum IP Office software release required to run IP Office Contact Center	IP Office 9.0.2
Can IP Office Contact Center share the same hardware as Server Edition?	IP Office Contact Center requires a separate server for operation
How does IP Office Contact Center integrate with IP Office?	An SIP extension administered in IP Office and registered with the CHAP server in IP Office Contact Center
What is the upgrade path from IP Office Contact Center to Contact Center Select?	There is no upgrade path to Contact Center Select
What is the upgrade path to Avaya Aura Contact Center-M or Elite Multichannel-M	There is no upgrade path to the enterprise suite of contact center products.
Is there support for call recording?	Yes. Built-in voice recording is standard for all agents.

Does IP Office Contact Center support multisite deployments?	Yes, multisite deployments are supported when using Server Edition
Does multisite IP Office Contact Center work with IP500v2 deployments?	All multisite IP Office Contact Center deployments require Server Edition. If there is an IP500v2, it must be an expansion system as part of a Server Edition Multisite IP Office Contact Center deployments require Server Edition. Note that IP500v2 Server Edition expansion systems
Is there outbound autodialing capabilities build into to IP Office Contact Center?	Yes. IP Office Contact Center has highly flexible outbound campaign management.
What Email services will it work with? Exchange, Office 365, Gmail, Yahoo mail, etc?	The UMR server within IP Office Contact Center receives email messages via SMTP or can collect messages via POP3 / IMAP4 from a mail server account like Gmail. Sending an email (reply), forwarding of customer messages is done via the SMTP Protocol
What is available for reporting?	Real time, customized statistics are available for all registered Agents. Robust, customizable historical reports are also available with as many as 1100 counters
Is there a technical training for installation?	Yes, there will be an AIPS (implement and maintain) course that covers both IP Office Contact Center and Avaya Contact Center Select

User Interface, Agent & Client FAQs

Question	Answer
Will IP Office Contact Center support remote agents?	Yes. The agent must be able to connect to the IP Office and IP Office Contact Center systems through a PC (for the IP Office Contact Center desktop client) and an IP telephone or softphone
What is the desktop agent for the solution?	The agent interface is an installable Windows-based thick client
Will IP Office Contact Center support mobile agents and/or supervisors?	No, IP Office Contact Center agent and supervisor desktop clients require a PC
What phones are supported with IP Office Contact Center?	<p>Here is the currently list of supported endpoints:</p> <p>IP phones: 1608, 1616-I, 9608, 9611, 9621, 9630, 9640, 9641, 9660</p> <p>Digital phones: 9504, 9508</p> <p>IP Office Softphone: Rel. 3.2.3.49 and up</p> <p>DECT Phone: Agents logged in on DECT phone, call can be answered and ended. Hold, retrieve & twinning are not currently supported</p>
Are separate servers required for Agent and Supervisor User Interfaces?	No, IP Office Contact Center has a single UI for Agent, Supervisor and Administrator. Available features and functions are determined by login profile.

Licensing FAQs

Question	Answer
How is IP Office Contact Center Licensed?	<p>Licensing is done via WebLM on port 8443 on a per agent and supervisor basis. Agent licensing is based on two configurations:</p> <ol style="list-style-type: none"> 1. a voice agent license 2. a voice agent license with a multichannel agent license combined. <p>Supervisors are added separately.</p>
What are the licensing models?	<p>There are two:</p> <ol style="list-style-type: none"> 1. "IPOCC Base 30" where the use case requires IP Office 500v2 or Server Edition user support for up to 30 active and up to 150 configured agents and supervisors 2. "IPOCC Base 100" for only Server Edition deployments requiring up to 100 active agents and supervisors and up to 500 configured agents
What IP Office Editions are required to run IP Office Contact Center?	On the IP500 v2, Preferred Edition. For Midmarket, Server Edition is required.