



Avaya CallMaster® V

Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

In bustling contact centers where phones ring every minute of every day, the telephone must be much more than a communication device. In addition to being the link between customer and company, it must deliver exceptional customer service, maximize agent performance and comfort, and enable supervisors to meet contact center goals.

The Avaya CallMaster V Agent Telephone is engineered to help your contact center agents maximize their productivity and performance.

The compact, lightweight Avaya CallMaster V telephone provides more capabilities than conventional digital telephones and takes up less desktop space than most agent telephones. Its sleek, contemporary design also complements the latest

non-agent telephones, such as the Avaya 6400 Series phones that you may be using elsewhere in your business.

Best of all, as part of the portfolio of Avaya CRM solutions, the Avaya CallMaster V telephone supports features that will help your agents deliver world-class service to customers and other callers.



The Callmaster V Agent Telephone was created with these demanding standards in mind. Designed by Avaya, a world leader in contact center technology, the Callmaster V includes and supports all the innovative features required to provide world-class Customer Relationship Management (CRM).





Features that are flexible and easy to use

The Avaya Callmaster® V telephone's features will help your agents handle each call with ease. For instance, the telephone can support multiple contact center splits, skills, and personal calls. Red-line appearance and green status lamps on each call-appearance button allow agents to see status at a glance.

The Avaya CallMaster V telephone has fixed buttons for common features that agents use frequently: conference, transfer, hold, and redial. With optional voice messaging, a message-waiting light alerts agents to messages left by callers, other agents, and supervisors.

Additionally, the telephone's 16 programmable buttons can give agents one-touch access to a choice of contact center features, such as:

- **Log In**—to log in to the contact center
- **Log Out**—to exit the contact center
- **Release**—to disconnect from a call
- **Supervisor Assist**—to conference in a supervisor
- **After Call Work**—to delay receiving a new call while completing previous call-related work
- **Stroke Count**—to keep an event tally, using up to nine buttons the agent can preset
- **Alert**—to report an emergency or malicious call
- **Audio Difficulty**—to report trunk problems
- **Leave Word Calling**—to leave system-generated messages using an optional Avaya INTUITY™ AUDIX® system

Controls that help meet each agent's needs

The Avaya CallMaster V telephone also has features designed expressly for agent comfort and control which further enhance productivity. For example:

- For individual preference and comfort, dual headset jacks allow agents to connect a headset via a modular plug. The second jack also enables a supervisor to listen in, for training or observation.
- To distinguish his or her telephone from nearby terminals in a shared workspace, each agent can select from among eight personalized ringing patterns.
- For easy access, a button to control volume is on the face of the telephone to allow agents to adjust both ringing and receiver/listening volumes.
- To provide faster, more accurate access to your corporate directory, the 7 and 9 keypad buttons include Q and Z, respectively, so agents can find and dial names more quickly.

Delivering valuable data to your agents

You can use the Avaya CallMaster V telephone's two-line-by-24-character LCD display to provide agents with VuStats data—real-time contact center performance statistics for agents, splits, skills, vector directory numbers (VDNs), trunks, and trunk groups. This information can help agents understand and improve their own performance and that of the contact center.

Call recording capabilities

The Avaya CallMaster® V Agent Telephone has a built-in recorder interface module (RIM). It accommodates either a two-wire or four-wire connection to central recording equipment, enabling your agents to record phone conversations selectively should the need exist within your business.

When in use, the RIM can emit a warning tone—a soft beep every 15 seconds—to alert callers and agents when a call is being recorded. If your recording system emits its own tone, the RIM tone can be disabled.

Administrative controls for managers

The Avaya CallMaster V telephone includes a designated faceplate card that allows you to customize and print the faceplate card for each agent telephone—streamlining the administration of a single phone or hundreds of phones. Simply use the accompanying PC software to assign line and feature designations for the appropriate telephone buttons, then print the card on any laser printer.



Integrated with your systems and locations

The flexible Avaya CallMaster V Agent Telephone is compatible with all two-wire DEFINITY® systems, including DEFINITY ECS Release 6.1 or later and DEFINITY Prologix™ Solutions.

Agents who want or need the convenience of working at home can get the same sophisticated features as on-site call center agents. The telephone is FCC Class B—certified for home use with DEFINITY Extender. So, you can cost-effectively equip all your agents with the tools they need, wherever they are located.

In addition to offering feature buttons and keypads labeled in U.S. English, Avaya CallMaster V is available with icons of the various features rather than English descriptions, or with displays especially designed for the Japanese language. Also, the telephone is designed to meet global connectivity requirements for use all over the world.

To learn more about the Avaya CallMaster V Agent Telephone and other Avaya CRM Solutions, contact your Avaya Client Executive or authorized Avaya BusinessPartner. Or visit us at avaya.com.



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