

Avaya Platform Integration Call Management & Call Recording

Designed For Compatibility With The Avaya Communication Manager and IP Office



Integrate your call recording or call management more tightly with your Avaya Communication Manager and IP Office. Our solutions help organisations to enhance their Avaya systems to proactively improve the customer experience and meet the strategic objectives of the business.

We help you to achieve this by providing the means to monitor, manage and report on the performance and effectiveness of your Avaya voice network. Our call management package is able to measure and report on areas such as how long users are taking to answer calls, the amount of traffic per site and the utilisation

of the Gateway Trunk. Our call recording solution integrates seamlessly into your existing infrastructure, allowing streamlined maintenance and upgrades with non-proprietary components. It can be implemented in environments with combined VoIP and circuit-switched telephony networks, helping to preserve investments in traditional ACDs/PBXs.



Call Management For Avaya

Our call logging capabilities mean that you can report on the performance and capacity of your Avaya voice network.

Eclipse CMS call management supports all the TDM and VoIP PBXs that make up the Avaya platform. Call management is especially useful to help organisations plan the transition to a converged network because it accurately depicts your current traffic volume and level of service that must be met by the new network.

Through the mixed TDM / VoIP network to the fully IP solution, Eclipse CMS will ensure that you will always have access to the reporting information you need to make strategic business decisions regarding your voice network.



Call Recording For Avaya Communication Manager

Activ! voice has been delivering incredible performance on Avaya platforms for over 12 years, through the development of tightly integrated systems.

Activ! Voice integrates with Avaya Communication Manager and Avaya Application Enablement Services to monitor, record, store and play back phone calls while capturing related call attributes using an IP connection.

Securely record all of your customer interactions and build a database of recordings that can be a potential gold mine of data. Record and manage up to 100 percent of your voice interactions and associated telephony data in a Voice over Internet Protocol (VoIP), traditional TDM or hybrid environment. The optional integrated stealth screen recording has little to no impact on network resources.

