

AACC OPTIMIZER



Avaya Aura Contact Center (AACC) Optimizer is for anyone looking to become an AACC Power User! Get refreshed on old tricks and learn some new ones.

Find out how to use your contact center to understand data and target areas of improvement



M&C CAN HELP WITH:

↻ Refresher training for supervisors/agents

↻ AACC Consultation – Build your Wish list!

↻ MACs

↻ Assistance with reports

- How to find issues in your call center from AACC's Historical Reports.
 - Abandoned calls
 - Calls being returned to the queue
 - Agents Not Ready analysis
- How to set up and schedule reports
- Report Interpretation
- How script flows can affect reports

Give Call Center Managers/Supervisors a greater understanding of the tools included in AACC.

We will help you improve the customer experience.

WE OFFER HIGHLY COMPETITIVE RATES!

Contact Us for more details

sales@m-cassociates.com

www.m-cassociates.com | (631) 467-8760

