# AVAYA

# Avaya 16CC Agent Deskphone

**In bustling call centers where customer requests arrive every minute of every day, the deskphone must be more than just a communication device – it must be an intelligent endpoint that maximizes a company's ability to provide exceptional customer service. In addition to being the link between customer and company, it should enable agents and supervisors to meet contact center performance goals.**

The Avaya 16CC Agent Deskphone is cost effective and purpose built to deliver SIP to the agent desktop in a call center environment. It provides basic ACD (Automatic Call Distribution) agent functions at an attractive price.

Designed with the quality and reliability you expect from Avaya, the 16CC Agent Deskphone provides ACD agent features and capabilities not often found in competitively priced agent models. The 16CC combines traditional agent features such as LED buttons and fixed feature keys with today's latest SIP deskphone enhancements including softkeys, a navigation wheel and a context sensitive agent interface.

The Avaya 16CC Agent Deskphone helps your agents handle each ACD call as well as personal calls, with ease. Its design is streamlined – with no handset, a one way receive only speaker, and dual headset jacks – for agent and supervisor.

The 16CC has fixed keys for common agent telephone functions including conference, transfer, hold, mute, as well as release. When used with optional Avaya Voice Messaging, a message waiting indicator alerts the agent to messages left by callers, other agents or supervisors.

Additionally, the 16 programmable LED buttons give agents one-touch access to a wide variety of ACD features including:

- Log-in – to log in to the call center
- Log-out – to log out of the call center
- After Call Work – to delay receiving a new call while completing previous call related work

The 16CC features a backlit display with adjustable viewing angle. The display user interface features intuitive softkeys and provides agent status. The agent's current work mode and skills are viewable and can be changed via LED buttons or the navigation wheel.

When used in conjunction with Avaya Interaction Center, the 16CC can integrate with the agent Softphone application within the Avaya IC desktop. This provides dual or shared control via CTI of the 16CC agent deskphone, allowing the agent to answer, hang-up, change work modes, and access other functions, all from the Softphone application on the workstation.



## Key Features

### Hardware:

- Backlit display – 3.5" diagonal, 4 rows by 24 characters with adjustable display angle
- 16 line appearance/feature key buttons – with dual LED's (red, green)
- One way, receive only speaker
- Message waiting indicator
- Fixed position wedge stand

- Four-way navigation cluster button
- Three contextual softkey buttons
- Volume button – (separate volume levels in the headset, speaker, and ringer)
- Message button
- Telephony application button – to return to main telephone screen
- Avaya Menu button – (options and settings access)
- Contacts button
- Call log button
- Redial button
- Release button
- Mute button
- Hold button
- Conference button
- Transfer button
- AUX work button
- Elapsed Call Timer
- Agent login with optional password entry
- Alter tone from phone when agent's skills change
- Text display of denial or other error conditions
- Full reporting support through Call Management System and Avaya IQ
- Ethernet (10/100) line interface with a secondary 10/100 port for co-located laptop or PC
- PoE 802.3af class 2 device, also supports a local power supply

- Two Headset jacks – conveniently located on side of phone **Please Note:** Headsets require use of HIS cables
- Optional Gigabit Ethernet Adapter available

## Software:

- Contacts application – supports up to 100 entries
- Call log – contains last 100 calls
- SIP protocol support
- Standards-based codec support: G.711, G.729A/B
- Supports the following languages: English, French, Spanish, German, Italian, Dutch, Portuguese, Russian.

## Requirements

- Avaya Communication Manager 5.0 or greater
- Avaya SIP Enablement Services 5.0 or greater
- Local or centralized electrical power. Through an 802.3af PoE switch, or local power supply.
- HTTP file server

## Learn More

For more information about how Avaya IP Telephone solutions may be leveraged to help grow revenue and reduce costs, contact your Avaya Client Executive, Avaya Authorized BusinessPartner or visit **avaya.com** and click on IP Telephony.

### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: http://www.avaya.com.

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