

# CONTACT CENTER EXPRESS CCE SOLUTIONS & PROFESSIONAL SERVICES

integration  
**VOICE**  
contact center  
training  
applications  
reporting



## CCE Desktop Applications

- Agent and Plug-ins
- CCE Desktop and Plug-ins
- CCE Reporting
- Microsoft CRM Connector
- Supervisor
- Wallboard
- Contact Manager

## CCE Server Applications

- Interaction Data Server (View, Voice & Presence, Multi-media)
- IVR Server
- Call Routing Server
- Media Director, Multimedia Media Stores & Gateways

## CCE Custom Programming

- Screen Pop
- Visual Basic & VBA Programming
- Customized Reporting

## Training & Support

- Agent Training
- CCE Administrator Training
- Post Implementation Support

## CCE Dependency Components

- Application Enablement Server (AES) software installation & configuration
- Avaya Communications Manager Programming
- License Director
- Configuration Server Configuration Manager
- Application Management Director
- XML Server

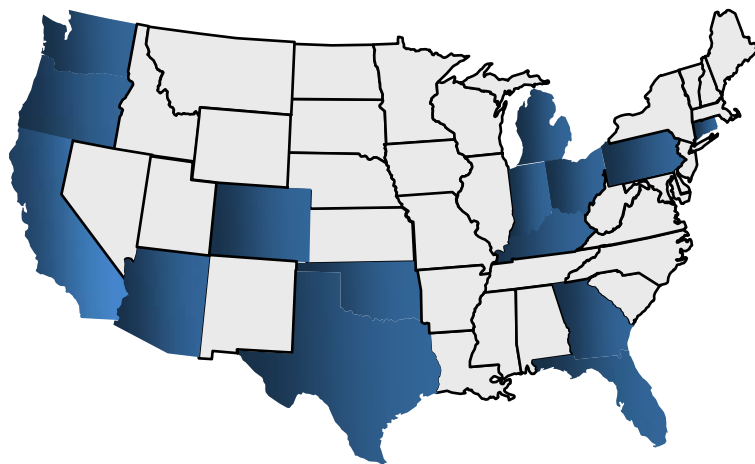
performance  
**value**  
quality experience



contact center

Viable Resources specializes in the delivery of professional services to the contact center marketplace. Working in partnership with your organization, our team of seasoned professionals enables the delivery of a complete solution targeting both business and technical objectives. This team of seasoned industry professionals is geographically distributed in major cities across the US for convenient travel to your clients locations.

VR helps your organization maintain margin, and manage the complexities for both new and existing contact centers.



Let Viable Resources help you to optimize the contact center experience for your customers, augmenting your organizational capabilities while building loyalty and trust. Contact your Viable Resources Relationship Manager or visit our web site at [www.vr-inc.com](http://www.vr-inc.com) for more information.

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