

Customer Call Reporter Licenses

For IP Office Release 6, support for the Customer Call Reporter application is enabled by the presence of **Preferred Edition** and **Advanced Edition** licenses in the IP Office configuration. For system being upgraded to IP Office Release 6, Customer Call Reporter can alternately be enabled by a legacy **CCR Sup** license or a **CCC Supervisor** and **CCR CCC Upg** license.

- **Preferred Edition (Voicemail Pro)** :  *IP400 LIC PREFRD (VMPRO) - 171991.*
This license enables support for Voicemail Pro as the IP Office's voicemail server with 4 voicemail ports. The **Preferred Edition** license allows the voicemail server to provide the services listed below. Additional license can be added for additional voicemail features, these are detailed separately. This license was previously called **Voicemail Pro (4 ports)**.
 - Mailboxes for all users and hunt groups.
 - Announcements for users and hunt groups.
 - Customizable call flows.
 - Call recording to mailboxes.
 - Campaigns.
 - TTS email reading for users licensed to **Mobile Worker** or **Power User** profiles.
 - Use of **Conference Meet Me** functions on IP500 and IP500 V2 systems.
- **Advanced Edition**
This license enables the additional features listed below. A **Preferred Edition** license is a pre-requisite for this license.
 -  *IPO LIC R6 ADV EDITION RFA LIC:DS - 229424.*
 -  *IPO LIC R6 ADV EDITION TRIAL RFA LIC:DS - 229425.*
 - Support for Customer Call Reporter.
 - Voicemail Pro database interaction (IVR).
 - Voicemail Pro call flow generic TTS (8 ports).^[1]
 1. Provides up to 8 ports of TTS for use with Speak Text actions within Voicemail Pro call flows. Not used for user TTS email reading.
 2. Note: In a Small Community Network using centralized voicemail, this license only enables ContactStore support for the central IP Office. Remote IP Offices in the network require their own Advanced Edition license or a **VMPro Recordings Administrator** license.
 - Voicemail Pro Visual Basic Scripting.
 - Voicemail Pro call recording to ContactStore.^[2]
- **Customer Service Agent**
These licenses enable the configuration of users as CCR agents. Multiple license can be added for up to the maximum of 150 agents. A license is consumed for each CCR agent logged in. If no more license are available, further agents cannot log in. This license was previous called **CCR Agent**.
 -  *IPO LIC CUSTMR SVC AGT RFA 1 - 217650.*
 -  *IPO LIC CUSTMR SVC AGT RFA 5 - 217651.*
 -  *IPO LIC CUSTMR SVC AGT RFA 20 - 217653.*
- **Customer Service Supervisor**
This license is used to enable support for CCR supervisor and wallboard accounts. Each license instance enables both 1 supervisor account and 1 wallboard account. Multiple license can be added for up to 30 supervisors/wallboards.
 -  *IPO LIC R6 CUSTMR SVC SPV 1 - 229442.*
 -  *IPO LIC R6 CUSTMR SVC SPV 1 TRIAL - 229443.*

Legacy CCR Licenses

- **CCR Sup**
These legacy licenses were used to enable support for the Customer Call Reporter application and CCR supervisors.
 -  *IPO CUSTMR CALL REPORTER 1 SPV LIC RFA - 217655.*
 -  *IPO CUSTMR CALL REPORTER 10 SPV LIC RFA - 217656.*
 -  *IPO CUSTMR CALL REPORTER 20 SPV LIC RFA - 217657.*
- **CCR CCC Upg**
This license allows legacy CCC application licenses to be used for Customer Call Reporter.
 -  *IPO LIC CUSTMR CALL REPORTER UPG LIC RFA - 217658.*

-  **CCC Server** - Enables 1 supervisor, 1 wallboard and 5 agents.
-  **CCC Supervisors** - Enables the equivalent number of supervisors and wallboards.
-  **CCC Agents** - Enables the equivalent number of agents.

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