Administering Avaya Speech Analytics

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Contents

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Chapter 1: Overview

About this document

Avaya Speech Analytics is part of the Avaya Aura® Performance Analytics suite of software. All software from this suite function in the Avaya Aura® Performance Center environment. This document explains how to administer Speech Analytics.

Intended audience

This document is meant for contact center staff who perform administrative and quality improvement roles, such as:

- Contact center administrators
- Contact center business intelligence and reporting staff

About Speech Analytics

Avaya Speech Analytics is a search and analytics solution based on phonetic technology. Data analysts and executives use Speech Analytics to rapidly and efficiently analyze sets of call recordings for quality monitoring, compliance and business intelligence. Speech Analytics is based on phonetic technology and provides speaker independent search and analytics, which is not limited to a pre-defined dictionary of keywords or terms, providing greater flexibility, significantly increased performance, and reduced total cost of ownership.

Related documents

This document is part of the Speech Analytics documentation set that also includes the following documents:

- Speech Analytics Reporting

- Implementing Speech Analytics

You can download the documents from http://support.avaya.com.

Data Administration Console

Speech Analytics Data Administration Console (SADAC) is the administrative platform using which you can administer and configure Speech Analytics. You must configure Speech Analytics to suit your business specific requirements. Reporting analysts use Speech Analytics Desktop Client to tag and categorize captured calls, before Speech Analytics processes and reports the call data as dashboards. Using SADAC, you can define the tags and categories, and you can import the tag library from Speech Analytics Desktop Client. You can also perform the following functions through SADAC:

- Agent management
- Business categories management
- Call components management
- Call drivers management
- Call outcomes management
- Adherence profiles management
- Customer feedback management
- Non mineable reasons management
- Team management

Note:
Speech Analytics deletes data that more than an year old from the database through an automatic `purge` job. If you want to retain data that is more than an year old, disable the `purge` job from the ETL jobs.

Note:
You cannot delete an entity, such as as an agent record or a business category, which is in use by the system. If you try to delete an entity that is in use by the system, the system displays an error message.

Accessing SADAC

To start SADAC, log in to the Speech Analytics reporting suite, and click the Speech Analytics Administration tab. The URL for accessing SADAC is http://*yourservername*.com:9704/analytics.

Chapter 2: Managing agents

This chapter provides an overview of agent management and explains the various tasks involved in managing agents.

Overview

With agent management, you can create a list of agent accounts of contact center agents in the reporting database. The reporting database must contain a complete record of the agent accounts that you want to analyze. An agent account must contain an agent ID and an agent name. Each agent account must also belong to a team, which you can assign through SADAC. You can either import multiple agent accounts through a `.csv` file or individually create agent accounts. Accurate agent account data ensures that the Speech Analytics reports, which contain agent specific metrics, are accurate. Using Speech Analytics Desktop Client, you can tag calls, which includes tagging by agent and by team. For more information about how to create and modify team data, see Chapter 10: Managing teams on page 31.

For your reference, the following three sample `.csv` files are attached to this document:

- Agent information
- Team information
- Agent-team mapping information

Note:
To view the attachments in Adobe Reader, open the document and click the *paperclip* icon on the left.

When you format the agent names in your `.csv` file, you can:

- Write the agent name simply as Smith John.
- Enclose the name in double quotes if you want to use special charatcrers and commas. For example "Smith#!@, John".
- Use the backslash as an escape character if you want to include a double quote or a backward slash as part of the name. For example, "\"Smith\", John\\". The name that the system stores will be "Smith", John\.

Importing agent information from a `.csv` file

1. In the left pane of SADAC, click **Manage Agents**.
   The system displays the **Manage Agent** screen in the right pane.
2. Click **Choose File**.
   The system displays the **Open File** dialog box.
3. Choose the `.csv` file that contains agent details.
4. Click **Upload**.
   The system displays the list of agents.

Note:
Do not enter any agent information in the first row of the `.csv` file, which is reserved for headers.

Note:
If you import agent information that already exists in the system, the system updates the information with the new information.

Managing agent accounts

The following sections describe how to add, modify, and delete individual agent accounts.

Adding an agent account

1. In the left pane of SADAC, click **Manage Agents**.
   The system displays the **Manage Agent** screen in the right pane.
2. In the **Agent ID** field, enter the agent ID for the agent account.
3. In the **Agent Name** field, type the name of the agent.
4. From the **Team** list, select the team to which you want to assign the agent account.
5. Click **Save**.

Modifying an agent account

1. In the left pane of SADAC, click **Manage Agents**.
   The system displays the **Manage Agent** screen in the right pane.

2. From the list of agent accounts, select the agent account that you want to modify.

   Note:
   You can use the filter to search for the agent account that you want to modify.

3. Click the pencil-shaped icon in the corresponding row of the account that you want to modify.
4. You can make the following changes to the agent account:
   - Modify the agent name.
   - Modify the team to which the agent belongs.
5. After making the required changes, click **Save**.
   The system updates the agent account record in the database.

Deleting an agent account

1. In the left pane of SADAC, click **Manage Agents**.
   The system displays the **Manage Agent** screen in the right pane.
2. From the list of agent accounts, select the agent account that you want to delete.

   Note:
   You can use the filter to search for the agent account that you want to delete.

3. Select the check box next to the agent account that you want to delete. You can select multiple agent accounts for deletion.
4. Click **Delete**.
   The system displays a dialog box to confirm deletion.
5. Click **Delete**.
   The system deletes the agent account record from the database.

   Note:
   You cannot delete an agent account if the agent account is in use by the system and the related data is available for reporting.

Chapter 3: Managing business categories

This chapter provides an overview of business categories and explains how to add, modify, and delete business categories.

Overview

Business categories describe the various functions or activities of your business.The business categories positive, negative, and neutral describe how a particular customer feedback, a call outcome, or an agent action impacts your business. For example, a call during which the agent does not comply with policy guidelines might be damaging to the business and you can tag such a call with a business category, such as *Risk*, where *Risk* has a negative impact on your business. Another example might be of a call during which the customer says something about the pricing of your product. You can tag the call to a business category such as *Revenue*, as pricing has an impact on your revenue, positively or negatively. Using SADAC, you must create the business categories for the impact area of your business. Using Speech Analytics Desktop Client, you can tag the calls under analysis with a business category.

Adding a business category

1. In the left pane of SADAC, click **Manage Business Categories**.
   The system displays the **Manage Business Categories** screen in the right pane.
2. In the **Business Category** field, enter the business category name.
3. Click **Save**.

Modifying a business category

1. In the left pane of SADAC, click **Manage Business Categories**.
   The system displays the **Manage Business Categories** screen in the right pane.
2. From the list of business categories, select the business category that you want to modify.

Note:
You can use the filter to search for the business category that you want to modify.

3. Click the pencil-shaped icon in the corresponding row of the business category that you want to modify.
   You can modify the name of the selected business category.
4. After making the change, click **Save**.
   The system updates the business category record in the database.

Deleting a business category

1. In the left pane of SADAC, click **Manage Business Categories**.
   The system displays the **Manage Business Categories** screen in the right pane.
2. From the list of business categories, select the business category that you want to delete.

Note:
You can use the filter to search for the business category that you want to delete.

3. Select the check box next to the business category that you want to delete. You can select multiple business categories for deletion.
4. Click **Delete**.
   The system displays a dialog box to confirm deletion.
5. Click **Delete**.
   The system deletes the business category record from the database.

Chapter 4: Managing call components

This chapter provides an overview of call component management and explains how to create, modify, and delete component tags.

Overview

Call components are parts of the call with a defined agent script. For example, *Greeting* is a common call component, which refers to the agent greeting the customer when the call commences. Similarly, when the agent is selling a service to the customer or closing a call, the agent must follow defined scripts. You must link each call component to a business category and the impact the presence of the call component has on the business. For example, when making a credit card charge, the agent must inform the customer about certain terms and conditions in accordance with legal guidelines. The business category for such a call component might be Risk, and the impact on the presence of the call component is positive. In case of such a call, if the agent follows the required script and tells the customer about the legal disclosure, the action has a positive impact on the business.

You must create a comprehensive list of call components because other reports such as adherence profiles rely on call components to work successfully. You can define call components using SADAC and tag the calls under analysis with a call component using Speech Analytics Desktop Client.

Adding a call component

1. In the left pane of SADAC, click **Manage Call Components**.
   The system displays the **Manage Call Components** screen in the right pane.
2. In the **Component Tag** field, enter the tag name for the call component you want to create.
3. In the **Description** field, enter a brief functional description of the call component.
4. In the **Business Category** field, select the business category that you want to associate with the call component.
5. In the **Business Impact** field, select the impact that the presence of the call component has on your business.
6. Click **Save**.

Modifying a call component

1. In the left pane of SADAC, click **Manage Call Components**.
   The system displays the **Manage Call Components** screen in the right pane.
2. From the list of call components, select the call component that you want to modify.

   Note:
   You can use the filter to search for the call component that you want to modify.
3. Click the pencil-shaped icon in the corresponding row of the call component that you want to modify.
4. You can make the following changes to the selected call component:
   - Modify the description.
   - Modify the business category.
   - Modify the business impact.
5. After making the required changes, click **Save**.
   The system updates the call component record in the database.

Deleting a call component

1. In the left pane of SADAC, click **Manage Call Components**.
   The system displays the **Manage Call Components** screen in the right pane.
2. From the list of call components, select the call component that you want to delete.

   Note:
   You can use the filter to search for the call component that you want to delete.
3. Select the check box next to the call component that you want to delete. You can select multiple call components for deletion.
4. Click **Delete**.
   The system displays a dialog box to confirm deletion.
5. Click **Delete**.
   The system deletes the call component record from the database.

Chapter 5: Managing call drivers

This section provides an overview of call drivers and explains how to add, modify, and delete call drivers.

Overview

Customers call your contact center for different reasons, which vary from a query to a complaint. Call driver is the type of call or the primary reason for the customer to call your contact center. You must define the call drivers for your business and tag each call with a call driver. You can tag calls through the Speech Analytics Desktop Client, whereas you must define call drivers through SADAC.

Adding a call driver

1. In the left pane of SADAC, click **Manage Call Drivers**.
   The system displays the **Manage Call Drivers** screen in the right pane.
2. In the **Call Driver Tag** field, enter the call driver tag.
3. In the **Description** field, enter a brief functional description of the call driver.
4. Click **Save**.

Modifying a call driver

1. In the left pane of SADAC, click **Manage Call Drivers**.
   The system displays the **Manage Call Drivers** screen in the right pane.
2. From the list of call drivers, select the call driver that you want to modify.

   Note:
   You can use the filter to search for the call driver that you want to modify.
3. To modify the call driver description, click the pencil-shaped icon in the corresponding row of the call driver.

4. After making the change, click **Save**.
   The system updates the call driver record in the database.

Deleting a call driver

1. In the left pane of SADAC, click **Manage Call Drivers** .
   The system displays the **Manage Call Drivers** screen in the right pane.
2. From the list of call drivers, select the call driver that you want to delete.

   Note:
   You can use the filter to search for the call driver that you want to delete.
3. Select the check box next to the call driver that you want to delete. You can select multiple call drivers for deletion.
4. Click **Delete**.
   The system displays a dialog box to confirm deletion.
5. Click **Delete**.
   The system deletes the call driver record from the database.

Chapter 6: Managing call outcomes

This chapter provides an overview of call outcomes and explains the procedure for performing tasks related to call outcome management.

Overview

A call outcome describes the result or resolution to a customer request. The result or outcome can be a positive outcome, such as *Successful Sale,* or a negative outcome, such as *Lost Customer*. Other outcomes as dictated by your business process might include *Send to Underwriting*, *Cancel Shipment*, or *Ask for more information*.

An outcome class is a logical grouping of similar call outcomes, which you can assign to a business process, agent behavior, or other categories. Using SADAC, you must first create an outcome class and then create outcome tags that form a part of the outcome class. For example, you can create an outcome class called *Information* and add outcome tags such as *Product Details*, *Pricing Details*, and *Shipping Options* to the outcome class. You must also add a brief description to each outcome tag, link it to a business category, and decide the impact the presence of the outcome tag has on your business. You can tag calls through Speech Analytics Desktop Client, whereas you must define call outcomes through SADAC.

While some call outcomes are generic in nature, you must decide and create the call outcomes and the outcome tags specific to your business scenario and processes.

Creating an outcome class

1. In the left pane of SADAC, click **Manage Call Outcomes**.
   The system displays the **Manage Call Outcomes** screen in the right pane.
2. In the **Outcome Class** field, enter the name of the outcome class that you want to create.
3. Click **Save**.

Defining call outcome tags for an outcome class

1. In the left pane of SADAC, click **Manage Call Outcomes**.
   The system displays the **Manage Call Outcomes** screen in the right pane.
2. From the list of outcome classes, select the outcome class for which you want to define a call outcome tag.

   Note:
   You can use the filter to search for a specific outcome class.
3. Click the pencil-shaped icon in the corresponding row of the outcome class for which you want to define a call outcome tag.
4. In the **Call Outcome Tag** field, enter the call outcome tag name.
5. In the **Description** field, enter a brief functional description of the call outcome.
6. In the **Business Category** field, click the business category that you want to associate with the call outcome tag.
7. In the **Business Impact** field, select the impact that the presence of the call outcome has on your business.
8. Click **Save**.

   Note:
   Repeat Step 1 to Step 9 to add additional call outcome tags for the same outcome class.

Modifying an outcome class

1. In the left pane of SADAC, click **Manage Call Outcomes**.
   The system displays the **Manage Call Outcomes** screen in the right pane.
2. From the list of outcome classes, select the outcome class that you want to modify.

   Note:
   You can use the filter to search for the outcome class that you want to modify.
3. Click the pencil-shaped icon in the corresponding row of the outcome class that you want to modify.
4. You can perform the following modifications on the selected outcome class:
   - Add a new outcome tag.
   - Modify an existing outcome tag.
   - Delete an outcome tag

5. After making the required changes, click **Save**.

Deleting an outcome tag

1. In the left pane of SADAC, click **Manage Call Outcomes**.
   The system displays the **Manage Call Outcomes** screen in the right pane.
2. From the list of outcome classes, select the outcome class from which you want to delete the outcome tag.

   Note:
   You can use the filter to search for the outcome class from which you want to delete the outcome tag.
3. Select the check box next to the outcome class from which you want to delete the outcome tag.
4. Click the pencil-shaped icon in the corresponding row of the outcome class from which you want to delete the outcome tag.
5. From the list of outcome tags, select the check box next to the outcome tag that you want to delete.
6. Click **Delete**.
   The system displays a prompt confirming deletion.
7. Click **Delete**.
   The system deletes the outcome tag from the database.

Deleting an outcome class

1. In the left pane of SADAC, click **Manage Call Outcomes**.
   The system displays the **Manage Call Outcomes** screen in the right pane.
2. From the list of outcome classes, select the outcome class that you want to delete.

   Note:
   You can use the filter to search for the outcome class that you want to delete.
3. Select the check box next to the outcome class that you want to delete.
4. Click **Delete**.
   The system displays a prompt confirming deletion.
5. Click **Delete**.
   The system deletes the outcome class from the database.

Note:

Deleting an outcome class also deletes all outcome tags associated with the outcome class.

Chapter 7: Managing adherence profiles

This chapter provides an overview of adherence profiles and explains the procedure for performing tasks related to adherence profile management.

Overview

An adherence profile is a collection of adherence rules, which an agent must comply with, and the business impact of each rule. Adherence profiles are linked to call components. For example, you will create call components for *greeting*, *cooling-off*, *relevant information,* and other aspects that affect the customer experience. You can then create an adherence profile for *customer experience* and add all the call components that affect customer experience to the profile. When you tag a call according to an adherence profile, you must tag the individual components present in the selected call, based on which Speech Analytics gauges the adherence or breach level of the call.

Creating an adherence profile

1. In the left pane of SADAC, click **Manage Adherence Profiles**.
   The system displays the **Manage Adherence Profiles** screen in the right pane.
2. In the **Profile Name Tag** field, enter a name for the adherence profile.
3. In the **Description** field, enter a brief functional description of the adherence profile.
4. Click **Save**.

Defining profile rules for an adherence profile

1. In the left pane of SADAC, click **Manage Adherence Profiles**.
   The system displays the **Manage Adherence Profiles** screen in the right pane.
2. From the list of profile names, select the adherence profile for which you want to define adherence rules.

Note:
You can use the filter to search for the adherence profile for which you want to define adherence rules.

3. Click the pencil-shaped icon in the corresponding row of adherence profile for which you want to define adherence rules.
4. From the list of call components, select the call component that you want to add to the adherence rule. You can press the Shift key while making the selection to select multiple call components.

Note:
If you do not associate a component with any adherence profile, the system does not import any information about that component from SADC.

5. Click the right arrow to move the selected call component to the adherence rule.
6. After adding the required call components, click **Save**.

Modifying an adherence profile

1. In the left pane of SADAC, click **Manage Adherence Profiles**.
   The system displays the **Manage Adherence Profiles** screen in the right pane.
2. From the list of outcome classes, select the adherence profile that you want to modify.

Note:
You can use the filter to search for the adherence profile that you want to modify.

3. Click the pencil-shaped icon in the corresponding row of the profile that you want to modify.
4. You can perform the following modifications on the selected adherence profile:
   - Add a new call component.
   - Remove an existing call component.
5. After making the required changes, click **Save**.

Deleting an adherence profile

1. In the left pane of SADAC, click **Manage Adherence Profiles**.
   The system displays the **Manage Adherence Profiles** screen in the right pane.
2. From the list of adherence profiles, select the profile that you want to delete.

Note:
You can use the filter to search for the adherence profile that you want to delete.

3. Select the check box next to the adherence profile that you want to delete.
4. Click **Delete**.
   The system displays a prompt confirming deletion.
5. Click **Delete**.
   The system deletes the adherence profile from the database.

Chapter 8: Managing customer feedback

This chapter provides an overview of customer feedback and explains the procedure for performing tasks related to customer feedback management.

Overview

Customer feedback management is similar to call outcome management. You must first decide the areas for which your organization needs customer feedback. You must create a feedback class and define feedback item tags for that feedback class. For example, if you want customer feedback about product pricing, you can create a feedback class called *Pricing*. You can then create feedback item tags such as *price too high* or *price is competitive*. For each call under analysis for customer feedback, you must assign the feedback class tag and the feedback item tag. You must also link each feedback item tag to a call driver and a business category and decide the impact the presence of the feedback item tag has on your business. For example, if the feedback item tag is price too high, the tag has a negative impact on your business. You must define the call feedback class and feedback item tags through SADAC, whereas you can tags calls through Speech Analytics Desktop Client.

Creating a feedback class

1. In the left pane of SADAC, click **Manage Customer Feedback**.
   The system displays the **Manage Customer Feedback** screen in the right pane.
2. In the **Feedback Class** field, enter a name for the feedback class.
3. Click **Save**.

Defining customer feedback items for a feedback class

1. In the left pane of SADAC, click **Manage Customer Feedback**.
   The system displays the **Manage Customer Feedback** screen in the right pane.

2. From the list of feedback classes, select the feedback class for which you want to define feedback items.

   Note:
   You can use the filter to search for the feedback class for which you want to define feedback items.

3. Click the pencil-shaped icon in the corresponding row of the feedback class for which you want to define feedback items.
4. In the **Call Driver Tag** field, enter the call driver tag.
5. In the **Description** field, enter a brief functional description of the feedback item.
6. In the **Business Category** field, click the business category that you want to associate with the feedback item.
7. In the **Business Impact** field, select the impact that the presence of the feedback item has on your business.
8. Click **Save**.
   The system displays a confirmation message that confirms the successful creation of the feedback item.

   Note:
   Repeat Step 5 to Step 9 to add more feedback items for the same feedback class.

Modifying a feedback class

1. In the left pane of SADAC, click **Manage Customer Feedback**.
   The system displays the **Manage Customer Feedback** screen in the right pane.
2. From the list of feedback classes, select the feedback class that you want to modify.

   Note:
   You can use the filter to search for the feedback class that you want to modify.

3. Click the pencil-shaped icon in the corresponding row of the feedback class that you want to modify
4. You can perform the following modifications on the selected feedback class:
   - Add a new feedback item.
   - Modify an existing feedback item.
   - Delete an existing feedback item.
5. After making the required changes, click **Save**.

Deleting an feedback class

1. In the left pane of SADAC, click **Manage Customer Feedback**.
   The system displays the **Manage Customer Feedback** screen in the right pane.
2. From the list of feedback classes, select the feedback class that you want to delete.

   Note:
   You can use the filter to search for the feedback class that you want to delete.
3. Select the check box next to the feedback class that you want to delete. You can select multiple feedback classes for deletion.
4. Click **Delete**.
   The system displays a prompt confirming deletion.
5. Click **Delete**.
   The system deletes the feedback class from the database.

Chapter 9: Managing non-mineable reasons

This chapter provides an overview of the non-minebale call reasons and explains how to create, modify, and delete non-mineable reason tags.

Overview

Speech Analytics might not be able to analyze certain calls because of poor audio quality or because the call was too short. You must create tags for such non-mineable reasons and assign the tags to calls on which no analysis is performed. Reports include information on the calls which Screen Analytics could not analyze.

Creating a non-mineable reason tag

1. In the left pane of SADAC, click **Manage Non Mineable Reasons**.
   The system displays the **Manage Non Mineable Reasons** screen in the right pane.
2. In the **Non Mineable Reason Tag** field, enter the tag name.
3. In the **Description** field, enter a brief functional description of the non-mineable reason.
4. Click **Save**.

Modifying a non-mineable reason tag

1. In the left pane of SADAC, click **Manage Non Mineable Reasons**.
   The system displays the **Manage Non Mineable Reasons** screen in the right pane.
2. From the list of non-mineable reason tags, select the non-mineable reason tag that you want to modify.

Note:
You can use the filter to search for the non-mineable reason tag that you want to modify.

3. Click the pencil-shaped icon in the corresponding row of the non-mineable reason tag that you want to modify.
4. You can modify the name or the description of the selected non-mineable reason tag.
5. After making the required change, click **Save**.
The system updates the non-mineable reason tag record in the database.

Deleting a non-mineable reason tag

1. In the left pane of SADAC, click **Manage Non Mineable Reasons**.
The system displays the **Manage Non Mineable Reasons** screen in the right pane.
2. From the list of non-mineable reason tags, select the non-mineable reason tag that you want to delete.

Note:
You can use the filter to search for the non-mineable reason tag that you want to delete.

3. Select the check box next to the non-mineable reason tag that you want to delete. You can select multiple non-mineable reason tags for deletion.
4. Click **Delete**.
The system displays a dialog box to confirm deletion.
5. Click **Delete**.
The system deletes the non-mineable reason tag record from the database.

Chapter 10: Managing teams

This chapter provides an overview of managing teams and the procedure for performing tasks related to team management.

Overview

Similar to agent management, you can use a `.csv` file to upload team data or teams and agents data. You can also create individual teams manually. Each team must have a team ID, a team name, the centre or location name, and the company or lines of business (LOB) details appended to the team. The centre or location name generally refers to the physical or regional location of your contact center. The company or LOB name refers to the name of your company or a specific line of business for a company. You must ensure that the centre or location name and the company or LOB details for teams that are part of the same location, company, or line of business are the same.

Importing team and agent details from a .csv file

1. In the left pane of SADAC, click **Manage Teams**.
   The system displays the **Manage Teams** screen in the right pane.
2. Perform one of the following steps:
   - If you have a `.csv` file that contains only team information, click the **Choose File** button next to **Teams file**.
   - If you have a `.csv` that file contains both team and agent information, click the **Choose File** button next to **Agent/Team members file**.

     The system displays the Open dialog box in which you can select the appropriate `.csv` file.
3. After selecting the appropriate file, click **Upload**.
   The system displays the list of teams.

Creating a team

1. In the left pane of SADAC, click **Manage Teams**.
   The system displays the **Manage Teams** screen in the right pane.
2. In the **Team ID** field, enter the team ID of the team that you want to create.
3. In the **Team Name** field, enter the name of the team that you want to create.
4. In the **Centre/Location** field, enter the name of your contact center or the physical location of your contact center.

   Note:
   The Centre/Location information must remain consistent for all teams that belong to the selected Centre/Location.
5. In the **Company/LOB** field, enter the name of your company or the line of business for which you want to run reports.

   Note:
   The Company/LOB information must remain consistent for all teams that belong to the selected Centre/Location.
6. Click **Save**.

Modifying a team

1. In the left pane of SADAC, click **Manage Teams**.
   The system displays the **Manage Teams** screen in the right pane.
2. From the list of teams, select the team that you want to modify.

   Note:
   You can use the filter to search for the team that you want to modify.
3. Click the pencil-shaped icon in the corresponding row of the team that you want to modify.
4. You can make the following changes to the team:
   - Modify the team name.
   - Modify the centre or location details.
   - Modify the company or line of business details.
5. After making the required changes, click **Save**.
   The system updates the team record in the database.

Adding or removing members to a team

1. In the left pane of SADAC, click **Manage Teams**.
   The system displays the **Manage Teams** screen in the right pane.
2. From the list of teams, select the team to which you want to add members.

   Note:
   You can use the filter to search for the team to which you want to add members.
3. Select the check box next to the team to which you want to add members.

   Note:
   You can only add members to one team at a time.
4. Click **Members**.
5. From the list of available agents, select the agents that you want to add to the team.
6. Click the right arrow button to move the selected agents to the team.
7. Click **Save**.
   The system updates the team record in the database.

Removing members from a team

1. In the left pane of SADAC, click **Manage Teams**.
   The system displays the **Manage Teams** screen in the right pane.
2. From the list of teams, select the team from which you want to remove members.

   Note:
   You can use the filter to search for the team from which you want to remove members.
3. Select the check box next to the team from which you want to remove members.

   Note:
   You can only remove members from one team at a time.
4. Click **Members**.
5. From the list of available agents, select the agents that you want to remove from the team.
6. Click the left arrow button to remove the selected agents from the team.
7. Click **Save**.
   The system updates the team record in the database.

Deleting a team

Note:
Before you can delete a team, you must remove all members from the team.

1. In the left pane of SADAC, click **Manage Teams**.
   The system displays the **Manage Teams** screen in the right pane.
2. From the list of teams, select the team that you want to delete.

   Note:
   You can use the filter to search for the team that you want to delete.
3. Select the check box next to the team that you want to delete. You can select multiple teams for deletion.
4. Click **Delete**.
   The system displays a dialog box to confirm deletion.
5. Click **Delete**.
   The system deletes the team record from the database.

Chapter 11: System configuration management

System configuration overview

Speech Analytics administration has the following aspects:

- **ETL jobs**: The implementation team schedules ETL jobs while implementing Speech Analytics. You can enable, disable, and reschedule ETL jobs through the management console.

  Note:
  Speech Analytics deletes data that is more than an year old from the database through an automatic `purge` job.

- **Performance Center administration console**: Using the management console, you can start a separate Performance Center administration console. You can use the Performance Center OAM to the following:
  - Create and manage users: When you create a new user, you must assign the user to one of the three pre-defined groups. The groups are designed in a way to match the role of the user with the required permissions. The three groups are: BIAdministrators, BIAuthors, and BIConsumers. The BIAdministrators is for administrators only The BIAuthors is for the report developers and power users. The BIUser is for the regular report users.

Modifying ETL jobs

1. In the left pane of the management console, click **Manage System Configuration**.
   The system displays the **Manage System Configuration** submenu in the right pane.
2. Click **Schedule ETL Jobs**.
   The system displays the **ETL Jobs Scheduling** submenu that lists existing ETL jobs in the right pane.
3. Select the check box next to the ETL job that you want to enable or disable.
4. Click **Enable** or **Disable** based on whether you want to enable or disable the selected ETL job.

Scheduling ETL jobs

1. In the left pane of the management console, click **Manage System Configuration**.
   The system displays the **Manage System Configuration** submenu in the right pane.
2. Click **Schedule ETL Jobs**.
   The system displays the **ETL Jobs Scheduling** submenu that lists existing ETL jobs in the right pane.
3. To reschedule an ETL job, select the check box next to the ETL job that you want to reschedule.
4. Click **Edit Schedule**.
5. From the **Every day at** drop-down list, change the time to the time at which you want the selected ETL job to run.

   Note: The time is in a 24 hour format.
6. Click Save.
   The system updates the ETL job schedule on the server.

Permissions matrix

You must define permissions for reporting users from the Performance Center administration console.

Table 1: Permissions matrix for reporting users

Functions	BI Administrator	BI System	BI Author	BI Consumer
Ability to create reports	Yes	No	Yes	No
Ability to access Performance Center OAM (IQ Admin)	These roles are specific to OBIEE, BI admnistrators do not have access to OAM.	NA	NA	NA
Ability to administer OBIEE	Yes	No	No	No

Table 1: Permissions matrix for reporting users

Functions	BI Administrator	BI System	BI Author	BI Consumer
Access to answers (create ad hoc reports)	Yes	No	Yes	No
Manage catalog permissions (where reports are stored)	Yes	No	Yes	No
Manage dashboards	Yes	No	Yes	No
Create agents (scheduled reports)	Yes	No	Yes	No
View dashboards	Yes	Yes	Yes	Yes

Appendix A: Support information

Avaya Application Support provides coverage for Avaya-developed custom applications, software, and code with which Avaya solutions meet specific business requirements of customers. Customers continue to rely on Avaya to provide a single point of accountability for IP telephony, Contact Center, and Unified Communications applications of customers. Avaya Application Support extends the value of continuous, comprehensive, and cost effective maintenance support to ensure maximum system performance, reliability, and availability for the communications applications of customers.

Customers with a Full Coverage Avaya Maintenance Agreement can extend their Avaya Software Support (maintenance) services to include coverage of Avaya Speech Analytics.

For standard Avaya hardware and software platform products, an Avaya Global Services Maintenance Agreement provides proactive management and value to support and maintain the IP Telephony, Contact Center, and Messaging applications of the customer. Avaya provides a single point of accountability for remote and on-site technical support, priority response, rapid trouble isolation and resolution, and parts replacement to maximize communication system uptime while protecting equipment investments. By purchasing Avaya Application Support, customers with existing maintenance agreements not only have comprehensive product support but also obtain break-fix coverage for outages that might occur with respect to Avaya Speech Analytics.

Information required for support

When you contact an Avaya Professional Services representative, you must provide the following information:

- Your full name, the name of organization, and the telephone number where an Avaya representative can contact you.
- The Avaya Sold-To number, also known as the Functional Location (FL) number.
- A description of the problem.
- The type of service contract your organization has with Avaya.
- A description of the Avaya Speech Analytics configuration.
- A description of any APS contracts for Avaya Speech Analytics.
- Remote access to the Avaya Speech Analytics systems. For more information, see *Remote Access for Technical Support*.

Support limitations and restrictions

The following limitations and restrictions apply to Avaya Speech Analytics software support:

- The Avaya Speech Analytics software warranty only applies to the software media, not to non-Avaya supplied solution components. At this time, the only exception to this rule is a software defect.
- For ongoing support of Avaya Speech Analytics, you need an advanced Avaya Application Support service contract. If you are uncertain about the details or expiration date of an existing service contract, contact your Avaya sales representative.
- You can only add the hardware or software that meets Avaya requirements to the Avaya Speech Analytics configuration. If your Avaya support representative suspects that a non-standard hardware or software is causing Avaya Speech Analytics-related problems, the representative will ask you to remove that component. Application Support coverage for Avaya Speech Analytics includes:
- Case management, resolution, and follow-up.
- Status on all open issues associated with the Avaya Speech Analytics Application.
- Application Correction as appropriate for the Advanced Application.
- Repair of critical errors in the code.
- Escalation to the Avaya Speech Analytics Application Development team.
- Participating in recreating, testing, and resolving issues with the Avaya Speech Analytics application.

Support aspects

- **Remote Break-Fix Support**: Includes the entire spectrum from receipt of the customer call and diagnosis of the fault toThe graph presents information over a period of time r rectification and return of the Avaya Speech Analytics Application to its functionality as originally delivered to the customer.
- **Avaya Speech Analytics Application Bug Fix**: Consists of actions or changes to resolve anomalies that are causing or contributing to the fault reported by the customer.
- **Scope of Problem Fixes**: Limited to correcting problems that are reproducible in a supported version of the software, running unaltered in the original or subsequently approved configurations.
- **General Usability Questions**: Questions related to features or functions of the application that are answered during the business day. Questions do not include consulting on Application Programming Interfaces (APIs), Software Development Kits (SDKs), or any other advanced services.
- Support for the Avaya hardware platform standard software or operating systems on which the Advanced Application resides. Support for the hardware platform is covered by an Avaya Maintenance Agreement.

Application Support coverage for Avaya Speech Analytics does not include:

- Testing of customer-provided equipment.
- Resolving interoperability issues with other vendors.
- New or additional feature functionality, capabilities or capacity beyond the scope of the features sold with the Avaya Speech Analytics including Major Release Upgrades to optional features or functionality that the customer did not previously license or which Avaya licenses as separate products. For example, any program or functional enhancements to Avaya Speech Analytics.
- Modifiying the Avaya Speech Analytics Application when an upgrade to an associated standard platform element results in functionality changes to the Avaya Speech Analytics application.

Remote access for technical support

Avaya support personnel require remote access to provide technical support. To provide remote access, set up Avaya Web Conferencing

Support contacts

Contacting Avaya Technical Support

Application Support is available to customers through the same Maintenance Help Desk support number applicable to the core Avaya Software Solution. By calling one number, the customer has full access to both the core solution support and the Avaya Speech Analytics application covered by the Application Support agreement.

To report problems or ask questions about your product, call the following telephone numbers:

For support within the United States:

1-800-242-2121

For international support:

See the 1-800 Support Directory listings on the Avaya website.

Contacting Avaya Professional Services

For more information about maintenance and software support offers, contact Avaya Professional Services (APS).

Within the United States, call 1-866-282-9266.

U.S. and international customers can also visit the Contact Center APS website.

Escalating a technical support issue

To escalate urgent service issues, contact Avaya Global Services Escalation Management. For more information, see the Escalation Management listings on the Avaya website.

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