

CSS Aeonix Training

Aeonix, Aeonix Contact Center, SeaMail (now Aeonix Voice Mail), and the Aeonix Call Accounting System



communicationsolutions

Aeonix Solution Administration

The Aeonix Solution is comprised of multiple applications: Aeonix, Aeonix Contact Center, SeaMail (now Aeonix Voice Mail), and the Aeonix Call Accounting system. The site requirements dictate which applications are installed and functioning on a customer-by-customer basis. This document will provide information on each application as well as an approximate timeframe for the training session.

Aeonix Virtual PBX

Aeonix is a powerful, flexible, and adaptable Unified Communications and Collaboration (UC&C) platform providing soft-switch capabilities. Aeonix offers the benefits of converged IP communications to all organizations, regardless of their size. With minimal implementation costs and maximum scalability on an extendable platform, Aeonix can be expanded or upgraded according to the enterprise's changing needs.

Overview of the Aeonix Ecosystem

- Aeonix, ACC, AVM, and ACA
- Add/modify users/devices
- Add/modify trunk/trunk groups
- Add/modify application services such as hunt group, pickup groups, virtual endpoints, and CDR settings, just to name a few
- Aeonix system settings
- Aeonix alarm configuration, monitoring the system resources and connectivity

- This session usually runs about 90 – 120 minutes depending on questions

Aeonix Contact Center

The Aeonix Contact Center is a comprehensive voice routing and management system designed to control and monitor the interaction, distribution, and handling activities of a Central Monitoring Station or/and Call Center. The Aeonix Contact Center modular architecture allows users to change the functionality and structure of their Contact Center easily and smoothly, and its scalability enables an organization to grow without the need for massive investments. The Aeonix Contact Center encompasses the elements needed to ensure a superior service for both the Contact Center and its customers.

Overview of the Aeonix Contact Center

- Add/modify Agents
- Add/modify Groups
- Add/modify Services
- Add/modify IRN (Intelligent Routing Numbers)
- Add/modify IVR and workflow scripts using the Graphical interface
- Real Time Reporting
- Historical Reporting
- Cradle to Grave Reporting

- This session usually runs about 90 – 120 minutes depending on questions

Aeonix Voice Mail

The AVM is now a sub-application running within the Aeonix itself; however, there is a new graphical scripting tool for call flows and scheduling.

Overview of Aeonix Voice Mail

- Add/modify Auto Attendant scripts
- This session is new and should take about 30 minutes to run through all the options for AVM
- If you are currently using SeaMail we can review that application as well; however, with Aeonix version 8 SeaMail will no longer be available

- This session usually runs 30 minutes depending on questions

Aeonix Call Accounting System

Aeonix Call Accounting offers a comprehensive approach in providing enterprises with the ability to manage their communications environments and associated costs by determining usage throughout their organization. Aeonix Call Accounting will provide users with usage visibility and budget management capabilities, enabling Aeonix users to collect and analyze call records from multiple sources, including Aeonix virtual PBX and Network switches.

Overview of the Aeonix Call Accounting

- Organizational Units
- Building the personnel database
- Add/modify users and personnel
- Confirm system is communicating with the Aeonix virtual PBX
- Historical reports and filters
- View the calls via filters

- This session usually runs 45 – 60 minutes depending on questions

The training sessions will take a few hours to go through and can take place in the same day. Once the sessions have been discussed and the information presented, a follow-up session can be arranged to discuss specific scenarios you are experiencing or need to implement.

