



Callback Assist Services

Reduce Caller Frustration!
Avaya Callback Assist (CBA)
gives customers
greater control of their
interaction with the Omnichannel
contact center.

Let your customers on hold decide what to do!

- 1. SELECT A CALLBACK TIME FROM AVAILABLE SLOTS**
- 2. RECEIVE A CALLBACK WHEN AGENTS BECOME AVAILABLE**
- 3. STAY ON HOLD**

BENEFITS OF WORKING WITH M&C:

- Business needs translated by experts into Callback instances
- Work with a Proven Integrator
- Get the most out of Callback reports
- Knowledge Transfer available
- Ability to integrate with Avaya Aura Contact Center (AACC)



Empower your customers to choose what works best for them!

★ **INSTALLATION PACKAGE**

- Installation and Configuration of a CBA server
- Configuration of up to 10 callback:
 - CTI environment
 - SIP Single Server
 - SIP High Availability
- Integration testing
- Support to User Acceptance Testing
- Cutover

PREMIUM ADD-ONS

- + Recording Services
- + AACC Integration / Scripts configuration
- + CBA Software upgrade of a single CBA instance
- + Knowledge Transfer

M&C OFFERS HIGHLY COMPETITIVE RATES
Individual Pricing will apply based on your specific requirements and environment.



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