# K⊕RBYT® ADAPTER SHEET

FEATURING *AVAYA RT SOCKET*

As an Avaya DevConnect Technology Partner, RMG offers an Avaya RT Socket Adapter to turn existing data into impactful visual communications. The adapter interfaces with the Avaya CMS to display real-time Contact Center performance metrics.

Configuration for the Avaya RT Socket Adapter starts with picking from defined ACD data available from Avaya, including Split Skill, Agent Summary and VDN. Real-time and intra-day historical data will then feed Korbyt through a secure socket connection.

WHAT?

The Avaya RT Socket Adapter can be leveraged on Korbyt Signage, KorbytGO, and Korbyt Inview to visualize critical data and metrics on a multi-channel level.

From TV displays to computer desktops and mobile phones, the Avaya RT Socket Adapter delivers managers and executives the Key Performance Indicators needed to make decisive actions in their performance driven departments.

25 CIQ **2:05** LCW **98** ABN **92** ASA

60 AVAILABLE **25** ON CALL **98** LOGGED IN
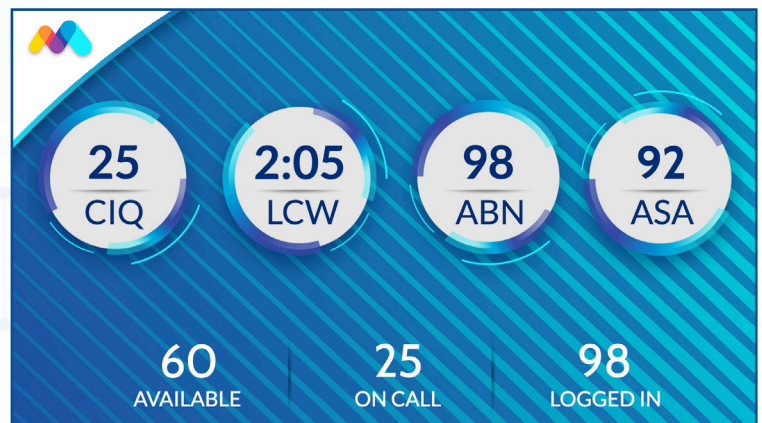
Wall display with real-time contact center data driven by the Avaya RT Socket Adapter

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WHY?

▸ Improve client satisfaction by engaging and educating agents

▸ Motivate informed agent action and response with real-time KPI visualization

▸ Empower employee adjustment to workflow with instant alter notifications

▸ Gamify to motivate healthy employee competition with visual performance incentives, events and contests

Skill Name	CIQ	LCW	ASA	AUX
01	4	00:05	00:02	4
02	4	00:06	00:01	9
03	6	00:12	00:14	15
04	5	00:21	00:18	9
05	2	00:11	00:01	10
06	3	00:30	00:30	8

last update: March 20th, 2020 5:34am

BELLINGTON

CIQ
4
LCW
00:05

Agent:
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Top Contributor

Korbyt Inview with real-time contact center data driven by the Avaya RT Socket Adapter

TECHNICAL REQUIREMENTS

▸ Number of RT Sockets and Avaya CMS Adapter depends on client reporting requirements

▸ Provide database credentials for intra-day historical data

▸ Refresh rate
  - Set on CMS (consult Avaya) typically 15s

▸ Standard CMS RT Socket feed
  - Consists of three (3) data tables – Skill, VDN and Agent

▸ Data collection method
  - Data is pushed from the CMS; Korbyt listens to a TCP port specified by Avaya/Client e.g. TCP 700 (Skill), TCP 7001 (VDN) and TCP 7002 (Agent)

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