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## Avaya Call Management System Supervisor

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reports to create visibility and efficiency. Cradle to grave reporting can validate each inbound, outbound and internal call from start to finish. • Custom Reports: With Custom Reports you can create original reports and edit or customize existing reports. Reports can be defined by you,

## Avaya Call Reporting

Avaya CMS supports solutions for routing and agent selection, multi-site contact centers, remote agents, reporting, interfaces to other systems, workforce management, desktop applications, system recovery, and quality

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monitoring. Avaya CMS is part of the Operational Effectiveness solution of the Avaya Customer Interaction Suite.

## Avaya CMS Supervisor

This video demonstrates how to login and run reports using the CMS Supervisor Web feature. This is a new feature in CMS r16.3. Produced by Jerri Bandt.

## How to log in and run reports using the Avaya CMS ...

Avaya CMS Supervisor Report Designer Release  
18.0.1 Issue 1 June 2017

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## nAvaya CMS Supervisor Report Designer - Avaya Support

Avaya CMS Reporting Guide by Comstice July 15, 2019 in Avaya Comstice Quartz is a reporting and analytics solution for Avaya contact centers. It collects real-time and historical data from Avaya CMS and Avaya AES and offers easy reporting, report automation, scheduling and forecasting.

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## Avaya CMS Supervisor

Avaya Call Management System Supervisor is a Microsoft Windows-based application that allows you to remotely administer most aspects of the CMS server, such as defining Dictionary entries, setting user permissions, and adjusting data storage intervals and capacities and run reports to view the activity in your call center.

## Avaya Support - Products - Call Management System Supervisor

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## Avaya Call Management System

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## Avaya Call Management System Supervisor

Preface Introduction Avaya CMS Custom Reports, 585-215-822, was written for the CMS administrator who has access to all parts of CMS, and for administrators, such as split/skill supervisors, who have limited access to CMS. Organization and use of this document The following list describes the contents of each chapter and appendix in this document.

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