

UNIVERGE® SV8100 Automatic Call Distribution (ACD)



At a Glance

- An embedded ACD solution for the UNIVERGE SV8100 Communications Server
- Intelligent customer service
- Real-time desktop interface display
- Valuable information at your fingertips
- Enhanced efficiency
- Seamlessly integrates with UC Desktop Suite

Overview

In today's business environment, resources are often stretched thin. Organizations must take advantage of the latest communications technologies to streamline their processes, enhance staff productivity and improve customer service.

NEC's UNIVERGE SV8100 Automatic Call Distribution (ACD) helps accomplish these goals by handling high call volume with a minimum number of resources. It reduces caller hold time and distributes call volume evenly among employees. Callers are given the option of either

immediately leaving a message for agent callback or holding for an agent. Those who wish to hold will hear announcements that encourage them to remain in the call queue. This provides customers the choice that best fits their needs, reduces lost calls and helps you optimize staffing.

The PC-Based Supervisor with Reports feature can be used for agent scheduling, business analysis and improvement of scheduling efficiency. The reporting package offers an easy-to-use PC interface for compiling, analyzing and managing information.

Solution

An Embedded ACD Solution for the SV8100

Designed specifically to work on NEC's UNIVERGE SV8100, the embedded ACD's unique integration is the result of a voice processing system merging with a communications system. This seamless integration makes the SV8100 ACD easy to program and maintain.

Intelligent Customer Service

The SV8100 ACD can help improve customer service and agent productivity by routing calls to best fit your needs. Calls can be directed based upon the criteria you provide. Some examples of routing criteria include:

- The inbound line on which a call is received

- The line that has the longest idle
- The time of day the call is received

Additionally, users can provide select customers with a special incoming line to call for high-priority service. The ACD system recognizes these callers and places them at the front of the queue so that you may provide superior service for high-value customers more easily.

The SV8100 ACD also automatically logs agents into selected groups determined by time of day. Based on agents' work schedules, you can be sure they're logged in and out at pre-selected times.

Once logged in and using a headset, agents are automatically connected to the next waiting call as soon as they finish their previous one.

Real-Time Desktop Interface Display

The SV8100 ACD's real-time display provides a simulated wallboard. It instantly provides both queue threshold and agent information to supervisors via their PCs. Supervisors and authorized agents can use the agent desktop GUI to text message important information to agents or groups. This instant access to information improves agent performance and reduces training time without increasing business costs.

Real-time Display

Name: Sales AGTS: 2 IDLE: 2 BUSY: 0 InQ: 0 LONG: 0:00

Agent Client for ACD



Call Screen Display

Name	
Sales	
Busy	Logged In
3	3
Calls In Queue	Avg Answer
1	0:24
Longest	
0:14	

Valuable Information at Your Fingertips

Agents and supervisors can retrieve statistical information from the SV8100 ACD by simply pressing a telephone button. When queued callers or caller hold times exceed a pre-determined threshold, the system automatically sends alerts to agents' and supervisors' telephone displays.

Additionally, the wide range of user-defined reports provided by the SV8100 ACD can be scheduled or printed on demand in graph or text format.

Enhanced Efficiency

Callers presented with customized choices tend to be more satisfied with the level of service received. The SV8100 ACD can be configured to provide those choices by enabling callers in queue to dial another extension, ACD Group, or voicemail box during message playback.

Reports

A wide range of user-defined SV8100 ACD reports, graphs and tables are available to users to enhance their business management capabilities. These reports, graphs and tables may be scheduled or produced in graph or text format on-demand.

ACD Status Information

Name	Logged In	Idle	Busy	Calls In Queue	Longest
Sales	2	2	0	0	0:00

Logged In	Busy	Non-ACD	Rest	Wrap	Idle	Calls In Queue	Clients
2	0	1	0	0	1	1	0

Seamless Integration with UC Desktop Suite

This integration enables UC Desktop Suite users to login as an agent and view real-time queue statistics plus monitor ACD states of other agents. When call volumes are high, users of UC Desktop Client can easily and quickly login as an agent to handle calls that are waiting in queue resulting in improved customer satisfaction.

Name	State	Time	Caller ID
Chad Tune	IDLE	01:01:20	1113
Sally	OUT		
Steve Piland	IDLE	01:01:20	
Sue Perkins	OUT		

Specifications

Agent Station Types	<ul style="list-style-type: none"> UNIVERGE DT300 Series UNIVERGE DT700 Series SP310 Softphone Analog single-line terminals
Agents	512
Agent/Client Real-Time Desktop Client Interfaces	512
ACD Groups	64
Supervisors	64
System Supervisor	1
Wallboard	1, 2 or 3-line
ACD MIS Monitor	16
Delay Announcements per Group	2
Delay Announcements per System	100
Delay Announcements per Standard Messages	100
Queue Depth	200

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