



UNIVERGE® SV8000 Series Automatic Call Distribution (ACD)

Fulfilling the promise of UNIVERGE®360

In today's small to medium-sized business (SMB) environment, resources are often stretched thin. SMBs must take advantage of the latest communication technologies to streamline their businesses, enhance staff productivity and improve customer service.

The SV8000 Series ACD facilitates handling high call volume with a minimum number of resources while reducing caller hold time and distributing 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 hear initial and repeating announcements encouraging them to remain in the call queue. This prevents callers from hanging-up and reduces lost calls thereby helping improve employee efficiency and streamline staffing.

At a Glance

- Embedded ACD for the UNIVERGE SV8100
- Intelligent customer service
- Real-time desktop interface display
- Valuable information at your fingertips
- Enhanced efficiency

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

Embedded ACD 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 communication system. This seamless integration makes the SV8000 Series ACD easy to program and maintain.

Intelligent Customer Service

Boost customer service and agent productivity by routing calls based upon which inbound line a call is received, what line has the longest idle, and the time of day the call is received. Users can also provide select customers with a special incoming line to call. The ACD system recognizes these callers as high-priority and places them at the front of the queue for service. This enables business to provide superior customer service for high-value customers.

The SV8000 Series 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. The SV8000 Series ACD helps speed call processing and improves agent productivity. 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 SV8000 Series ACD's real-time display provides a simulated wallboard. It instantly provides supervisors with both queue threshold and agent information on their PCs. Supervisors and authorized agents can use the agent desktop GUI to text message important information to agents or groups. Instant information improves agent performance and reduces training time without increasing business costs.

Valuable Information at Your Fingertips

Agents and supervisors can retrieve statistical information from the SV8000 Series 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

Specifications

Component	Supports
Agent Station Types	• Dterm® Series i/IPK II (DTH/DTR) TDM terminals • 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
Delay Announcements per Group	2
Delay Announcements per System	100
Delay Announcements per Standard Messages	100
Queue Depth	200

user-defined reports provided by the SV8000 Series ACD can be scheduled or printed on demand in graph or text format.

Enhanced Efficiency

The SV8000 Series ACD can be configured to enable callers waiting in queue to dial another extension, ACD Group, or voice mail box during message playback. Callers presented with customized choices tend to be more satisfied with the level of service received.

Reports

A wide range of user-defined SV8000 Series ACD reports, graphs and tables are available to users to enable them to enhance their business management. These reports, graphs and tables may be scheduled or produced in graph or text format on-demand and are listed below:

Reports	
• Agent Performance Summary • Agent Traffic by Hour • Agent Call Summary • Agent Login/Rest Timeline • Group Call Summary • Group Call Summary by Hour • Group Call Summary by Day • Group Call Traffic • Group Call Traffic by Day • Group Call Traffic by Hour • Calls Overflowed into Queue	• Abandoned Calls • Abandoned Calls by Hour • Abandoned Calls by Day • Group Service Level • Group Service Level by Hour • Group Service Level by Day • Call Detail by Queue • Individual Call Detail • Calls Dialed out of Queue • Calls Overflowed out of Queue

Graphs (for time-based overviews)	
• Queue Monitor Graph • Queue Performance Graph	• Queue Summary Graph • Queue Summary by Hour Graph

Tables (for quick comparisons/status checks)	
• Agent State • Agent Summary • Queue Monitor	• Queue Summary • Call Center Monitor • Call Center Summary

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790317 | v.02.07.08

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