

# UC for Enterprise Automatic Call Distribution (CallCenterWorX<sup>®</sup>-ACD)



## At a Glance

- Optimizes call handling capabilities through efficient call routing
- Increases agent productivity and efficiency with UCE Agent
- Provides a flexible, customizable feature set
- Offers a simple GUI management interface
- Contains individual online help systems
- Increases customer satisfaction

## Overview

All contact centers – regardless of size – face certain challenges. Shifting traffic patterns, changing seasons and high agent turnover can cause workflow disruption and lead to compromised customer service.

NEC's UC for Enterprise Automatic Call Distribution (CallCenterWorX-ACD), an integral part of the UC for Enterprise (UCE) application suite,

is the tool you need to face these challenges head-on. It provides a Microsoft® Windows®-based Automatic Call Distribution (ACD) software platform that offers a complete solution to these common contact center problems through its flexible, customizable feature set.

## Solution

UCE ACD processes incoming calls and routes them to designated agents by employing user-defined call handling instructions. UCE ACD call routing is designed to get each caller to the most appropriate agent to handle their call in the shortest time possible. Avoiding long wait times and getting the caller directly to someone who can handle their requests or issue (without being transferred and having to repeat themselves) can have a substantial impact on customer satisfaction and agent efficiency.

Calls can be directed based upon the criteria you provide. Some examples of these routing criteria include:

- The inbound line on which a call is received
- The line that has the longest idle time
- The time of day the call is received

In a traditional call center implementation, UCE ACD answers the call, plays a message to the caller and places the call in a pre-specified order in a queue of waiting calls for a particular group of agents.

The next available agent in the group answers the queued calls in the specified order. By utilizing UCE ACD in your call center, you can reduce the number of dropped calls and ensure that all callers are handled expediently and professionally.

UCE Agent, an option to UCE Desktop Client (UNIVERGE UC700), allows agents to efficiently see their splits, other agents in the split, view longest waiting call duration and calls in queue. Agents receive information on incoming calls including CRM integration for additional caller detail. Once answered, agents can manage the call directly from the application. Sophisticated features such as presence and IM become an integral part of the contact center. Supervisors utilize a different application, Global Navigator, to dynamically manage the contact center.

With UCE ACD, you can cost-effectively streamline your call center to become more efficient, responsive and productive.

## Features

- Agent Personal Queues
- Alternate Night CCVs
- Analog Agent
- ANI/Area Code Routing
- Assistance-ACD Agent
- Break Modes
- Call Control Vectors (CCV)
- Call Recover
- Concurrent Logons
- Connection Displays
- Emergency Monitoring
- Flexible ID Codes
- Infolink Data Messages
- Multiple Supervisors
- Personal Emergency and Assist
- Priority Queuing
- Stranded Call Routing
- Tally Codes
- Variable Queuing
- Work Modes
- Work Mode Time Limit

## Minimum Server Requirements

- Pentium 3.0GHz or higher w/73GB HDD
- 2GB RAM or more
- 36 MB Available Hard Disk space before installation
- 15" SVGA Color Monitor w/1024 x 768 Resolution
- DVD Drive
- Keyboard (104) & 2-Button Mouse
- MS Windows 2000, 2000 Advanced Server, 2003 Server or 2008 Server
- USB Port for CallCenterWorX MIS
- 2-10/100Mbps Ethernet Cards

## PBX Support

All software on all servers must be within one version of current release.

- NEAX® 2000 IPS
- UNIVERGE® SV8300 Communications Server
- NEAX® 2400 IMX, IPX or UNIVERGE SV7000
- UNIVERGE® SV8500 Communications Server
- Requires TCP/IP connectivity

## UCE ACD Capacities:

System Components	Enterprise	Business
	1-2000 Agents	1-200 Agents
Splits Per System	900	150
Trunk Groups	255	63
Log-On IDs (9 digit max.)	7,000	500
Pilot Numbers*	4,000	300
Personal Pilot Numbers*	4,000	300
CCV Tables (20steps each)	1,200	300
Announcement Routes*	58	57
Priority Levels	250	250
TCP/IP Clients	8	8
Splits per Agent	32	32
Analog Access Codes*	4,000	300
Holiday Schedules per Tenant	30	30
Transfer to PBX Number	1,200	400
Week Schedules	900	150
Tenants	9	9
Positions Prog.	2,200	250
IVR Ports	400	64

\* Note: NEAX IPS 2000 can support 58 Announcement Routes with DAT cards and UNIVERGE SV8300 can only support a maximum of 8

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