

Complete contact centre capability made simple

SV9100 ACD



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.

Designed specifically for NEC's SV9100 communication server, the SV9100 ACD facilitates handling high call volumes with a minimum number of resources while reducing caller hold time and distributing call volume evenly among employees.

Advanced call handling

Callers are given the option of either leaving a message for agent callback or holding for an agent. Callers hear initial and repeating announcements encouraging them to remain in queue, preventing callers from hanging-up and reducing lost calls and helping improve employee 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, analysing and managing information.

Enhanced efficiency

The SV9100 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 customised choices tend to be more satisfied with the level of service received.

Enhanced efficiency

Boost customer service and agent productivity by routing calls based upon the incoming line, how long the call has been waiting, and the time of day the call is received. Special customers can be provided with special in-dial numbers and the ACD system recognises these callers as high-priority and places them at the front of the queue. The SV9100 ACD also automatically logs agents into selected groups determined by time of day. The SV9100 ACD helps speed call processing and improves agent productivity. Once logged in and using a headset, agents are automatically connected to the next waiting caller as soon as they finish their current one.

Valuable information at your fingertips

Agents and supervisors can retrieve statistical information from the SV9100 ACD by simply pressing a telephone button. When queued callers or the caller hold time exceeds a pre-determined threshold, the system automatically sends alerts to agents' and super-visors' telephone displays. Additionally, the wide range of user-defined reports provided by the SV9100 ACD can be scheduled or printed on demand in graph or text format.

Embedded ACD for the SV9100

Designed specifically for the UNIVERGE SV9100, the embedded ACD's unique integration makes the SV9100 ACD easy to program and maintain.

Real-time desktop interface display

The SV9100 ACD's real-time display provides a simulated wallboard. It instantly provides supervisors with both queue threshold and agent information on their PCs. Access to instant ACD information improves agent performance and reduces training time without increasing business costs.

Component	Supports
Agent station types	UNIVERGE DT300 Series UNIVERGE DT700 Series UNIVERGE DT400 Series UNIVERGE DT800 Series Softphone (UC Suite) Analog single-line terminals
Agents	896
Desktop client interfaces	512
ACD Groups	64
Supervisors	64
System Supervisors	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

Que info					
Name	Logged In	Idle	Busy	Calls In Queue	Longest
Hellenic	2	3	1	1	0:15

que										
Name	Offer	Answer	Abandon	Overflow	Inflow	Dialed Out	Avg ACD Call	Avg Answer	Avg Abandon	
Hellenic	6	2	4	0	0	0	0:08	0:11	0:10	
Int. Sales Group	0	0	0	0	0	0	0:00	0:00	0:00	
Warranty	0	0	0	0	0	0	0:00	0:00	0:00	

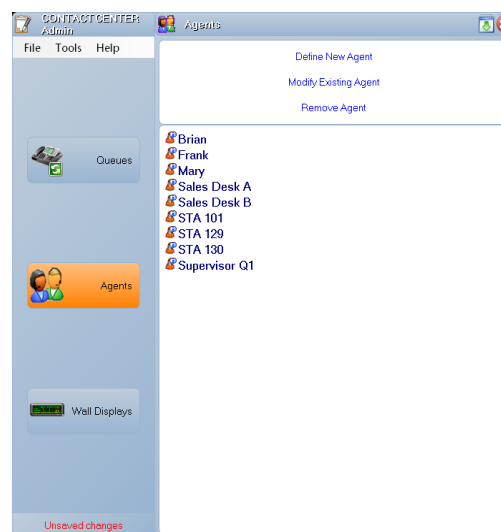
Reports

A wide range of user-defined SV9100 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	● Abandoned Calls
● Agent Traffic by Hour	● Abandoned Calls by Hour
● Agent Call Summary	● Abandoned Calls by Day
● Agent Login/Rest Timeline	● Group Service Level
● Group Call Summary	● Group Service Level by Hour
● Group Call Summary by Hour	● Group Service Level by Day
● Group Call Summary by Day	● Call Detail by Queue
● Group Call Traffic	● Individual Call Detail
● Group Call Traffic by Day	● Calls Dialed out of Queue
● Group Call Traffic by Hour	● Calls Overflowed out of Queue
● Calls Overflowed into Queue	

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

Tables (for quick comparison / Status checks)	
● Agent State	● Queue Summary
● Agent Summary	● Call Centre Monitor
● Queue Monitor	● Call Centre Summary



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NEC Australia specialises in information and communications technology solutions and services in multi-vendor environments. Solutions and services include: IT applications and solutions development, unified communications, complex communications solutions, network solutions, display solutions, identity management, research and development services, systems integration and professional, technical and managed services.

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