

# i-Series

# ACD/MIS



1	23	7	Accounts	
			Admin	
			All Agents	
			Sales	
Line No.	DID No.	State	Time	Dest. No.
L700	D3200	INC	00:20	A3400
L701		FREE	00:12	
L702		FREE	03:07	
L703		FREE	03:17	
L704	D3200	INC	01:46	A3402
Agent No.	Agent Name	State	Time	Dest. No.
A3400	Andrew Parker	INC	00:20	D3200
A3401	Dave Stranger	FREE	00:01	
A3402	Dale Whitaker	INC	01:45	D3200
A3403	Beverly Cordner	LOFF	00:10	
A3404	Phil Okell	LOFF	00:15	
A3405	Jana Yearnsley	WRAP	00:03	
A3406	Jenny Harrington	LOFF	00:05	
A3407	Alan Hobson	INC	00:04	D3202

24 Hour  
 START: Monday 09/02/96 00:00  
 STOP: Monday 09/09/96 00:00  
**NEC**  
 Profile Reports By Week  
 Page 1 of 7  
 on  
 10/18/96

Period	Monday 09/02/96	Tuesday 09/03/96	Wednesday 09/04/96	Thursday 09/05/96	Friday 09/06/96	Saturday 09/07/96	Sunday 09/08/96
Calls offered	1544	1540	1535	1732	1620	672	0
Calls answered	1349	1346	1343	1514	1416	572	0
Calls abandoned	195	194	192	218	204	100	0
Calls abandoned (%)	12.6	12.6	12.5	12.6	12.6	14.9	0
Calls outgoing	483	481	479	541	511	200	0
Average answered call time	01:21	01:21	01:21	01:21	01:21	01:21	01:21
Average answered wait time	00:10	00:10	00:10	00:10	00:10	00:10	00:10
Average abandoned wait time	00:50	00:49	00:49	00:49	00:49	00:50	00:50
Average outgoing call time	01:40	01:40	01:40	01:40	01:40	01:40	01:40
Longest answered call time	02:11	02:11	02:11	02:11	02:11	02:11	02:11
Longest answered wait time	00:19	00:19	00:19	00:19	00:19	00:19	00:19
Longest abandoned wait time	01:29	01:29	01:29	01:29	01:29	01:29	01:29
Longest outgoing call time	02:59	02:59	02:59	02:59	02:59	02:59	02:59
Target answer time	20	20	20	20	20	20	20
Long waits including abandoned	195	194	192	218	204	100	0
Long waits excluding abandoned	0	0	0	0	0	0	0
O.D.S. (inc. abandoned) (%)	87.4	87.4	87.4	87.4	87.4	87.4	100.0
O.D.S. (excl. abandoned) (%)	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Blings	1.5	1.5	1.5	1.5	1.5	0.7	0.0



**Effective Call Management**

**NEC**

# i-Series Automatic Call Distribution



## Managing your most important resource . . .

The i-Series ACD helps you uniformly and automatically manage your company's most valuable resource — its employees. ACD equitably distributes call answering responsibility since it always knows who's on the phone and who's available for a new caller.

**Built-in call management value**

Like so many other i-Series productivity features, ACD is built right in. There is nothing extra to buy, no expensive system add-on and no complicated ACD system to set up. Just arrange your employees into ACD groups, set up their schedules and some other system options and let i-Series ACD do the rest.

NEC's i-Series ACD complements its management capabilities with the essential features agents really need. When an agent completes a call, ACD ensures they'll have time for important record keeping before being sent another call. The agent can optionally take some extra time without having to log out of their ACD group. Autoanswer and an optional headset help agents maintain privacy in noisy areas.

**Essential ACD agent features**

Agents won't be abandoned with those troublesome callers, either. At any time, the agent can press a key to request help from their supervisor and have the supervisor monitor, join or intercept the call.

Extensive group and system monitoring features allow supervisors to keep track of the status and traffic in each ACD group.

## Maximized system performance

System supervisors can take any ACD group in or out of service and view the group's call queue.

These supervisors can also check the status of any ACD agent just by looking at their phone or optional DSS console.

An ACD group supervisor has monitoring responsibility for the group to which they belong. A group supervisor can take their agents and group in and out of service, view the group's call queue and reassign an agent to another group. Like system supervisors, they can also check on any agent via the phone or DSS console. Group supervisors can help callers like any other agent or answer just during the busiest times.

To better manage high traffic periods, any supervisor or agent can find out about callers waiting for help just

## Detailed queue status display

by looking at the queue status display. This concise display shows the number of calls in queue, which call has waited the longest and how long it has been waiting.

The queue display can show continuously on a supervisor's phone or after a key press on an agent's set. A queue alarm lets the agent or supervisor know when the queue needs attention. A supervisor can scroll to any group's queue display, if required.



ACD never leaves your callers unattended, even during peak periods if they must wait to get through.

## Guidance for outside callers

When an agent is unavailable, ACD can play an announcement when the caller queues and keep the caller

informed with a prerecorded message. With the optional NVM-Series Voice Mail installed, the caller can continue to wait or "escape" to another group, mailbox or the operator. The call will instantly return to the ACD group if an agent becomes available in the mean-time.



The i-Series ACD works the way *you* work, meeting the demands of *your* busy work schedule. Set up ACD to automatically adapt for weekdays, weekends, after hours and holidays. Any agent can be a member of different ACD groups at different times of the day — handling callers where they are needed most. An agent can also switch groups manually, if requested.

## Flexible scheduling and routing

Have trunks ring ACD groups directly, route from the Voice Mail or VAU Automated Attendant or transfer from a receptionist or dispatcher. ACD can also take advantage of the advanced capabilities in Caller ID and DNIS. You can have your trunk routing plan automatically reconfigure depending on the time of day or day of week. If the call goes unanswered, ACD sends it to Voice Mail or an ACD group of your choosing.

Certain features may be optional, require additional equipment or be available at a future date.





# Windows<sup>®</sup>-Based Management Information Systems

## inDepth+

InDepth+ enhances the i-Series ACD through Windows<sup>®</sup>-based real time statistics and reports on ACD group traffic patterns and usage. Communicating through the i-Series Open Application Interface (OAI), inDepth+ is an extensive set of user-configurable Real Time Windows and Reporter subsystems offering:

**Real Time Status Window . . .** displaying vital agent status, state and connection information.

**Real Time Statistics Window . . .** providing a visual performance summary for lines, agents and ACD groups.

**Call Queue and Wait Time Windows . . .** showing the number of calls waiting and the longest wait time, as well as the number of calls answered and abandoned.

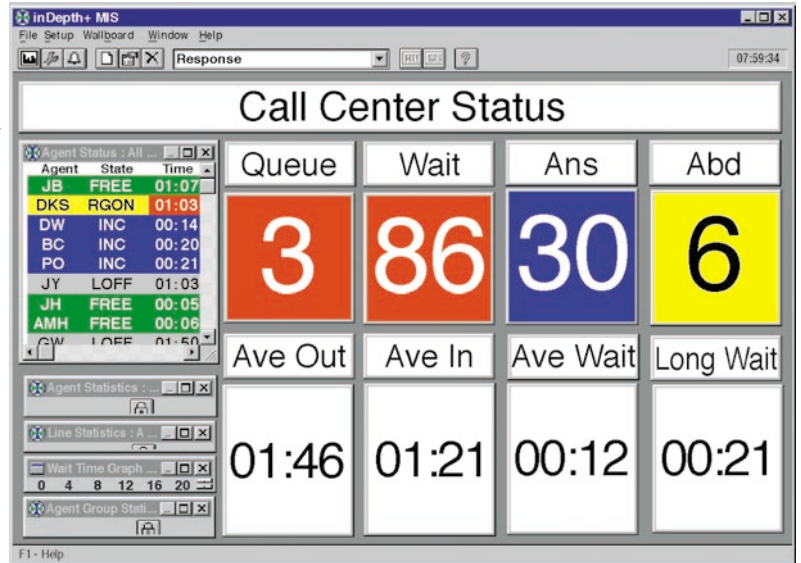
**Wallboard Template . . .** motivating and informing agents through a dynamic display of real time statistics and messages.

**Reporter . . .** allowing ACD system administrators to create fully-configurable reports for display and printing.

## inDepth

InDepth offers many of the MIS capabilities of inDepth+ but is streamlined for more modest ACD applications. InDepth provides a single real time screen template, up to seven reports and can track report data for up to one full month. Although loaded with ACD/MIS capabilities like Report View/Print and Audible/Visual Alarms, inDepth excludes the Sub-Supervisor Positions and Wallboard Support.

### The Real Time Windows



### The Reporter

24 Hour	NEC						Page 1 of 7
START: Monday 09/02/96 00:00	Profile Reports By Week						on
STOP: Monday 09/09/96 00:00							10/18/96
Line Group Traffic Profile for All Lines							Part 1 of 1
Period	Monday 09/02/96	Tuesday 09/03/96	Wednesday 09/04/96	Thursday 09/05/96	Friday 09/06/96	Saturday 09/07/96	Sunday 09/08/96
Calls offered	1544	1540	1535	1732	1620	672	0
Calls answered	1349	1346	1343	1514	1416	598	0
Calls abandoned	195	194	192	218	204	84	0
Calls abandoned (%)	12.6	12.6	12.5	12.6	12.6	12.5	0.0
Calls outgoing	483	481	479	541	506	209	2
Average answered call time	01:21	01:21	01:21	01:21	01:21	01:21	00:00
Average answered wait time	00:10	00:10	00:10	00:10	00:10	00:10	00:00
Average abandoned wait time	00:50	00:50	00:50	00:50	00:50	00:50	00:00
Average outgoing call time	01:49	01:49	01:50	01:49	01:49	01:49	07:42
Longest answered call time	02:11	02:11	02:11	02:11	02:11	02:11	00:00
Longest answered wait time	00:19	00:19	00:19	00:19	00:19	00:19	00:00
Longest abandoned wait time	01:29	01:29	01:29	01:29	01:29	01:29	00:00
Longest outgoing call time	02:59	02:59	02:59	02:59	02:59	02:59	12:48
Target answer time	20	20	20	20	20	20	20
Long waits including abandoned	195	194	192	218	204	84	0
Long waits excluding abandoned	0	0	0	0	0	0	0
G.O.S. (inc. abandoned) (%)	87.4	87.4	87.5	87.4	87.4	87.5	100.0
G.O.S. (excl. abandoned) (%)	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Erangs	1.5	1.5	1.5	1.7	1.6	0.7	0.0

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