Complete call center capability made simple
SV8100 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.

The SV8000 Series 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 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 customised choices tend to be more satisfied with the level of service received.

Intelligent customer service

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 provide 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 SV8000 Series ACD also automatically logs agents into selected groups determined by time of day.

The SV8000 Series ACD helps speed call proc-essing 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 SV8000 Series 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 SV8000 Series ACD can be scheduled or printed on demand in graph or text format.

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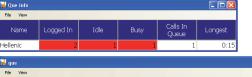nec.com.au

Embedded ACD for the SV8100

Designed specifically for the UNIVERGE SV8100, the embedded ACD's unique integration makes the SV8000 Series ACD easy to program and maintain.

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 authorised agents can use the agent desktop application to text message important information to agents or groups. Access to instant ACD information improves agent performance and reduces training time without increasing business costs.

Specifications

Component	Supports
Agent station types	Dterm® Series i/IPK II (DTH/DTR) TDM terminals UNIVERGE DT300 Series UNIVERGE DT700 Series SP310 Soft-phone Analog single-line terminals
Agents	512
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	1	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 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

Tables (for quick comparison / Status checks)

- Agent State
- Agent Summary
- Queue Monitor
- Queue Summary
- Call Centre Monitor
- Call Centre Summary

ACD MIS Admin — Agents

File Tools Help

Queues
Agents
Wall Displays
Agent Clients
Agent Groups

Define New Agent
Modify Existing Agent
Remove Agent

- Agent 1
- Agent 2
- Anthony
- Brian
- Sales 1
- Sales 2
- Tech Support 1
- Tech Support 2
- Tech Support 3

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

About NEC Australia Pty Ltd. NEC Australia is a leading supplier and integrator of ICT solutions to carriers, government and businesses. With over 800 staff and over 200 partner organisations, we research, develop and deploy advanced IT/Network communication solutions and services using best-of-breed technologies in multi-vendor environments. NEC Australia's business encompasses Hosted Application and Network Services, Systems Integration, IP Communications Servers, PBX, Broadband Access Systems, Data Centre and Cloud Technology Services along with Digital Signage and Data Technology products.

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