

The term "contact center" conjures up images of a large room of phone agents, endless rows of cubicles, and the buzz of many simultaneous conversations taking place. Taking a closer look, a contact center can be a help desk, customer service group or a technical support department. Whether you have one agent or hundreds, managing your contact center traffic is critical to the success of your company. Optimizing your telephone and agent resources provides better service and shorter hold times to your customers. ACD Manager maximizes contact center efficiency resulting in reduced resource requirements and improved service.

Contact Center Management Tool

Every contact center has specific performance goals that need to be maintained. Agents missing work, breaks and increased call volumes can have an immediate impact. ACD Manager provides an efficient way to monitor performance levels and take action to help maintain those goals. Because there are many variables that can affect service levels, ACD Manager lets users set service level events so that when they occur, a response will be triggered. For example, when a caller hangs up or the number of agents logged into an ACD group drops below a certain number, a supervisor can be alerted through a pager, instant text message or cell phone. While many ACD systems monitor time-based events such as the amount of time a caller has been waiting, ACD Manager alerts to other non-time based events such as when an agent logs out or misses a call. ACD Manager has a number of actions that can be taken to alert individuals or a group that an event has occurred. Or, an action can be taken on the call such as routing it to another destination such as a voicemail box or another extension.

ACD Call Backs

Inevitably, all contact centers experience periods of unusually high call volumes and a shortage of agents. When this occurs, callers wait on hold longer, decreasing customer service and negatively impacting performance levels. ACD Manager recognizes these longer than normal hold times and provides callers with the means to leave contact information and have the next available agent call them back. The caller can hang up and, unlike voicemail, will get a return phone call in a similar amount of time as if they had waited on hold.

ACD Call Back frees

up PBX resources and toll-free charges that accrue when callers wait on hold.

ACD Manager also tracks and calls back callers who had been holding for an agent, but hung up before they talked to someone. Abandoned Call Back provides the next available agent with Caller ID information from the abandoned call and automatically dials the number. With Abandoned Call Back, a contact center has the ability to proactively contact abandoned callers, minimizing the potential for lost opportunities.

OAISYS ACD Manager provides contact centers with the resources needed to attain desired performance levels, maximize efficiency and improve customer service.



OAISYS ACD Manager uses a system of events and actions to monitor and help maintain performance levels in a contact center

Events–

If any of these situations occur:

- A new call arrives
- Oldest call waiting more than 'x' seconds
- More than 'x' calls waiting in ACD group
- Waiting calls per agent more than 'x'%
- Caller abandoned ACD wait
- Call departed ACD group
- Agent misses a call
- Active agents is less than or equal to 'x'
- Last agent logs out
- Change in calls or agents

'X' indicates a user defined number

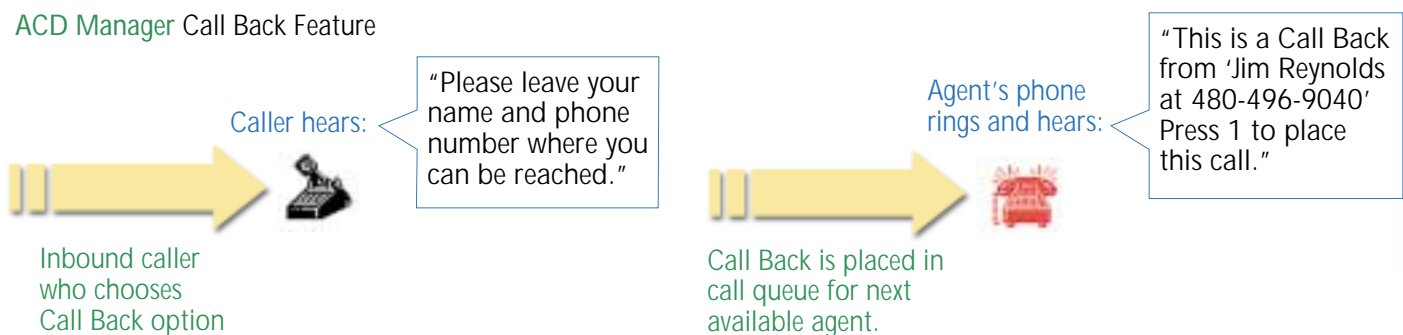
Actions–

Then perform any one of these functions:

- Overhead page to notify staff
- Notify supervisor via beeper page or call
- Move call to voicemail, another extension or less busy ACD group
- Take call back information from caller
- Keep a log of callers who "abandoned"
- Log agent in or out of ACD group
- Send Chat alerts to notify supervisors or staff
- Plus, many more customizable actions

* Certain ACD Manager actions require additional OAISYS applications.

ACD Manager Call Back Feature



Features	Functions	Benefits
Event Based Call Management	Monitors real-time call activity for specific thresholds and triggers corresponding actions. Monitors up to 50 ACD Groups Up to 8 thresholds per ACD Group One action taken per threshold	Increases service levels Optimizes call flow Reduces customer hold time Reduces PBX resources Reduces long distance costs on toll free numbers
ACD Call Back	Places call back message and information in queue for immediate callback so callers don't have to wait on hold	Saves money by reducing amount of time callers hold on toll-free number Improves service
Abandoned Call Back	Places abandoned Caller ID information in queue for immediate callback	Allows you to service customers who abandoned
Intelligent Look Ahead	Looks ahead at the status of other ACD groups before determining whether or not to send the call. If the destination group is not meeting service levels, the call will not be routed to that queue.	Reduces customer hold time Optimizes staffing resources Reduces long distance costs on toll free numbers Increases service levels
Event Logging	Logs abandoned call Caller ID/ANI	Provides documentation for future review Assists in training, scheduling and tracing abandoned callers
OAISYS Chat Integration	Alerts agents with an OAISYS Chat broadcast	Highly-visible alert ensures all agents and supervisors are notified
Agent Misses Call/Log Out Agent	Logs agent out of ACD group when a phone call is missed	Reduces caller hold time and risk of abandoned calls