Whether you have a large

contact center or

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efficiently

process customer calls.

IWATSU
enterprise ACD

IWATSU
VOICE NETWORKS ™

You've probably asked yourself these questions:

How?

How can I track agent call handling and customer service levels?

How can I customize call processing to fit my needs?

How can I monitor the contact center if I'm out of the office?

How can I monitor call activity at our other locations?

Answer:

Enterprise ACD. Whether you have a large contact center or just a handful of customer service reps, Enterprise ACD is packed with features geared towards helping you more efficiently process customer calls. And since Enterprise ACD supports anywhere between 2 and 500 agents simultaneously, you can setup your system capacity according to your contact center demands with plenty of room to grow.

HELPFUL AGENT FEATURES

- **Wrap Up** - Allows a set time to wrap up notes or enter data before answering the next call
- **Help** - Alerts a supervisor to silently monitor, record or coach an agent on an important or difficult call
- **Not Available** - Indicates an agent is temporarily unavailable and prevents calls from ringing to that station
- **Screen Pops** - Instantly pops up the customer files of an incoming caller to an agent's PC
- **Call Identity** - Tracks the source, type or result of a completed call by entering a 3-digit key code

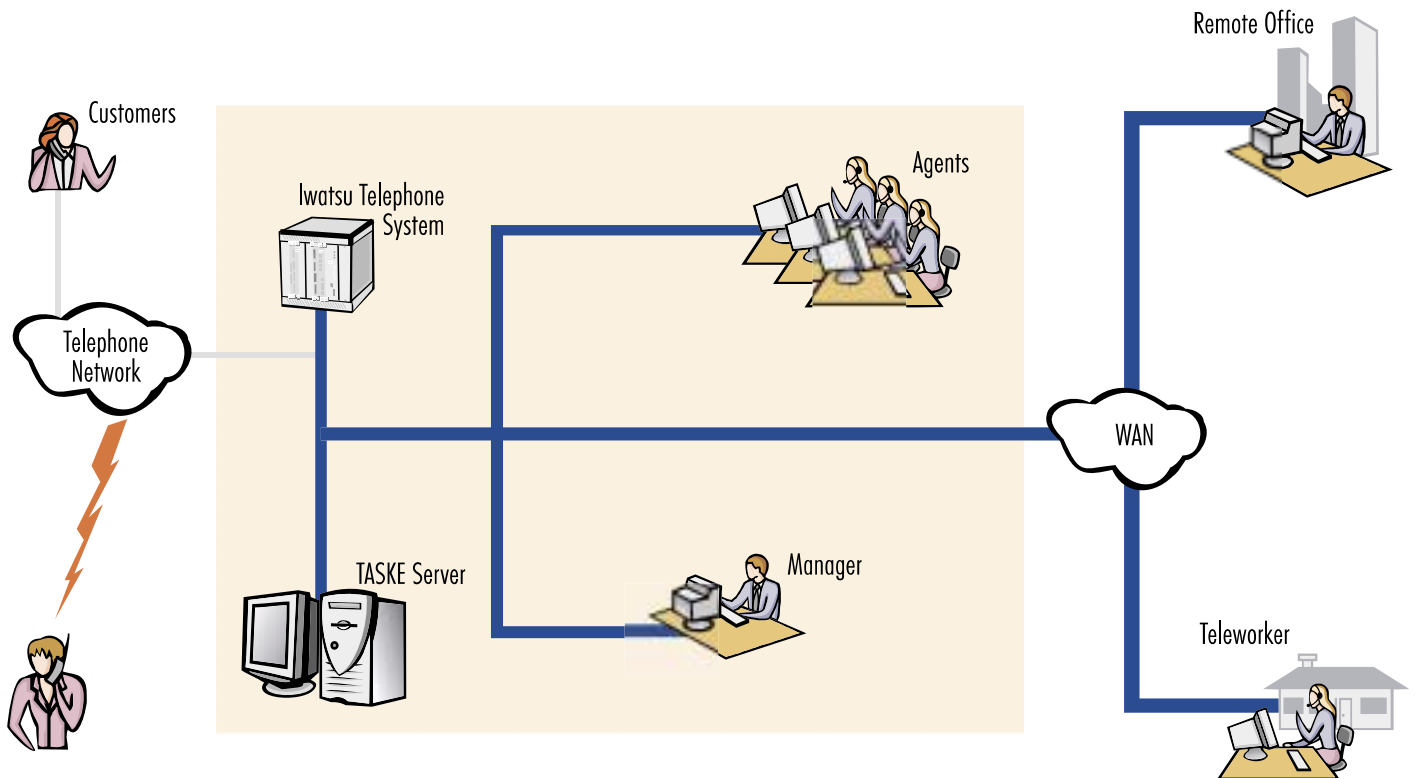## CONVENIENT SUPERVISOR FEATURES

- Monitor an agent call and even interrupt or silently coach agents using the Whisper Page feature
- Login and monitor up to 250 agent call groups simultaneously
- Monitor agents while roaming the contact center using the Omegatrek wireless handset
- Receive instant screen pops of customer files to your PC on incoming calls

AUTOMATED CALL PROCESSING

- Customize automated company greetings, menu options and directories to efficiently route incoming calls
- Allow callers to speak menu/directory selections using voice-activated call routing
- Route calls based on caller ID, time of day, call type, account code and more
- Conveniently make changes to greetings and menu options from anywhere offsite
- Pre-record custom in-queue messaging and on-hold announcements
- Program the system to automatically add agent groups during heavy call volumes

CONTACT CENTER NETWORK

- Network multiple offices to operate as one transparent contact center
- Provide one main number and route callers to any extension or ACD group within the contact center network
- Allow agents and supervisors to work remotely with seamless access to contact center features and call handling capabilities via an IP phone
- Offer more flexible work arrangements and extended support in more time zones with remote agents and supervisors
- Generate comprehensive centralized reporting for multiple networked contact centers

Remote Office

Customers

Iwatsu Telephone
System

Agents

Telephone
Network

WAN

TASKE Server

Manager

Teleworker

CONTACT CENTER MANAGEMENT TOOLS

For even more efficient call control, TASKE contact center software can be added to your Enterprise ACD application to simplify and maximize contact center operations.

Real-Time Monitoring

- View activity of all contact center agents and queues in real-time

- Monitor real-time performance to maximize and maintain high customer service levels

- Set warning and critical service thresholds and alarms on agents and queues

- Customize color-coded real-time view of agent state to highlight critical situations

Historical Reporting

- Choose from over 150 reports detailing agent, queue, extension and trunk activity

- Replay historical ACD activity to help analyze and forecast contact center operations

- Schedule automatic printing, emailing and exporting of reports for a defined time period

- Perform a cradle-to-grave analysis on any call using Call Visualizer

Remote Contact Center Monitoring

- Monitor your business in real-time from anywhere via a web browser

- Access real-time contact center statistics, historical reports and replay historical activity anytime, anywhere

- Configure your own portal to display information that is important to you

- Simplify contact center management by accessing information from a single browser session

Intelligent In-Queue Messaging

- Provide callers the option to enter the queue, leave a message or call again

- Reduce abandoned calls by advising callers of expected wait time

- Make queue wait time productive with custom messages on FAQs, promotions, special announcements and more

- Schedule pre-recorded messages and music for different ACD groups or times of day

IWATSU™
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Iwatsu Voice Networks
8001 Jetstar Drive
Irving, TX 75063
1.800.974.5070
www.iwatsu.com