Product Overview

MIS for Centrex ACD

The VU-ACD/100 is a powerful Management Information System for Centrex ACD. The MIS provides real
time call center activity, such as service levels, calls offered, answered, abandoned, agent activity and historical reports.

Real-Time Call Center Statistics Displayed to Agents

There are two options available to deliver call center information to the agents. The first is Stat-VU, which is a Windows
based utility and delivers real-time ACD data to the agent's PC. The second is Display Boards placed at strategic
locations in the call center allows the ACD information to be visible to all personnel.

Digital Logger/Recorder

Encore™ records calls for quality monitoring, transaction verification, training and security. Record and store entire
calls or portions of calls for later review. Configurable from as small as one line to hundreds of lines.

Workforce Management System

Ability to develop precise scheduling and forecasting of call center personnel to handle the workload while adhering to the
specific needs and call patterns of the center.

Queue Expected Wait Time Announcer

CC Announcer™ eliminates the hold frustrations that lead to abandoned calls and irate customers. Your customers
can be told their expected wait time in queue and make the decision to continue to hold or call back at a later time.

Vocalcom CTI IP-PCBX

The all-in-one integrated solution for sophisticated Contact Center automation. The standard functions include traditional
phone call processing, ACD capabilities, Interactive Voice Response (IVR); skills based routing, screen pop, outbound
campaign management, web-based interaction management and unified messaging.
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Training

End user training for all products is part of our process to ensure a successful implementation. Training is
conducted at customer site customizing the training to the specific needs of your business.