



No Failure To Communicate Here

Elite IPK II ACD

The Call Center *That Works for You*

KEY FEATURES

- 256 Agents
- 64 ACD Groups
- 2 Delay Announcements per Group
(48 per system and Standard Messages)
- 64 Supervisors
- 1 System Supervisor



Automated call distribution (ACD) systems can be very complex and difficult to use, but here's one that is simple yet comprehensive in its functionality.

Empowered by Innovation

NEC

Designed specifically to work on the Elite® IPK II Series, the ACD's unique integration is the result of the voice processing system merging with the communication system

The Elite IPK II ACD's architecture makes it easy to install, program and maintain. Additionally, the reporting package features an easy-to-use PC interface for compiling, analyzing and managing information.

Why shouldn't you have the same ACD advantages large companies enjoy? With the Elite IPK II ACD, you can.

Deliver Intelligent Customer Service

Elite IPK II ACD routes calls based on:

- Longest idle
- Time of day
- Inbound line

This allows you to boost customer service and agent productivity.

You may set a special incoming line and only publish it to your most important customers in order to provide them with superior service. The ACD recognizes these callers as high priority and places them at the front of the queue for service.

The Elite IPK II ACD also automatically logs agents into selected groups based on the time of day. Based on agents' work schedules, you can be sure they're logged in and off at pre-selected times.

The IPK II ACD speeds call processing and improves agent productivity. Once logged in and using a headset, agents are automatically connected to the next waiting call as soon as they finish their previous one.

Real-time Desktop Interface Display

The Elite IPK II ACD real-time display provides a simulated wallboard. The display instantly provides supervisors with both queue threshold and agent information on their PC desktops. With the agent desktop GUI, supervisors and authorized agents can send text messages to an agent or a group of agents detailing meetings, sales contests, or helpful information. Instant information improves agent performance and reduces training time without increasing costs.

Valuable Information at Your Fingertips

With Elite IPK II ACD, agents and supervisors can also receive statistical information anytime on their telephone by pressing a button. When the number of queued callers or holding times exceed pre-determined thresholds, the system automatically sends alerts to agents' and supervisors' telephone displays.

Supervisors receive real-time statistics that empower them to make intelligent business decisions—for example, when to log additional agents into their group.

New Efficiency Option

The Elite IPK II ACD can be configured so callers waiting for an agent and listening to a personalized message can choose to dial out of queue to another extension, ACD Group or voice mail during message playback. By offering callers a choice, customers are more likely to be satisfied with the level of service they receive.

REPORTS

You may schedule or produce on-demand, in graph or text format, a wide range of user-defined Elite IPK II ACD reports that help you better manage your business.

Elite IPK II ACD reports include:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Agent Performance Summary • Agent Traffic by Hour • Agent Call Summary • Agent Login/Rest Timeline | <ul style="list-style-type: none"> • Group Service Level • Group Service Level by Hour • Group Service Level by Day • Call Detail by Queue |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Individual Call Detail • Calls Dialed out of Queue • Calls Overflowed out of Queue |
| <ul style="list-style-type: none"> • Abandoned Calls • Abandoned Calls by Hour • Abandoned Calls by Day | <p>Elite IPK II ACD reports provide the following graphs for time-based overviews:</p> <ul style="list-style-type: none"> • Queue Monitor Graph • Queue Performance Graph • Queue Summary Graph • Queue Summary by Hour Graph |

The Elite IPK II ACD provides the following tables for quick comparisons and status checks:

- Agent State
- Agent Summary
- Queue Monitor
- Queue Summary
- Call Center Monitor
- Call Center Summary

Agent Station Types:

- All Elite IPK TDM and IP telephones
- All D^{term}® Series i TDM telephones
- Remote IPK IP Softphones
- Analog single-line telephones

To find out more, visit necunified.com

