

UC for Enterprise Suite

UC Automatic Call Distribution (CallCenterWorX® -ACD)



At a Glance

- Optimizes call handling capabilities through efficient call routing
- Increases agent productivity and efficiency with UC Agent
- Provides a flexible, customizable feature set
- Offers management through a simple to use GUI
- Contains individual online help systems
- Increases customer satisfaction
- Enables integration with other systems

Overview

All contact centers – regardless of size, face certain challenges. Shifting traffic patterns, changing seasons and high agent turnover can cause workflow disruption and lead to compromised customer service. NEC's UC Automatic Call Distribution (CallCenterWorX), an integral part of the UC for Enterprise Contact center suite, is the tool you need to handle these challenges head-on.

UC Automatic Call Distribution (UC ACD) offers a complete solution to these common contact center problems through its flexible, customizable feature set, handling calls efficiently with a minimum number of resources, while at the same time reducing a caller's wait time – resulting in a higher level of customer service.

Solution

UC ACD processes incoming calls and routes them to designated agents by employing user-defined call handling instructions. UC ACD call routing is designed to get each caller to the most appropriate agent to handle their call in the shortest time possible. Smart direct routing can have a substantial impact on customer satisfaction and agent efficiency.

Calls can be directed according to criteria you provide, such as: the inbound line on which the call is received, the line having the longest idle time, and the time of day the call is received.

In a traditional call center implementation, UC ACD answers the call, plays a message to the caller and places the call in a pre-specified order in a queue of waiting calls for a particular group of agents. The next available agent in the group answers the queued calls in the specified order.

By utilizing UC ACD in your call center, you can reduce the number of dropped calls and ensure all callers are handled expediently and professionally. Your call center is cost effectively streamlined to become more efficient, responsive and productive.

UC Automatic Call Distribution

Skills-based Routing - Skills-based routing capabilities enables you to customize, personalize and prioritize sales and service operations with greater flexibility and ease. It allows you to improve customer service by adapting to rapidly changing working conditions and fluctuating call traffic patterns, particularly through its multi-split agent feature.

This powerful benefit enables multi-disciplined agents to log on and assist several different splits, so you can maximize the value of certain star performers, without having to overburden others, or needlessly augment staff. Best of all, your customers are consistently connected to highly skilled and specialized agents who can more effectively meet their needs.

Offers an Easy-to-Use Graphical User Interface - UC ACD's powerful Windows Graphical User Interface (GUI) enables you to easily manage program additions, deletions and changes. It even contains individual online help systems.

Integrates with Other Modules - UC ACD integrates with additional UCE Contact Center modules to enhance the capabilities and effectiveness of your contact center by dramatically increasing agent capacity and reducing costs. UC ACD is scalable, able to meet your current contact center needs and to grow right along with you.

Additional Modules Available:

- **UC Agent Desktop**
- **Global Navigator** (Contact Center Analytics)
- **UC Multimedia** (Chat and Email)
- **UC IVR** (Contact Center Automation)
- **After Call Survey**
- **Encore® Workforce Optimization** (DVSAalytics)
 - Call Recording & Quality Monitoring
 - Speech Analytics
 - Workforce Management
- **UC Outbound Campaign Manager**

With UC ACD, you can cost-effectively streamline your call center to become more efficient, responsive and productive.

System Components All software must be within one version of the current release	Enterprise - Internal ACD UNIVERGE SV9500 Communication Servers	Enterprise Server UNIVERGE SV9500 Communication Servers	Business Server UNIVERGE SV9300 Communication Servers
Active ACD Agents per system (Concurrent)	25-2,000 ¹	1-2,000 ¹	1-200 ^{1 & 2}
Active Calls (Simultaneous) ³	6,000	6,000	300
Analog Access Codes	4,000 ⁴	4,000 ⁴	300
Announcement Routes ⁵	58	58	16
CCV Tables (20steps each)	1,200	1,200	400
Holiday Schedules	3/Tenant	30/System	30/System
IVR Ports	400	400	64 ²
Log-On IDs (9 digits Max)	7,000	7,000	500
Pilot/Personal Pilot Numbers	4,000 ⁴	4,000 ⁴	400 ²
Positions Programmed	2,200	2,200	250
Splits Per System	900	900	400
Transfer to PBX Number	1,200	1,200	400
Trunk Groups per System ²	255	255	75 ²
Week Schedules	900	900	400
Priority Levels		250	
Skill Levels	99 Skill Level (1 = Highest; 99 = Lowest)		
Splits Per Agent	32	60	60
TCP/IP Clients		8	
Tenants		9	

Note 1: Agents are in single agent increments up to the maximums allowed (Enterprise 2,000 and Business 200)

Note 2: Dependent upon the UC ACD configuration formula based on the OAI monitoring limitations: For the UNIVERGE SV9300: (Agents x 2) + (Pilots and/or Personal Pilots) + Trunks + IVR Ports must be equal to or less than 2,000

Note 3: Active Calls - Includes calls connected to agents and calls waiting in queue to be answered.

Note 4: For UNIVERGE SV9500 - The total capacity for Pilot Numbers + Personal Pilot Numbers + Analog Access Codes must not exceed 4,000

Note 5: If more announcements are required, use voicemail Auto Attendant or UC IVR Attendant

Corporate Headquarters (Japan)
NEC Corporation
nec.com

North America (USA & Canada)
NEC Corporation of America
necam.com

NEC Enterprise Solutions
NEC Europe Ltd
nec-enterprise.com

APAC
NEC Asia Pacific Pte Ltd
sg.nec.com

Latin America
NEC Latin America
lasc.necam.com

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