

CallCenterWorX[®]-Enterprise (I)



At a Glance

- Internally hosted ACD for the UNIVERGE[®] SV8500 Communications Server
- Optimizes call handling capabilities through efficient call routing
- Increases agent productivity and efficiency
- Provides a flexible, customizable feature set
- Offers an easy-to-use graphical user interface
- Contains individual online help systems
- Increases customer satisfaction
- Enables integration with other systems

Overview

NEC's CallCenterWorX-Enterprise (I), a part of the CCDesign[®] suite of customer contact center solutions, is an internally hosted Automatic Call Distributor (ACD) for the UNIVERGE SV8500 Communications Server – eliminating the need for a separate ACD processor. This embedded application offers a more cost-effective method of supporting your contact center needs and enables productivity- and service-enhancing Computer

Telephony Integration (CTI).

With CallCenterWorX-Enterprise (I), your contact center will be able to handle a large volume of calls efficiently with a minimum number of resources, while at the same time reduce a caller's wait time – resulting in a higher level of customer service.

Solution

Increases Agent Productivity, Efficiency and Customer Service

CallCenterWorX-Enterprise (I) processes incoming calls and routes them to designated agents by employing user-defined call handling instructions. CallCenterWorX-Enterprise (I) call routing is designed to get each caller to the most appropriate agent to handle their call in the shortest time possible. Avoiding long wait times and getting the caller directly to someone who can handle their requests or issue (without being transferred and having to repeat themselves) can have a substantial impact on customer satisfaction and agent efficiency.

With skills-based routing capabilities, CallCenterWorX-Enterprise (I) 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.

By utilizing CallCenterWorX-Enterprise (I) in your call center, you can reduce the number of dropped calls and ensure that all callers are handled expediently and professionally. It cost-effectively streamlines your call center to become more efficient, responsive and productive.

Offers an Easy-to-Use Graphical User Interface

CallCenterWorX-Enterprise's powerful Windows Graphical User Interface (GUI) enables you to easily manage program additions, deletions and changes. It even contains individual online help systems.

Enables Integration with Other Systems

With CallCenterWorX-Enterprise (I) built-in, the SV8500 easily links to the corporate database, mainframe and Interactive Voice Response (IVR) system. This integration enhances the capabilities and effectiveness of your contact center and dramatically increases agent capacity while reducing costs.

CallCenterWorX-Enterprise (I) easily scales to meet your contact center needs and grows step by step right along with you. Plus, Computer Telephony Integration can be delivered with virtual plug-and-play ease.

CallCenterWorX-Enterprise (I) Capacities

System Components	25 – 1000 seats
Tenants	10
Splits	90
Trunk Groups	255
Log-On IDs (9 digit max.)	7,000
Pilot Numbers*	4,000
Personal Pilot Numbers*	4,000
CCV Tables (20 steps each)	1,200
IVR Ports	400
Announcement Routes	58
Active Calls (Simultaneous)	6,000
Priority Levels	250
TCP/IP Clients	8
Splits per Agent	32
Analog Access Codes*	4,000
Holiday Schedules Per Tenant	3
Station Calls	500
Transfer to PBX Number	1,200

* The total number of programmed pilot numbers, personal pilot numbers and analog access codes combined cannot exceed 4,000

Features

Skills-Based Routing

- Easy configuration allows callers to reach a highly-skilled agent in the least amount of time.

Built-in ACD

- Eliminates the cost and maintenance of external hardware and expands to handle very large contact centers.

Thirty-Two Multi-Split Agents

- Allows for thirty-two multi-split agents, providing individual agents with the capability and flexibility to log on and service up to sixteen different groups.

Agent Log-Off Warning

- Will warn the agents in a group who attempt to log off that other calls are in a holding queue and should be handled before log off is complete.

Personal Queue

- Calls queued to personal agents enjoy greater flexibility such as customized announcements while in queue.

Minimum Requirements:

- UNIVERGE SV8500 Communications Server (Rev. must be within one revision level of current release)
- CallCenterWorX-Enterprise (I) Software License

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