

# CallCenterWorx<sup>®</sup>-MIS



## At a Glance

- Delivers real-time and historic call information
- Enables managers to monitor multiple levels of caller and agent activity
- Provides real-time agent monitoring capabilities
- Supplies twenty-nine types of real-time and historic reports

## Overview

Distributing more calls throughout your customer contact center may provide greater volume and activity, but not increased productivity. CallCenterWorX-MIS, a Management Information System (MIS) that is part of NEC's CDesign<sup>®</sup> suite of customer contact center solutions, can help raise your contact center's level of performance by providing improved

individual productivity through call monitoring, call reports and schedule management. This fully-functional MIS delivers both vital real time and historic call information to your contact center manager while enabling that manager to monitor multiple levels of caller and agent activity.

## Solution

Ideal for small or department-sized customer contact centers, each CallCenterWorX-MIS maintains its own database and provides effective personnel management tools. By providing real-time agent monitoring and historical system reports, it enables managers to identify individual agents' strengths and weaknesses in addition to possible call routing improvements for the center. With access to real-time data on a supervisor's screen, CallCenterWorX-MIS enables them to instantaneously react to changes in the contact center which improves overall responsiveness.

CallCenterWorX-MIS even provides true multi-tenant support. This ability facilitates easy movement of personnel between locations for temporary assistance or in case of a permanent move.

A rich Graphical User Interface (GUI) with multiple-window viewing and real-time online help make CallCenterWorX-MIS easy to use; agents may even be assigned specific colors to simplify real-time information management. A variety of formatting options for reports are available to keep managers informed around the clock. Enhanced ODBC-compliant database capabilities provide additional storage capacity for historical reports. A conversion utility is supplied to facilitate its use.

With CallCenterWorX-MIS, you can cost-effectively streamline your call center management to become more efficient, responsive and productive which results in improved customer satisfaction.

## Minimum Requirements:

<b>Processor:</b>	Pentium 2.4GHz or higher
<b>Memory:</b>	1 GB or more
<b>Available Hard Disk Space:</b>	36MB or more before installation
<b>Monitor:</b>	15" or larger SVGA with 1024x768 resolution
<b>Available USB Ports:</b>	1 for MIS Sec/Lic Key
<b>Input Devices:</b>	Keyboard (104) & 2-Button Mouse
<b>Network Interface Card:</b>	10/100Mbps NIC
<b>DVD/CD-ROM Drive:</b>	4x DVD/CD-ROM
<b>Operating System:</b>	Windows 2000, XP, Windows 7

## Capacities:

Entity	CallCenterWorX-Business SV8300 & NEAX® 2000 IPS	CallCenterWorX-Enterprise SV8500 & NEAX® 2400 IPX
<b>Agent Packages:</b>	1-200	1-500
<b>Agent Log-In IDs:</b>	500	7,000
<b>Pilots:</b>	300	4,000
<b>Pilots (Personal):</b>	300	4,000
<b>Positions:*</b>	120	500
<b>Splits:</b>	150	900
<b>Tally Codes:**</b>	100/Split Total < 3000	100/Split Total < 3000
<b>Trunk Groups:</b>	63	75
<b>Trunks:</b>	255	255
<b>Additional Supervisors:</b>	8 TCP/IP	8 TCP/IP
<b>Multi-Split Agent:</b>	32	32

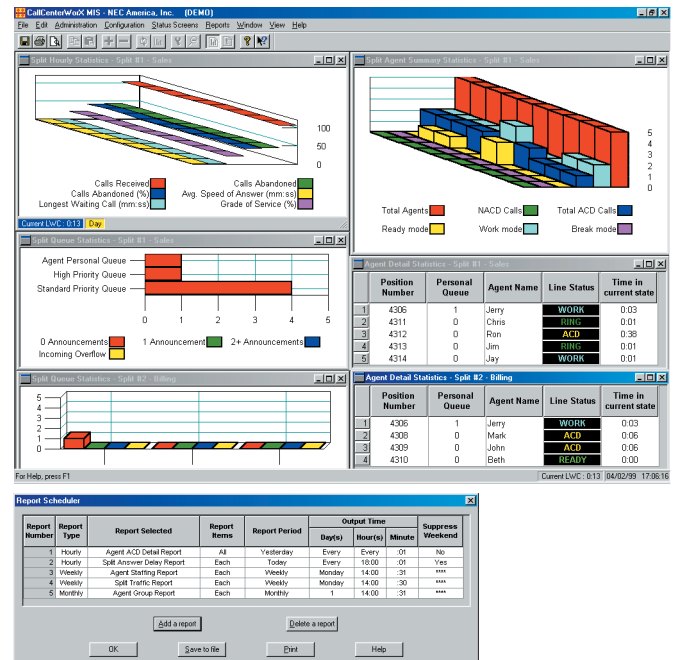
\*Position number varies with size of CallCenterWorX-MIS used

\*\*Maximum 100 tally codes per split; total does not exceed 3000

Note: If client server functionality is required, NEC Global Navigator must be used.

## Features

- Multiple Window View displays split real-time screens or several reports simultaneously
- Status Bar displays information for one-glimpse instant analysis
- Context-Sensitive Online Help enables managers to use the system fully and effectively
- 1.56 GB Database for retention of reports for archive purposes
- Twenty-nine Available Reports, including Agent, Pilot, Trunk Group, Tally Code and Agent Expectation
- Virtual Wallboard Support
- Multiple Work and Break Types
- Software-based Licensing



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