



xen automatic call distribution

an ideal solution for telemarketing operations



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NEC



If your business is reliant on your ability to service large volumes of incoming calls, then NEC Automatic Call Distribution (ACD) gives you a sophisticated system that is easy to use - dealing with your peak call periods, with maximum efficiency.

ACD provides efficient distribution of incoming calls to a group of agents. The overall objective of ACD is to minimise waiting time for callers whilst distributing calls as quickly as possible to the next available agent.†

Other functions like 'log-in, log-out' and 'break buttons' enable agents to easily come and go between shifts and breaks. It's ideal for telemarketing operations, also for specialist areas like customer service, enquiries and sales.

A COMPLETE MANAGEMENT SYSTEM ON YOUR PC

NEC ACD surpasses other systems with an ability to deliver real time easy-to-analyse data that enables you to spot problems immediately and plan accurately for your future staffing requirements.

With our special Microsoft® Windows® based management information system (MIS) package (for Xen IPK only), you have immediate real time access to all types of vital information, including which agents are taking calls, the length of calls, how many calls are waiting and also any areas where a problem may be occurring.

The fully customisable system enables you to enter acceptable threshold parameters that change colour for items such as length of time before answering for external callers, abandoned calls, time on calls, and more.

Displayed in full colour, with simple graphics, the system immediately alerts you to areas where staffing needs to be increased or other action needs to be taken.

KEY SYSTEM FEATURES:

- Immediate call answering with your pre-recorded greeting and a follow-up message, to reassure callers that they are progressing in a queue and will be answered by the next available agent
- Special, one touch Assistance key allows agents to put calls on hold while they receive information or guidance from their supervisor
- Agents can receive calls directly. These calls are automatically flagged as non-ACD by the MIS
- A headset key enables agents to answer or release calls
- Up to 4 ACD groups can be assigned
- Up to 32 agents can be programmed per system

ACD BENEFITS FOR SMALLER OPERATIONS

Not every business needs the full functionality of NEC ACD with its MIS capabilities. However, if your business still requires efficient call distribution, here are two alternatives:

UNIFORM CALL DISTRIBUTION (UCD)†

Provides similar functionality to the full ACD system, including recorded messages and call transfer to the next available agent, without the back-up of MIS reporting. Calls are uniformly distributed between the agents.

SIMPLIFIED CALL DISTRIBUTION (SCD)

This system is automatically built in to the Xen Telephone System and provides basic call distribution capabilities.

For more information, please call during business hours, (Australia only) 1800 036 136 or contact your Authorised NEC Channel Partner www.nec.com.au

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