



# UNIVERGE® SV8000 Series Automatic Call Distribution (ACD)

Fulfilling the promise of UNIVERGE®360

In today's business environment, resources are often stretched thin. Organizations must take advantage of the latest communications technologies to streamline their processes, enhance staff productivity and improve customer service.

The UNIVERGE SV8000 Series ACD helps accomplish these goals by handling high call volume with a minimum number of resources. It reduces caller hold time and distributes call volume evenly among employees. Callers are given the option of either immediately leaving a message for agent callback or holding for an agent. Those who wish to hold will hear announcements that encourage them to remain in the call queue. This provides customers the choice that best fits their needs, reduces lost calls and helps you optimize staffing.

The PC-Based Supervisor with Reports feature can be used for agent scheduling, business analysis and improvement of scheduling efficiency.

## At a Glance

- Embedded ACD for the UNIVERGE SV8100
- Intelligent customer service
- Real-time desktop interface display
- Valuable information at your fingertips
- Enhanced efficiency

The reporting package offers an easy-to-use PC interface for compiling, analyzing and managing information. As a part of NEC's UNIVERGE 360 approach, it enables greater productivity through the convergence of technology and communications.

### *Embedded ACD for the SV8100*

Designed specifically to work on NEC's UNIVERGE SV8100, the embedded ACD's unique integration is the result of a voice processing system merging with a communication system. This seamless integration makes the SV8000 Series ACD easy to program and maintain.

### *Intelligent Customer Service*

The SV8000 Series ACD can help improve customer service and agent productivity by routing calls to best fit your needs. Calls can be directed based upon the criteria you provide. Some examples of routing criteria include:

- The inbound line on which a call is received
- The line that has the longest idle
- The time of day the call is received

Additionally, users can provide select customers with a special incoming line to call for high-priority service. The ACD system recognizes these callers and places them at the front of the queue so that you may provide superior service for high-value customers more easily.

The SV8000 Series ACD also automatically logs agents into selected groups determined by time of day. Based on agents' work schedules, you can be sure they're logged in and out at pre-selected times.

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 SV8000 Series ACD's real-time display provides a simulated wallboard. It instantly provides both queue threshold and agent information to supervisors via their PCs. Supervisors and authorized agents can use the agent desktop GUI to text message important information to agents or groups. This instant access to information improves agent performance and reduces training time without increasing business costs.

### Real-time Display

Sales InQueue: 12 Agents: 15 Long: 3:54 | Company Meeting t

### Agent Client for ACD

ACD CLIENT [V] Idle Sales Agts: 12 InQ: 8 Long:

### Valuable Information at Your Fingertips

Agents and supervisors can retrieve statistical information from the SV8000 Series ACD by simply pressing a telephone button. When queued callers or caller hold times exceed a pre-determined threshold, the system automatically sends alerts to agents' and supervisors' telephone displays.

Additionally, the wide range of user-defined reports provided by the SV8000 Series ACD can be scheduled or printed on demand in graph or text format.

### Enhanced Efficiency

Callers presented with customized choices tend to be more satisfied with the level of service received. The SV8000 Series ACD can be configured to provide those choices by enabling callers in queue to dial another extension, ACD Group, or voicemail box during message playback.

### Reports

A wide range of user-defined SV8000 Series ACD reports, graphs and tables are available to users to enhance their business management capabilities. These reports, graphs and tables may be scheduled or produced in graph or text format on-demand and are listed below.

### ACD Status Information

Name	Logged In	Idle	Busy	Calls In Queue	Longest
Sales	2	2	0	0	0:00

Logged In	Busy	Non-ACD	Rest	Wrap	Idle	Calls in Queue	Clients
2	0	0	0	0	2	0	0

Name	State	Time
Amy	IDLE	14:49
Stacey	IDLE	07:13

### Specifications

Component	Supports
<b>Agent Station Types</b>	<ul style="list-style-type: none"> <li>Dterm® Series i/IPK II (DTH/DTR) TDM terminals</li> <li>UNIVERGE DT300 Series</li> <li>UNIVERGE DT700 Series</li> <li>SP310 Softphone</li> <li>Analog single-line terminals</li> </ul>
<b>Agents</b>	512
<b>Agent/Client Real-Time Desktop Client Interfaces</b>	512
<b>ACD Groups</b>	64
<b>Supervisors</b>	64
<b>System Supervisor</b>	1
<b>Wallboard</b>	1, 2 or 3-line
<b>Delay Announcements per Group</b>	2
<b>Delay Announcements per System</b>	100
<b>Delay Announcements per Standard Messages</b>	100
<b>Queue Depth</b>	200

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