

3Com® NBX® Automatic Call Distribution Application

DATA SHEET

Integrated call center for small to mid-sized businesses using NBX IP telephony platforms

OVERVIEW

The 3Com® NBX® Automatic Call Distribution (ACD) application streamlines communications and applies business intelligence to inbound call traffic, efficiently queuing and routing calls to waiting agents. This costeffective and feature-rich call center application is ideal for telesales agents, help desks, reception/operator consoles and customer support groups, helping enhance the call handling professionalism of customerfacing organizations. With five selectable routing algorithms, agents are empowered to efficiently manage customer inquiries. Call overflow (busy or timed-out traffic) is routed to the best, most logical coverage option. Plus, reporting options help validate business strategy and optimize call center operations.

KEY BENEFITS

SPEED APPROPRIATE RESPONSE TO CUSTOMER NEED

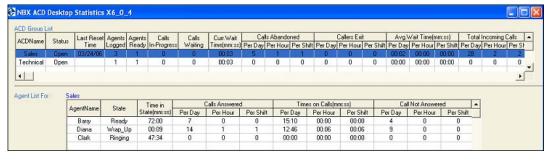
The NBX ACD application supports multiple queues, allowing the next available agent to respond to calls in the order in which the calls were received. Advanced routing (with five routing algorithms—calling groups, circular, least call-count, linear or most-idle agent) helps calls flow to the appropriate agent based on business needs. Organizations have the flexibility to create groups of agents defined by specialty such as language, product knowledge and customer type, and assign agents to a single or multiple workgroup/queue. If agents are not readily available, group timeout sequences make certain that all calls are effectively processed by routing them to a group mailbox or sending them to an alternate extension or an auto-attendant. In addition, wrap-up time parameters can be set to include an interval for completing the non-voice parts of a call before an agent needs to respond to another call.

LEVERAGE QUEUES TO SHARE ADDITIONAL INFORMATION

While callers are waiting in a queue, they can hear up to five unique announcements played in timed intervals, providing information such as promotional offers or how to access a company's website. They can also exit a queue to leave a message or escalate a call using the in queue digit exit feature.

MAXIMIZE AGENT PERFORMANCE

NBX ACD software gives managers the tools to control agent performance, optimize agent training and enhance customer service. It allows them to discretely monitor call center activity using three built-in features (monitor, whisper and barge-in). Using NBX Call Reports and Call Detail Reporting (CDR)—both included with the NBX platform—managers can



Reporting tools with real-time statistics help managers fine-tune call center operations.

KEY BENEFITS (CONTINUED)

track and measure a variety of call traffic and generate standard or easily customized reports. With a free Windows applet, NBX ACD Desktop Statistics (not available on NBX 100 platforms), supervisors can manage call center performance from their PC and easily identify key metrics, such as number of customers in queue, agent states and abandoned calls. They can also manage the call center activities of agents with different work shifts using the NBX ACD agent shifts capability.

SIMPLIFY CALL CENTER MANAGEMENT

The NBX ACD application eliminates the need for third-party adjuncts such as servers, wallboards or voice announcement cards. Hardware and software necessary to deploy NBX ACD functionality are built into the NBX platform, allowing quick and easy setup and administration using the browser-based NBX NetSet™ administration utility.

Feature Highlights

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Queue maximum	Up to 100 queues supported
Delayed announcements	Up to five unique announcements played for customers in queue on hold
Detailed reporting	Agent performance statistics created by NBX Call Reports and NBX CDR
Maximum concurrent agents	Scalability from two to 199 agents
Agent workgroups	Categories defined by agent discipline or function
NBX ACD Starter Pack	Two-agent evaluation license included with each platform running NBX R5.0 or higher system software
Expected wait time announcement	Voice alert that notifies customers in queue of the anticipated agent answer time
Agent shifts	Identification of agents working at different time intervals to enable accurate performance measurement

Allow Agents to Login to this Group Group Name: Sales Current Admin Password: Password to Access Groups's Calls Call Distribution Method: ACD Group - Least Call Count 💌 Reenter Password Extension: 4004 Agent Timeout Setting for unanswered calls: 35 (1-999 Seconds). Wrap-Up Time: 10 (0-999 Seconds). Automatically Logout An Agent that does not Answer Operational Hours Enable Real Time Streaming Statistics Always Open O Use System Business Hours Group's Timeout Setting for gueued call: 240 (1-9999 Seconds) Group Coverage Action after Timeout Send to this Group's Mail Box Group Mail Box Personal Operator 501 Group Mail Box System Operator 501 O Send to an Auto Attendant Default Menu O Send to a Phone Number: Cancel Apply Reset

Using the embedded NBX NetSet administration utility, ACD groups, agents and queue announcements can be set quickly and easily.

SPECIFICATIONS

PLATFORM

Requires 3Com NBX R6.0 or higher system software for standard ACD functionality and advanced features such as NBX ACD Desktop Statistics, wrap-up time and agent shifts

INTERFACES

Built-in software NBX Voice Messaging (VM) and Auto-Attendant (AA) ports; four ports of concurrent VM/AA included with NBX platforms; each voice announcement uses one VM/AA port during

announcement; additional voicemail ports are available for purchase Agent login via feature codes/programmable button on phone or via NBX NetSet user portal

Support for up to 199 agents with unlimited supervisors available through NBX NetSet

MANAGEMENT

NBX NetSet browser-based administration utility

ORDERING INFORMATION

PRODUCT DESCRIPTION

3COM SKU

3Com NBX ACD Add-On Pack (One-time activation; provides a total of five agents—two agents in starter pack and three agents in add-on pack) NBX ACD Single-Agent License



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