



IMPROVED CUSTOMER  
SERVICE, REDUCED  
BUSINESS COSTS

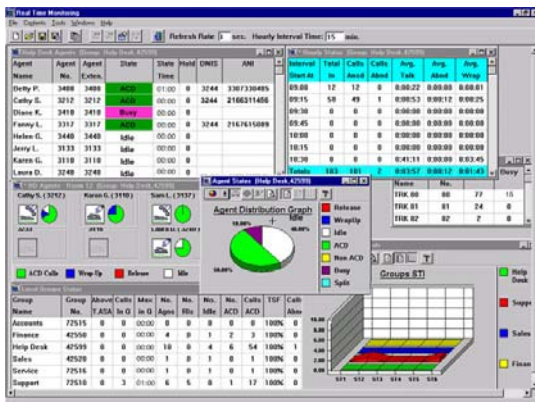
3Com® eXchange Call Center  
for NBX® Solutions

## AFFORDABLE, COMPREHENSIVE CUSTOMER SERVICE

### INCREASE CUSTOMER SERVICE, DECREASE COSTS

The 3Com® eXchange Call Center for NBX® solutions delivers features otherwise available only at extra cost in other solutions. With 3Com, smaller call centers gain a rapid return on investment, facilitating customer support and productivity while easing call center management costs. The software offers a full feature set for inbound services, DNIS recognition for call routing rules, agent routing via terminal/circular/longest idle, powerful built-in reporting and position-in-queue announcements. And with optional modules and software licenses, additional capabilities may be added easily.

The solution requires only basic staff training and is simple to manage, for further cost savings. The administration application offers multiple management levels and access rights. The monitoring application lets supervisors keep close tabs on the system with graphical displays of critical real-time information. Powerful reporting functions include an extensive suite of predefined and custom reports for effective decision making support.



Exceptionally easy-to-use management tools feature customizable screen positioning and views.

### EASILY DEPLOY AND SCALE OPERATIONS

A turnkey solution that seamlessly integrates with 3Com NBX telephony solutions, eXchange call center minimizes disruption and hidden costs. Most installations can be completed and ready for use in two to three business days. Once operational, supervisors can easily restructure the call center and add functionality with minimal effort and expense. A scalable, license-based design from 10 up to 250 agents lets the enterprise make incremental investments as business requirements warrant.

### ENJOY PRACTICAL SUPPORT OPTIONS

3Com and its authorized resellers can provide engineering expertise for the call center design, project management or onsite installation and programming of key applications and agent software. Administrator and agent training is also available. 3Com Express<sup>SM</sup> Service enhances support with extended warranty services.

## EASY TO USE CALL CENTER CAPABILITIES

### SOFTWARE MODULES

The application includes the 3Com eXchange Engine, eXchange Administration, eXchange Visor and eXchange Agent. Users can smoothly modify the functionality and structure of their center and easily scale operations with software licenses.

#### Key Call Center Features

- › Full feature-set for inbound services
- › DNIS recognition for call routing rules
- › Free-seating for agents—calls and customized work environment follow agents wherever they are logged into the system
- › Routing includes terminal, circular, and longest idle
- › Unique, powerful built-in report package
- › Position-in-queue announcements
- › MS-Windows technology-based

#### 3Com eXchange Engine

The 3Com eXchange Engine offers easily operated and implemented rules for call routing, enabling significant improvement in customer service, as well as a reduction in the total cost of ownership. In addition to basic Automatic Call Distribution (ACD) routing, the eXchange Engine also provides:

- › Circular, terminal or longest idle agent routing
- › Call routing behavior according to requested service

- › Customizable forced release timer
- › Auto-attendant service responses
- › Wrap-up codes for marking call outcomes
- › Interflow and overflow support
- › Per service announcement plan including mandatory, first and up to 20 secondary announcements

### 3Com eXchange Administration (for NBX solutions)

With eXchange Administration, supervisors can manage system entities (agents, groups, trunks, DNIS, etc.), routing policies, reporting definitions, maintenance activities such as backup policy and alarms, and system-wide parameters. The application provides:

- › Full management and control of agent activities with drag and drop convenience
- › Call control scripts management with support for auto-attendant actions like Menu, Play File, Transfer and position-in-queue announcements
- › Several administration levels with different access rights

### 3Com eXchange Visor

The eXchange Visor, a powerful management information system (MIS), offers historical reports, real-time monitoring for fast decision making and optional wall board capabilities. MIS features include remote supervisor and remote network support. Managers can customize windows and desktops by setting colors, chart types and alerts for convenient, personalized information access. Visor delivers:

- › Full-featured report generator with high-end functionality
- › Drag-and-drop report construction
- › Historical reports with standard system parameters accessible via web browser
- › Integration of historical reports with 3Com eXchange Call Center internal data
- › Privacy options, giving access to either one or all supervisors
- › Formula Editor (optional) for creating additional calculated columns in reports

**Historical Reports.** A wide variety of reports can be used to reflect the activity and functionality of call centers and agents, each easily generated from the predefined report list. In the event that a unique report is needed, the software gives authorized supervisors complete freedom to customize forms. Reports can be sorted by fields, and data can be filtered to match specific management needs. Report results, viewed as graphs or tables, can be exported easily into a variety of standard formats. An integrated scheduler can automatically generate reports and supervisors can define destination files or printers.

**Real-Time Monitoring.** Using Visor real-time monitoring, supervisors gain online access in convenient formats to the following information:

- › Ongoing performance of call center entities (agents, groups, trunks, DNIS, etc.)
- › Statistical performance based on sliding window time frames
- › ACD and non-ACD calls
- › Customizable graphical, tabular, and form reports
- › Customizable display of numerical and statistical data based on two threshold levels

The screenshot displays the 'Automatic Report' configuration window in the 3Com eXchange Visor. The background window, titled '1.1 Group By Interval', shows a report for the date 22/08/2000. The 'Automatic Report' dialog box is overlaid, allowing for scheduling. It includes sections for 'Date' (with options: Every Day, Day of Week, Month, Specific), 'Time' (with options: Every Hour, Specific), and a 'Schedule name' field. The 'Specific' options are selected for both Date and Time, with the date set to 22/08/2000 and the time set to 07:00 am. The 'Schedule name' is 'General VSC Group Aug. 21-22'. Buttons for 'OK', 'Cancel', and 'Help' are visible on the right.

3Com eXchange Visor provides critical information to optimize call center performance.



The customizable Agent toolbar provides easy access to call center functions.

### 3Com eXchange Agent (for NBX solutions)

The Windows-based eXchange Agent offers a timesaving, intuitive toolbar that can be customized by an administrator to contain most frequently used features. Requiring minimal screen space, it lets agents simultaneously view other native call center applications (e.g., CRM). The application without a PC provides log in, log out, release and resume functions, and with the optional Agent Board, it offers PC connectivity to real-time call center activity statistics.

## OPTIONAL SOFTWARE

3Com eXchange for NBX Call Center base package includes licenses for ten agents and one supervisor. To meet an organization's individual needs, the following options are also available:

| AB Agent 2400# [1000 - Peter A.] - Agent Board |         |         |           |
|------------------------------------------------|---------|---------|-----------|
| Agents                                         | Support | Network | Telephony |
| Log / Idle                                     | 6 / 3   | 6 / 3   | 6 / 3     |

The Agent Board displays real-time messages on an agent's PC.

**3Com eXchange Agent Board** provides optional PC connectivity to real-time statistics of call and agent activity in the call center. Only one license per system is required, but the number of Boards cannot exceed the total number of system agents (a mix of agents with or without Agent Board is possible).

**3Com eXchange Wall Board** provides optional connectivity to compatible third-party wall boards for displaying the same information shown on an Agent Board. Only one license is required per system. The wall board itself is not included.

**3Com Formula Editor** enables the addition of calculated columns to eXchange Visor reports for increased control of call center reporting functions.

**3Com eXchange Agent Inbound Voice Licenses** extend the number of agents for handling inbound calls. Each license provides connectivity for five additional agents.

**3Com eXchange Visor Licenses** provide one additional supervisor with access to the full set of eXchange Visor management functions.

**3Com eXchange Visor Monitor-Only License** provides one additional supervisor with access to only the real-time supervisory information of eXchange Visor.

## PROFESSIONAL SERVICES AND SUPPORT

3Com and its authorized resellers can provide expertise in designing, managing and deploying the call center, including programming the main application and agent software. Training on call center features and operation is also available for an administrator and system agents. With 3Com Express Service, organizations can extend their warranty services with 24x7 access to telephone technical support—even on holidays—and software upgrades, excluding software that is released by 3Com as a separately ordered product. Additional response time options and on-site support are also offered. Contact an authorized 3Com reseller or 3Com sales representative for additional information and service ordering.



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