

Millennium® Real Time ACD

The Untapped Resource

When it comes to enhancing the efficiency of communications within your organization, automatic call distribution (ACD) is a highly effective, yet often overlooked, means of achieving that goal. Providing powerful ACD capabilities should be a key element in the overall strategy to make your business more competitive in today's marketplace. A flexible and highly affordable Real Time ACD solution from eON Communications makes this goal easier to reach than ever before.

Extremely powerful ACD capabilities are standard on eON's Millennium® Digital Communications Platform. These capabilities, when coupled with the Millennium Real Time ACD software package, enable the Millennium platform to deliver an unbeatable combination for proficient call handling.

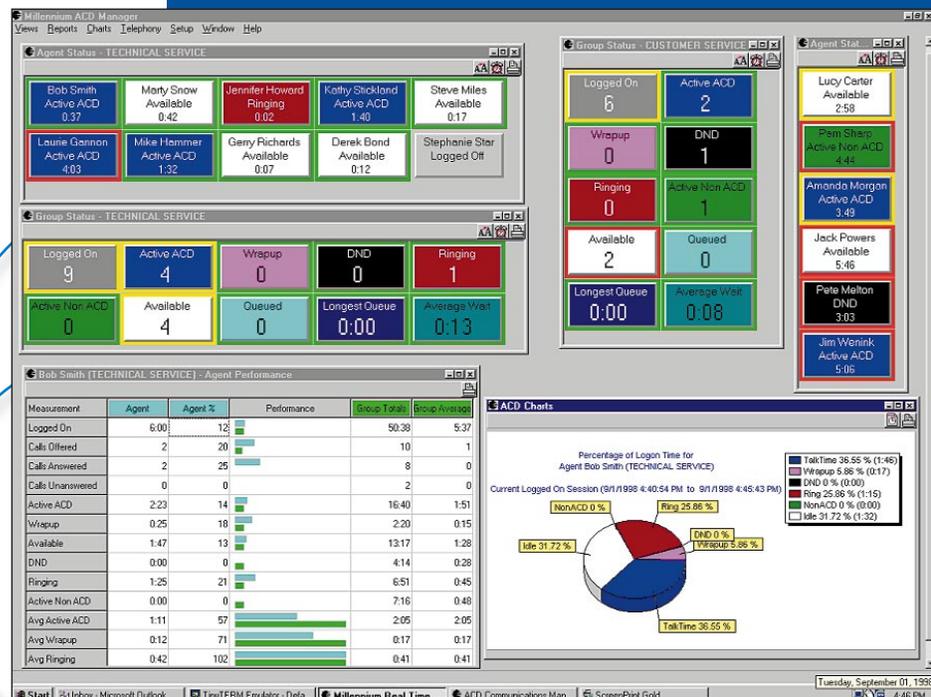
Customized, Real-Time Screen Viewing:

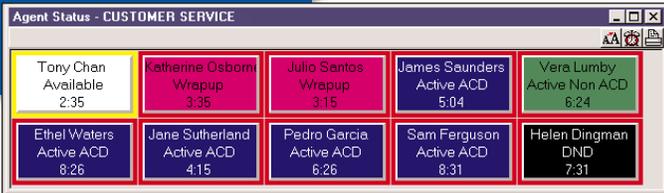
- Up-to-the-second call center statistics
- Group Activity, Agent Activity, Agent Performance, Agent Percent of Log On Time, and Device Status
- Both graphical and text information
- Color coding for immediate visual identification
- Audio alarm for identification of problem areas

Call Trend Analysis:

- Historical charts and reports
- Print reports on demand or schedule them for a particular date and time
- Agent, Group, and Device Reports
- Monitor average wait times, the number of abandoned calls, individual agent and group performance
- Simple point-and click interface makes it easy to tailor reports to your exact needs

Integrates with a Millennium 30-Button Telephone with Data Adapter





Agent Status: Provides a quick and easy-to-understand overview of all current agent activity. With this display, an individual agent's on-screen status will change color according to his or her current state, such as Available, ACD Call Wrap-up, DND and so on. The frames around each agent cell change color to alert you to calls that are exceeding defined alarm thresholds. The Agent Status screen lets you know what is happening at any moment, and immediately alerts you to potential problems requiring quick attention. With a simple mouse click, the supervisor can remotely logon or logoff an agent, monitor or call an agent, or view a picture of an agent. This interface offers a simple means of communicating with and monitoring agents within the group.

Measurement	Agent	Agent %	Performance	Group Totals	Group Average
Logged On	12:17	16		1:14:30	12:25
Calls Offered	2	18		11	1
Calls Answered	2	18		11	1
Calls Unanswered	0	0		0	0
Active ACD	3:07	8		37:34	6:15
Wrapup	0:40	21		3:13	0:32
Available	1:35	12		13:40	2:16
DND	6:50	58		11:45	1:57
Ringing	0:05	10		0:48	0:08
Active Non ACD	0:00	0		7:30	1:15
Avg Active ACD	1:33	46		3:24	3:24
Avg Wrapup	0:20	118		0:17	0:17
Avg Ringing	0:02	50		0:04	0:04

Agent Performance: Evaluates an agent's performance versus the performance of the ACD group. The information is "real-time," so calculations are based upon the number of agents logged in during the current session. Percentage bars provide a quick and easy way to interpret comparison of an agent's performance with group norms. The report shows logon time, calls offered, calls answered, calls unanswered, active ACD time, wrap-up time, available time, DND time, ringing time, non-ACD time, average ACD talk time, average wrap-up time and average ringing time. Together, these parameters help a supervisor identify agents who are not meeting performance standards, thus enabling management to take corrective measures such as providing additional training or coaching.



Group Status: Presents real-time information on each ACD group and also allows the supervisor to view multiple groups simultaneously. This concise display shows the number of calls in queue, the longest wait time and the average wait time in queue. With this information, the supervisor can more effectively manage periods of high traffic. The frame around each cell changes color based on defined thresholds, thus allowing the supervisor to get a quick visual indication of problem areas.



Device Status: Provides real-time status of devices on the system. The software can monitor and report on a wide variety of devices including analog trunks, T1 channels, PRI channels, trunk groups, ACD logon buttons, park zones and many others. Using information presented on the device activity screen, a supervisor can oversee and report on the system's incoming and outgoing call traffic as well as monitor agents that may be misusing certain features on the system.

Reports and Charts

- Group Summary
- Group Maximum Queue Count
- Agent Ring Time
- Agent Activity Detail
- Group Longest Queue Time
- Agent Available Time
- Agents Logged On
- Group Average Waiting Time
- Agent Non-ACD Time
- Group Talk Time
- Group Calls Offered Count
- Agent Calls Offered Count
- Group Wrap-up Time
- Group Calls Answered Count
- Agent Calls Answered Count
- Group DND Time
- Group Calls Unanswered
- Agent Calls Unanswered Count
- Group Ring Time
- Agent Talk Time
- Agent Percent of Logon Time
- Group Available Time
- Agent Wrap-up Time
- Group Non-ACD Time
- Agent DND Time

System Requirements: Computer Requirements: Pentium 166 or faster processor; 32MB RAM; Hard disk drive with at least 20MB of free space after Windows™ and any other applications or utility software packages are installed; Color Super VGA monitor and video card; High density 3.5" floppy disk drive; Windows NT™, Windows 98™, or Windows 2000™ installed and running; Windows™ compatible bus mouse; Serial com port for Data

Adapter; Parallel printer port for the security key and/or printer; RS-232 cable for the connection between the Data Adapter and the PC (PC items supplied by customer).

Millennium Items: Millennium 2-Wire or 4-Wire 30-Button Digital Telephone with a 4 x 40 Display; Data Adapter; One port on the Digital Line Card or 2-Wire Digital Station Card; Millennium Release 1.08-008 or later software.

Features and specifications subject to change without notice
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