

Inbound Call Center

Software Option for MX Systems

Overview

The Inbound Call Center (ICC) software is a complete software package for the Zultys Media Exchanges that handles incoming calls to a group of agents, distributes the calls based on specified rules, and queues them when agents are not available. The ICC then automatically distributes the calls to agents from the queue as they become available. The product functions as an advanced automatic call distributor (ACD).

The Zultys Media Exchanges (the MX30 and the MX250) combine the functions of an IP PBX, PSTN gateway, Internet gateway, network server, and application server. The ICC application runs directly on the MX30 or MX250 and is enabled by software licenses.

Client software running on a PC provides agents and supervisors with real time information about the operation of the call center, screen pops, presence, instant messaging, and a soft phone. The same software allows supervisors to manipulate calls in the queue. A custom wallboard display can be configured to appear on the PC desktop or be projected onto the wall without specialized equipment.

The ICC is a true IP call center based on SIP. This permits the MX30 or MX250 to interoperate with a variety of gateways and phones from a variety of manufacturers. Agents can be located anywhere in the world, as long as they have a broadband Internet connection. This provides true flexibility and around the clock coverage, without having to relocate key talent.

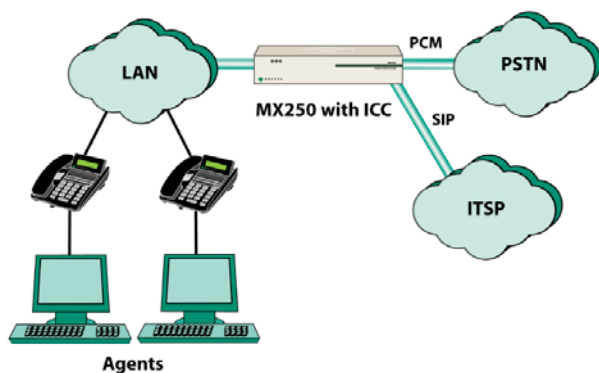
The complete solution can be provided by Zultys, including the IP PBX (with or without redundancy), battery backup system, Ethernet switches, gateways, soft phones, hard phones, automatic archiving, and ICC software. Zultys sells and supports its products world wide.

Whether your company has few agents in a support group or every employee is an agent in a call center, the solution from Zultys can scale to meet your requirements.



Key Features

- *Up to 240 agents*
- *Floating licenses*
- *Queuing with music and announcements*
- *Indication of position and expected wait time in queue*
- *Queue exit options and overflow routing*
- *Fully custom wallboard*
- *Multiple groups*
- *Agents can log into multiple groups*
- *Multiple supervisors*
- *Silent monitoring and barge in*
- *Call recording*
- *Callback processing*
- *Group mailbox*
- *Instant messaging, presence, and chat*
- *Detailed reports*
- *Real time statistics and monitoring*
- *Screen pops*
- *Flexible call handling rules*
- *Automatic agent log out*
- *Multiple languages and worldwide support*



Configuration and Management

The administration user interface for the MX30 and MX250 is easy to use and allows for rapid configuration of ICC groups. Adding members to a group is a simple operation and any member can be granted supervisor privileges.

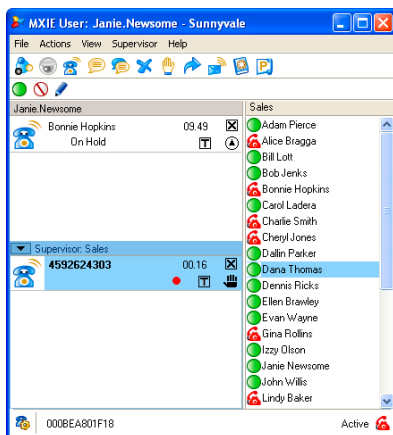
The administrator can configure a queue with announcements by installing a WAV file that has been created, using default prompts that come with the system, or creating announcements using the text to speech capabilities of the administration user interface. Music on hold can be selected to play when announcements are not being made to the callers in queue.

Call handling rules can be configured as necessary to provide better service to customers. For example, if agents do not answer a call that is routed to their stations, they can be automatically logged out.

Licensing

A single floating license allows an agent to log into multiple groups simultaneously. When the agent logs out, that license is available to another agent to use.

Any user can be configured as a supervisor. When a supervisor logs in, that consumes one license. The supervisor can also make and receive calls as part of the group without consuming any additional licenses.



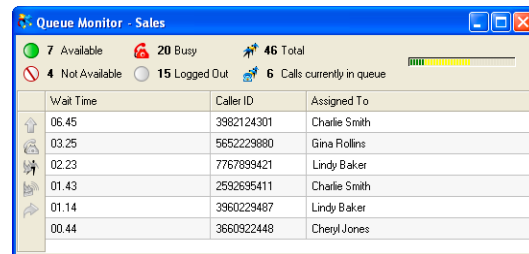
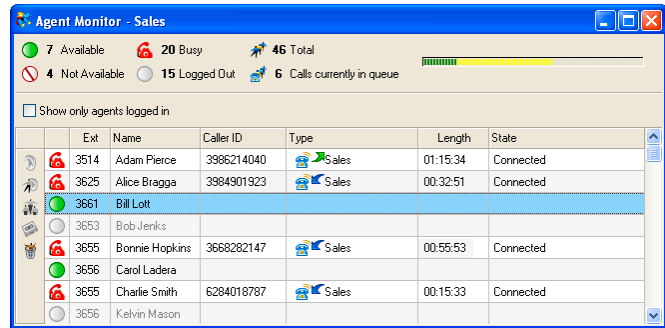
Agents

All agents use the PC software, MXIE (pronounced “mix-ee”). This runs under Windows, Mac OS X, or Linux. Not all features are available for all platforms.

Once agents have logged into MXIE they can become active in the ICC groups that the administrator has configured.

Agents have multiple presence states. These indicate the time an agent is available, active, in wrap up, or not available. Agents have the capability to send instant messages to other agents or supervisors. This feature can be used to seek advice or provide instruction and is less intrusive than the traditional whisper feature.

Calls are distributed to agents in one of three ways: least busy (the next call is sent to the agent who has been less active than others), ring all (all agents receive the call), or round robin (the agents each receive a call in turn).



Supervisors

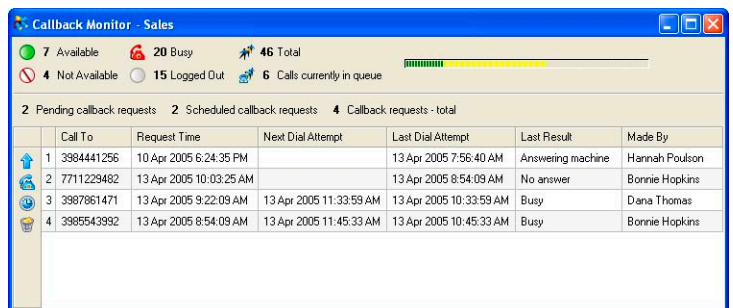
Supervisors who log into MXIE as a user can view monitors and statistics for all ICC groups in which they have membership*. Supervisors can log into those groups specifically if they also wish to be presented with calls as an agent. Supervisors can log out any agent.

Supervisors can view real time statistics for the performance of each group and can manipulate calls and call back requests in the queue. When the agents use Zultys IP phones, the supervisor can silently monitor a call and can barge into that call if required.

Queue Management

The administrator can configure the actions the ICC automatically takes when the call center is busy. Incoming calls can automatically be routed out of the queue based upon overall queue length, average time in queue, or the total time a particular call has been in queue. Proper values and rules improve the caller experience.

Callers can be presented with their position or expected wait time in the queue. The ICC can play four different announcements to the caller at different times after the caller has entered the queue. The administrator can determine what options the caller is presented with to exit the queue.



* Supervisor access from MXIE is available only on the Windows platform.

Callers can be prompted for a phone number so that an agent may call them back. Such call back requests are queued like standard calls and are distributed to agents accordingly. An agent returning a call from a call back request can specify the outcome of the call and can schedule another call back attempt at a later time; for example, if the wrong person answered the call and the correct person will return at a later time.

Supervisors have the ability to move a call to the top of a queue, pull a call from a queue and answer it, assign a call to a specific agent, transfer a call out of a queue, or direct a call in queue to the group voice mail box.

Agents can monitor the status of the queue. This shows the number of calls in queue and how long the callers have been waiting. The monitor shows the caller identification and indicates whether a supervisor has assigned a given call to a specific agent.

Statistics

Through MXIE supervisors can see real time statistics for all groups for which they are a supervisor. Using the statistics, the supervisor may decide to add agents or divert calls.

The ICC provides statistics that show a snapshot of the overall performance of a group. The current status of all agents in the group is displayed, including presence states. Detailed information on the number of calls, call handling, average talk time, and average wait time is available in a clear tabular form.

Agent statistics give a supervisor up to date information on the performance of each agent in a specific group. A summary of login information and the time that every agent spends in each presence state is provided. Additionally, the supervisor can see how many calls and call back requests a particular agent has handled.

Wallboard

The wallboard feature allows you to display information about the operation and current status of the call center. With the solution from Zultys, this does not require a custom display panel. Instead, the data is projected onto a screen using standard equipment.

The ICC software interacts with Microsoft Excel to pull data from the MX250 for specific ICC groups. This spreadsheet is referenced from MXIE and brought up as a wallboard display.

Using Excel allows you to completely select the data that is displayed and its appearance on the wallboard. You can make changes very easily at any time. Both visual and audible alarms can be played when events occur.

Group Statistics - Sales	
7 Available	20 Busy
4 Not Available	15 Logged Out
46 Total	6 Calls currently in queue
6	Total number of calls in queue
12	Maximum number of calls in queue (at one time)
18	Outbound calls (connected)
325	Calls answered
47	Calls transferred to voice mail
28	Calls transferred to external number
14	Disconnected calls
23	Total callback requests
17	Calls abandoned from queue
12	Calls sent to queue overflow
85:18:29	Total talk time
00:15:45	Average talk time
00:29:18	Maximum wait time
00:07:18	Average wait time for answered calls
00:19:45	Average wait time for abandoned calls
00:07:55	Average wait time for all calls

Agent Statistics - Sales							
7 Available	4 Not Available	20 Busy	15 Logged Out	46 Total	6 Calls currently in queue		
<input checked="" type="checkbox"/> Show only agents logged in							
Name	Calls	Average Talk Time	Total Talk Time	Average Wrap Up	Total Wrap Up	Callback Total	Last Login
Charlie Smith	4	00:19:09	01:16:35	00:04:15	00:17:01	0	13 Apr 2005 11:36:39 AM
Cheryl Jones	9	00:18:22	02:45:14	00:06:29	00:58:22	0	13 Apr 2005 6:58:25 AM
Dallin Parker	2	00:17:09	00:34:18	00:03:17	00:06:34	0	13 Apr 2005 1:39:51 PM
Dana Thomas	6	00:13:08	01:18:46	00:02:56	00:17:34	0	13 Apr 2005 8:46:13 AM
Dennis Flicks	2	00:16:09	00:32:18	00:03:17	00:06:34	0	13 Apr 2005 11:51:39 AM
Ellen Brawley	13	00:18:35	04:00:48	00:02:26	00:31:34	0	13 Apr 2005 6:49:13 AM
Evan Wayne	2	00:17:29	00:34:58	00:03:26	00:06:52	0	13 Apr 2005 1:39:51 PM

Call Recording on Demand

While on a call that goes to the PSTN, any agent using MXIE can initiate call recording for that call. The recording is stored in the agent's voice mail box. The system can be configured to play call recording beeps so that the calling party knows the call is being recorded.

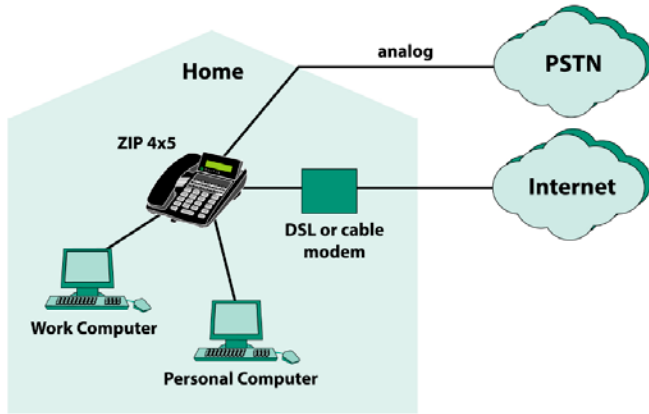
Group Mailbox

An ICC group can have both a fax and a voice DID number. Callers in queue that are sent to voice mail can leave a message in the group mailbox. When fax calls arrive at the fax DID, the MX250 receives the fax and places it into the group mailbox. An agent or supervisor can manage the mailbox, distributing the contents to the appropriate agents as they become available.

Date: Monday 7 February 2005						
Time: 00:32 IST 12:02 PST 14:02 CST 16:02 EST						
Campaign: Two for One (Celltime Wireless)						
Calls in Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
25	35	2.3	9.6	1089	103	
Campaign: Tell-a-Friend (SureGo DSL)						
Calls in Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
37	51	5.6	15.3	956	56	
Campaign: Mercury Coupon (GoFast Web Hosting)						
Calls in Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
13	46	1.2	5.8	465	15	

Sample Wallboard created in Excel.





Report Preview

ACD Call Service - Summary

Report Generated: Tuesday, 26 Apr 2005 15:24:14
 Date: 01 Apr 2005 to 26 Apr 2005
 Time: 00:00:00 to 23:59:59 (Continuous)

Date	Total Calls	Answered	Min Wait	Avg Wait	Max Wait	Unanswered
1 Apr 2005	315	300	00:01:04	00:09:14	00:10:14	15
2 Apr 2005	212	197	00:00:59	00:08:14	00:14:02	15
4 Apr 2005	364	350	00:03:45	00:10:10	00:19:52	14
5 Apr 2005	351	339	00:02:18	00:12:10	00:21:00	12
6 Apr 2005	362	351	00:01:34	00:07:45	00:09:42	11
7 Apr 2005	324	301	00:01:37	00:09:42	00:17:52	23
8 Apr 2005	425	397	00:00:49	00:10:59	00:24:10	28
9 Apr 2005	396	360	00:02:34	00:14:26	00:21:05	36
10 Apr 2005	391	362	00:02:17	00:09:59	00:08:14	9
12 Apr 2005	367	354	00:00:43	00:08:10	00:14:09	13
13 Apr 2005	388	360	00:02:10	00:12:10	00:17:56	18
14 Apr 2005	347	338	00:01:00	00:06:42	00:00:24	9
15 Apr 2005	463	415	00:01:15	00:15:35	00:34:10	30
17 Apr 2005	239	230	00:00:17	00:06:42	00:21:25	10
18 Apr 2005	424	413	00:02:01	00:12:35	00:17:20	9
19 Apr 2005	351	337	00:00:46	00:09:40	00:14:20	14
20 Apr 2005	370	340	00:01:16	00:12:40	00:23:05	21
21 Apr 2005	394	362	00:00:25	00:16:42	00:23:07	32
23 Apr 2005	485	394	00:00:12	00:07:42	00:19:37	36
25 Apr 2005	270	252	00:01:10	00:16:40	00:11:01	18
26 Apr 2005	392	365	00:02:03	00:09:00	00:19:13	24
Totals for Date:	7293	6906	00:00:17	00:16:48	00:14:19	327

Remote Agents

Leveraging the benefits of an IP communications system, agents can be located anywhere around the globe and be part of an ICC group. Agents can be located at home if they have a broadband connection. All that is required is a virtual private network connection, an IP phone, and a PC running the MXIE software.

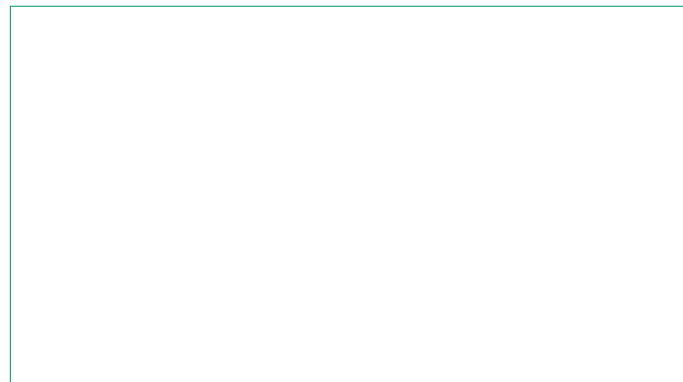
Companies no longer need to lose valuable agents that need to relocate, nor do they need to lose business when agents cannot make it into the office. They can also use this distributed model to rapidly add agents as needed should the main call center become too busy.

Larger Call Centers

Using MX Cluster technology, multiple MX250 boxes can act as a single system with redundancy.

Linking four MX250 systems in an MXcluster provides up to 8 T1 or E1 circuits to the PSTN for a maximum of 240 PSTN calls. Additionally, the MXcluster can handle 240 incoming calls from SIP gateways or from Internet Telephony Service Providers (ITSPs). A total of 240 agents can be configured and active on calls, with a remaining 240 calls in queue.

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Reports

Supervisors can access the administration user interface of the MX30 or MX250 to generate a number of detailed reports. Information is pulled from the MySQL database on the MX30 or MX250 and presented using Crystal Reports.

Supervisors can obtain historical reports on the groups that indicate abandoned calls, call back reports, ICC group performance reports, presence reports, and agent activity reports. This information allows supervisors to plan and make decisions on how to improve their call centers.

The internal structure of the MySQL database is documented and standard ODBC access is provided to the data. Therefore you can use various third party applications to create custom reports that may be specifically required for a particular call center or customer.

Integration with Workforce Management, CRM, and IVR

You can use workforce management software from third parties to analyze all of the call performance data and determine how the call center should be staffed. This software will use the ODBC access to the MySQL data base to provide reports at regular intervals.

A TAPI interface is supported on MXIE which allows for calls to be originated from popular CRM programs including Microsoft Outlook. For incoming calls, the MX30 or MX250 provide caller identification information to MXIE which is sent over the TAPI interface. Depending on the CRM package, this may allow for a screen pop to appear with information on the calling party. For programs that do not support TAPI directly, often middle-ware is available which converts between TAPI and proprietary APIs.

The system can provide simple IVR capabilities with its comprehensive auto attendant. For more complex applications that require speech recognition and database access, a third party SIP based IVR system can be used.

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