



Frequently Asked Questions
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Unified Applications

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1 Specifications

Specification	
Server General information	
Operating system	Win 2000/XP/2003 Server
Hardware	External server
Voice Interface hardware	Analog ports
Data integration	CSTA over IP
Super consoles	
PC based call control software	Yes
Architecture	Client/Server
Number of super consoles support	1 to 250
Inbound/outbound call history	800
Number of customizable views/department	12
Network support	Yes – Option
Call Center	
Number of agents/supervisors support	5 to 200
Split/Skill sets	1 to 50
PC based agent/supervisor management software	Yes - standard
Built-in software wallboard	Yes - standard
Call Center reports (for supervisor licenses)	Yes - standard
Call Center Announcements	
Announcements	4 to 60 ports
Announcements per skill set	3
Position in Queue	Yes - standard
Average time to answer	Yes - standard
Opt-out of queue	Yes - standard
Advanced Call Center features	
Database pop	Yes – Option
Outbound TAPI dial	Yes – Option
Smart router based on external database	Yes – Option
Call back number queuing	Yes – Option
Voice mail	
Mailboxes supported	2000+
Message storage capacity	2000 hours
Number of ports	4 to 64
Unified Messaging	
Protocols supported	IMAP4/POP3
Email Servers support	Exchange / Lotus Notes
Dual store / Synchronization	IMAP4 only
FAX ports	4 to 8
Call Logger Recorder	
Digital trunk Tap recording method	8 to 240 trunks
Digital station Tap recording method	8 to 240 stations

2 Basic ACD Features

2.1 Integrated ACD Solution

Can the server provide ACD functionality without requiring a separate ACD system, server, hardware, or software? Is there a separate cost for providing ACD functionality or is this a standard feature?

The ACD functions are a feature set of the Voice Processing system. This feature can be activated at any time by purchasing the appropriate activation code.

2.2 Order of Arrival Queuing

Can calls be delivered to agents in First In First Out order (order of arrival queuing)?

Yes

2.3 Queue Specific Delay Announcements

How does the system provide delay announcement for each queue/split/skill set?

The system may be configured to provide individual announcements per split. Each split may be configured to have up to 3 announcement patterns played in programmable time periods. Each pattern may include 2 customer provided .WAV file announcements as well as system provided "position in Queue" and "Average Hold Time" messages. The system messages may be configured to be played or not for each pattern. This method allows flexible and customer configurable announcements per split.

2.4 Agents in Multiple Split/Skill Groups

Can agents be members of multiple splits/skills? If so, how many?

Yes. Agents may be configured to be members of multiple splits. Furthermore, agents may be configured to belong to all splits and have separate skill levels in each split. This yields higher agent efficiency and productivity and the full use of the skills-based routing.

3 Automatic Availability after Each Call

How quick can agents automatically available to take the next call upon disconnecting from the current call?

The auto wrap-up timeout is set to the minimum value of 2 seconds.

3.1 Wrap Up Work

Can agents also temporarily remove themselves from the call queue to perform call related tasks?

Yes. The system may be configured to allow agents to enter into wrap-up (work) mode at the completion of a call whether the agent terminates the call or the outside party terminates the call. The Wrap-up timeout is configurable per split. Agents may activate the wrap-up mode by simply clicking or pressing on the "Work" button.

Is the time spent in this work state included in the individual agent statistics?

Yes. The wrap-up time is clearly included for each agent on the system provided Call Report. Detail, Summary and charts are provided in the Call Report package.

The supervisor should be provided with a visual real time indication of agents spending time in this state. Please describe.

Yes. Supervisors have real time and instantaneous access to wrap-up data and other agent status data by a simple right-mouse click on the agent's icon. When agents exceed preprogrammed Wrap-up thresholds, supervisors are notified on their PC desktop client software.

3.2 Timed After Call Work/Agent Pause Between Calls

Can the system force the agents to be put into a work mode for a predefined period of time in order to provide rest time between calls, pace calls to the agents, or limit the amount of time an agent spends in completing wrap up work?

Yes. The automatic wrap-up time is configurable and has the following programmable period of time: 0 sec, 2 sec, 10 sec, 20sec, 30 sec, 60 sec, 2 mn, 5 mn, 10 mn, never.

3.3 Temporarily Unavailable Mode

When unavailable for calls for reasons such as scheduled breaks, lunch, group meetings, etc., agents must have the ability to temporarily remove themselves from the call queue but still have this time tracked as staffed time without logging out. Describe

Each agent has several Call Center states to choose from: Break, Personal Break, Meeting, Wrap-up, Login and Logout. When the agent activates one of these states by a mouse-click or a button press, the agent is still logged in, but is marked as unavailable. Each one of these Call Center states is recorded for the Supervisor's real time view and in Call Reports. The report indicates the number of occurrences and time spent in each state.

3.4 Redirection of Unanswered Calls

What happens to a call that is sent to an agent who left a position without logging out? Can the supervisor be notified of this condition? How can you keep calls from continually being sent to this agent position?

When a call is presented to an available agent, who does not answer the call, the system puts the agent in "Personal Break" state and the call is redirected to the next available agent or the queue. The Supervisor is notified by a marking on the agent's icon when Personal Break thresholds are reached.

4 Call Center Agents

Can calls be redirected to other agent groups on the same system? Can calls also be overflowed to an attendant, automated attendant, voice messaging, or voice response system? Describe.

Yes, the system may be configured (per split) to overflow calls to other groups, auto-attendant, a live attendant, a local station, and an external location or directly to a mailbox.

4.1 Night Service

All calls for each ACD group must be redirected to a different extension after hours. Can supervisors force Night Service? Each group may have different hours of operation. Explain.

The system automatically turns individual Splits into Night service when all agents in the Split are logged out. In this mode calls for the Split go to a Night Service overflow destination. The system allows configuring an "Auto Logout" time for all agents in a Split, or supervisors have the ability to "force" all agents to be logged out. Whichever method is used, when all agents are logged out, the Split is in Night Service.

4.2 Abandoned Call Disconnect

Is automatic and immediate disconnect of calls after a calling party hang-up supported?

Yes. When the calling party hangs up, the call is immediately disconnected and reported as abandoned.

4.3 ACD Groups for Modems, Voice Response Ports

Can ACD groups be defined for modems, voice response ports, recorders, and other non-human members that provide automatic login and availability and ACD-type statistics for the group? Will all members of the group be automatically logged in and available after a system restart?

Yes. The system may configure agents as "auto login" for non-human devices such as modem pooling and IVR/VRU type ports. In this mode, these devices are "forced" by the system as logged in and available at all times even after a system restart. These devices are reported in the Call Report and statistics package.

4.4 Emergency Notification

The system must allow agent positions to activate an alarm notifying a supervisor of an emergency condition. The system must also have the ability to automatically record the trunk number and/or calling number if provided, agent position involved in the emergency, and activate a recording of the conversation if recording equipment is provided. Does your proposed solution support these capabilities? Please describe this process.

Yes. In case of emergency, the agent may activate the recording of the conversation by a simple mouse-click on the desktop client. The agent may also start a LAN chat session, which triggers an automatic notification to the Supervisor's PC desktop. The system provides the ability to generate an "Emergency" notification to the Supervisor when a number is dialed out (i.e. 911). These calls may be configured to be automatically voice recorded.

4.5 Agent Request for Assistance

How does an agent request assistance from a supervisor?

Agents may seek assistance, while on a call, by using the LAN chat feature. From their PC desktop client software, agents simply click on the 'Chat' key and click on the supervisor's icon. The supervisor is notified and a Chat session is opened between the supervisor and the agent where they may exchange information.

4.6 Supervisors as Agents

Can supervisors make themselves available to receive ACD calls during busy periods?

Yes. Supervisors may make themselves available to take calls in any/all Splits as if they were agents. Supervisors may configure their skill level to be the lowest so that they get calls only when all agents in the Split are busy/unavailable. Another feature available to Supervisors is to stay unavailable, but use the "Rescue Queue" feature. In this mode, the supervisor monitors the queues and may selectively pickup calls from any queue.

4.7 Logout of Agents by Supervisor

Can supervisors logout agents without having to go to the agent's desk? Can they log them out from a remote location?

Yes. From their PC desktop client, Supervisors may "force" agents to be logged out. For remote access, Supervisors need a WAN connection to the system. In this setup, Supervisors have ALL the Call Center Supervisor features (statistics, Chat, Reports ..) from that remote location.

4.8 Monitoring Agent Conversations

The supervisor should be able to monitor an agent's conversation for training or administrative purposes from the supervisor telephone, without plugging in to the agent's telephone set.

When allowed by class of service, supervisor simply click the Monitor feature key following by a click on the agent's icon to start a monitoring session.

4.9 Incoming Call Information Display

What type of information can be displayed on the agent's workstation?

On the agents' PC desktop client software, ANI number/Name and Split name are clearly identified on the screen.

4.10 Access to Real Time ACD Statistics

What kind of MIS information is available to Supervisors?

On the agents' PC desktop client software, agents have immediate access to real time statistics and wallboard information on the screen. Number of calls queued, answered, abandoned, overflowed, average abandon time and average time to answer. Supervisors have real-time statistics on all agents' activities.

4.11 Threshold Notification

- Can supervisors be notified when thresholds are reached for individuals and groups?
On supervisors' and agents' PC desktop client software, notification is provided when any/all pre-defined thresholds are met or exceeded. Color- coded icons and sounding alarms are both used for notification of these conditions.
- Can supervisors the agent receive continual real-time display updates of ACD statistics including such information as a comparison of individual performance to group averages or objectives?
Supervisors' PC desktop client software shows real time statistics on agents: number of breaks, Personal Breaks, Meetings, answered calls, unanswered calls and time spent on all these various states.

4.12 Outgoing Calling Capabilities (Non-ACD)

Can agents and supervisors place outgoing calls? How does the system track outgoing calls on ACD reports?

Agents and supervisor may place outgoing calls. The reports show these calls as non-ACD calls. Detailed and summary station reports show the number of outbound calls as well as the detailed numbers dialed.

5 Advanced ACD Call Handling

5.1 Remote Monitoring

Can a user dial a number to gain access to the system, supply a password, and be granted access to monitoring agents and applications from a remote site? Team Leaders, Directors, etc. should be able to perform silent monitoring when out of the office or when dialing into a remote office.

Yes. In this scenario, a WAN connection to the system is required as well as an IP phone remotely connected to the system. With this setup, Team leaders, Supervisors may remotely perform all Call Center functions as well as remote voice monitoring and recording.

5.2 Integrated Routing Database Tables

Can databases tables of numbers be maintained in the system for specialized routing purposes?

Yes. All specialized routing data are maintained in the database. Specific ANI/DNIS routing, priority queuing are all kept in the system database.

5.3 External Routing Database

Can external databases (customer database) be used for specialized routing?

Yes. This is an option. External/customer database may be configured to provide advanced routing based on database record contents. The database record may be looked up based on caller entered digits or account number. External database must be ODBC compliant (i.e. Siebel, SQL ..).

5.4 Routing Based on DNIS

Does the system have the ability to route calls based on Dialed Number Identification Service (DNIS).

Yes.

5.5 Routing Based on ANI

Does the system have the ability to route calls based on Automatic Number Identification (ANI).

Yes.

5.6 Estimated Wait Time Predictor

Describe the system's ability to predict the wait time?

The system calculates the estimated wait time based on the average call duration per Split and how far into the call is the next agent to be available based on average call duration.

5.7 Estimated Wait Time Announcements

Can the system announce to the caller the estimated wait time for the next available agent? Specify the options available for informing callers of their estimated wait time.

The system provides the estimated wait time to callers. The system may also be configured per Split to provide position in queue.

5.8 Time of Day, Day of Week Routing

Can the proposed system provide alternate routing automatically based upon time of day and day of week? How are calls routed to night service after hours? Provide an example of how Time-of-Day, Day of Week routing is accomplished.

Yes. Time of Day and Day of week routing is provided. Furthermore, night service for a Split is automatically activated when all agents in a Split are logged out.

5.9 Holiday and Special Date Routing

Can the proposed system provide alternate routing for holidays and special dates automatically based upon time of day and day of year?

Yes.

5.10 Overflow Destinations

Can calls be automatically overflowed to voice messaging or a voice response system?

Overflow destination include voice mail, any extension number, a remote location number and another Split.

5.11 Route by Caller Prompted Information

Can your ACD system request information, such as a zip code or account code, before the call is sent to an agent and then route the call based upon that information?

Yes.

5.12 Multiple Announcements Per Call

Can multiple announcements be played to a caller? How many announcements can be administered per ACD split/skill?

Yes. Up 3 announcement patterns per Split. Each announcement pattern includes up to 2 customers provided recordings.

5.13 Callback Messaging Options

Does the proposed system support an option for callback messaging capability?

Callers are prompted by the system to leave a call back number. The call is queued and keeps its place in queue. Agents of call center will automatically contact the caller at a later time.

5.14 Automatically Launching Callbacks to Customers

When the agent receives a callback message from the queue, is the callback to the customer launched automatically or does the agent have to dial the customer callback number?

The agent does not have to dial the number. The agent simply clicks on the call back number icon on the PC desktop client software.

6 Advanced ACD Skill Group Features

6.1 Skills-based Routing

Can the system match the requirements of the caller to an agent with the skills to handle the call? How is this accomplished?

Yes. The system matches the skill level of an agent depending on the caller's information so that the most-skilled agent answers the call.

6.2 Changing Agent Skill Assignments

Can the agent skills be added or removed dynamically while agents are on calls or must agents log out first? Can agents be logged into one or more splits/skills when being moved between agent groups?

The assignment is dynamic, and agents do not have to log out for the assignment to take. It is recommended that Supervisors and/or system administrators make these changes.

6.3 Monitoring a Logical Agent

Can the system monitor calls by agent login rather than position or extension number?

Yes.

7 Recorded Announcement Features

7.1 Announcement Hardware

Is the announcement hardware equipment internal to the system or must it be mounted externally? Are announcement ports allocated dynamically?

The announcement ports are part of the Call Center server. The announcement ports are dynamically allocated.

7.2 Announcement Capacities

- How many announcements are supported in the system?

The system can support up to 60 ports with announcement capabilities.

- How many callers can simultaneously listen to a single announcement?

Up to 60 callers can listen to the same announcement. The system supports a queuing scheme in case there are more callers in queue than announcement ports. Announcement ports are only used during the message playback and are freed while the caller is in queue.

7.3 Announcement Access

Can announcements be customized locally and remotely from system administrators and supervisors?

The announcements are .WAV files and recorded by the customer and placed in specific location on the Call Center server. When a WAN connection to the server exists, the .WAV file may be managed remotely.

7.4 General Announcement Features

- Can callers be required to listen to an entire announcement before being connected to an agent?

Callers are immediately transferred as soon as an agent becomes available.

- If an agent becomes available before an announcement is completed, can a call be immediately connected to the agent? *Yes*
- Does the system allow the customer to define announcement delays? *Yes*
- Does an incoming keep its place in queue when the call is connected to an announcement? *Yes*

8 Call Center Messaging Features

- Can callers be automatically directed to voice mail to leave messages when the call center is closed or when all agents are busy?

Yes

- Can the caller be given the option to continue waiting in queue or to leave a message?

Yes

- Can an estimated wait time announcement be provided to help callers make an informed decision about how long they are willing to wait?

Yes

- If the caller chooses to continue to wait, does the call retain the original position in queue?

Yes

- Can messages be stored in a group mailbox? If so, how are the agents notified that messages are waiting? Can an agent be notified when voice mail messages are left for the personal extension number and separately for the ACD group?

Messages may be configured to be stored in a general mailbox. Agents with PC client software are configured to have an icon associated with the general mailbox. When a message is stored in the general mailbox, the icon changes color and indicates that a message is stored. All agents have a view of that icon.

9 Remote Agent Options

9.1 At Home Agents

The system shall support true At Home Call Center Agent functionality. These remote call center agents should be able to work at home with no loss of call center agent functionality. Can At Home agents use the same voice terminal that onsite agents use?

Yes. The remote agent needs a WAN connection and an IP phone.

9.2 At Home Agents With PC Based Telephone Interface

Can your system provide At Home agent voice terminal solutions via the agent PC with the agent PC connected to our network for data applications? Describe completely your At Home PC based agent solution options.

Yes. The agent needs a WAN connection to the system and an IP phone. The WAN connection allows the agent to use the same user interface PC desktop client software as the one used physically in the office. All Call Center features are available to the agent. IP phones or IP software provide the voice path.

10 Management Information System Options

10.1 Basic Internal Reporting Option

- Is the reporting package integrated with the system?
Yes
- Are hourly reports supported?
Hourly, Daily, weekly and monthly report is supported.
- How long is historical data stored?
2 years+.

10.2 Basic Graphical, PC based Reporting Option

- Can you provide a graphical user interface for supervisors to monitor call center activity on a PC?
Yes
- Can you provide real-time graphical reporting (such as bar-chart, pie-chart, time trace, wallboard, or text report display formats) to Single or Multiple Supervisors? Can multiple reports be displayed on a PC screen at the same time? List and describe reports available.
Yes
- Can you provide long-term storage of historical ACD data? How long is data stored? Where is data stored and how can it be accessed?
The reports are in SQL/ACCESS database. The data is stored on a monthly basis where is a database file is created for each month of the year.
- Can data be exported to file or to other applications? List and describe historical reports available.
Data may be exported to other applications such as Excel, Word, pdf, HTML.
- How many supervisors terminals can access reports?
Up to 150 Supervisor licenses.

10.3 Supervisor PC requirements

What are the minimum PC requirements for supervisors to access reports?

The minimum recommended PC should be Windows 98, 2000 or XP with 2568 MB RAM, 2 GHz processor, 10GB hard drive, 17" monitor for reports, 10/100 Local Area network connection.

10.4 Network Printing

Can management reports be printed on network-attached printers?

Yes.

10.5 Customized, PC based, Real-Time, Graphical Displays

Is the report output customizable?

Yes. Customize by using Crystal Reports package

10.6 Agent Real Time Monitoring

Which real-time agent statistics available to supervisors?

Supervisors simply right-click on selected agent's icons to have real-time statistics:

- *Current ACD state and duration in this state.*
- *Number of breaks, personal breaks, meetings, and wrap-ups*
- *Total duration in these ACD states*

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- *Time logged-in and log-in duration*
- *Number of answered calls, unanswered calls*
- *Duration on call and idle*

10.7 Wallboard/ Skill Set Real Time Monitoring

Which real-time wallboard statistics available to supervisors?

The wallboard shows for each skill/set:

- *Number of calls queued (with color coded threshold indication)*
- *Number of calls connected, answered, abandoned, overflowed.*
- *Number of call back calls*
- *Average hold time, average abandon time*

Can supervisors be notified of exceptions to their groups only or do all supervisors receive notification of all defined exceptions?

Supervisors receive notifications for their groups only

10.8 Historical Reporting

Historical reports must be available for agents, split/skills, trunk groups, and applications in interval, daily, weekly, and monthly formats. Both graphical and text based formats are required. Describe the standard historical reports provided with the system.

Yes. Hourly, daily, weekly and specific date interval are provided

Can reports be printed on demand and on a scheduled basis? How long can historical data be stored?

On demand only. The reports are saved on a monthly basis. Years of data may be recorded.

10.9 Open Data Base Connectivity

What database is used to store historical data for your management information system? Is this database ODBC compliant?

Yes. ODBC/SQL compliant database

10.10 Exporting Data

Can call center data be exported to file or directly to other Windows applications?

Yes. The data may be exported to Excel, Word.

10.11 Exporting Data to the Web

Can ACD reports be sent to our Web server for access on our Internet via standard Web browser?

The report data may exported to HTML format for browser viewing.

10.12 Access by Multiple Supervisors

Can separate supervisor CRTs access the same information simultaneously? Can separate supervisor CRTs access the different information and be performing different tasks simultaneously?

Yes.

10.13 Remote Access

Can supervisors access the management information system and monitor and administer the call center from a laptop PC at remote locations?

Yes. A WAN/VPN connection is needed.