



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 cost-effective 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 customer-facing 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

ACD Group List

ACDName	Status	Last Reset Time	Agents Logged	Agents Ready	Calls In-Progress	Calls Waiting	Curr.Wait Time(mn:ss)	Calls Abandoned			Callers Exit			Avg.Wait Time(mn:ss)			Total Incoming Calls		
								Per Day	Per Hour	Per Shift	Per Day	Per Hour	Per Shift	Per Day	Per Hour	Per Shift	Per Day	Per Hour	Per Shift
Sales	Open	03/24/06	3	1	0	0	00:03	5	1	1	0	0	0	00:02	00:00	00:00	28	2	2
Technical	Open		1	1	0	0	00:03	0	0	0	0	0	0	00:00	00:00	00:00	0	0	0

Agent List For: Sales

AgentName	State	Time in State(mn:ss)	Calls Answered			Times on Call(mn:ss)			Call Not Answered		
			Per Day	Per Hour	Per Shift	Per Day	Per Hour	Per Shift	Per Day	Per Hour	Per Shift
Bony	Ready	72:00	7	0	0	15:10	00:00	00:00	4	0	0
Diana	Wrap_Up	00:09	14	1	1	12:46	00:06	00:06	9	0	0
Clark	Ringing	47:34	0	0	0	00:00	00:00	00:00	0	0	0

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 are able to conveniently manage call center performance from their PC and easily identify key metrics, such as number of customers in queue, agent states and abandoned calls. In addition, with NBX ACD agent shifts capability, administrators can manage the call center activities of agents that work different time shifts.

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.

The screenshot shows the configuration interface for an ACD group. Key fields include:

- Group Name: Sales
- Call Distribution Method: ACD Group - Least Call Count
- Extension: 4004
- Agent Timeout Setting for unanswered calls: 35 (1-999 Seconds)
- Wrap-Up Time: 10 (0-999 Seconds)
- Operational Hours: Custom Hours (selected)
- Group's Timeout Setting for queued call: 240 (1-9999 Seconds)
- Group Coverage Action after Timeout: Send to this Group's Mail Box (selected)
- Group Mail Box Personal Operator: 501
- Group Mail Box System Operator: 501
- Real Time Streaming Statistics: Enable Real Time Streaming Statistics (checked)

 Buttons for OK, Cancel, Apply, and Reset are visible at the bottom.

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

Feature Highlights

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

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

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

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

CAPACITY
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 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

3COM SKU

3C10440
3C10441

Visit www.3com.com for more information about 3Com secure converged network solutions.

3Com Corporation, Corporate Headquarters, 350 Campus Drive, Marlborough, MA 01752-3064
3Com is publicly traded on NASDAQ under the symbol COMS.

Copyright © 2006 3Com Corporation. All rights reserved. 3Com, the 3Com logo and NBX are registered trademarks of 3Com Corporation. NBX NetSet is a trademark of 3Com Corporation. All other company and product names may be trademarks of their respective companies. While every effort is made to ensure the information given is accurate, 3Com does not accept liability for any errors or mistakes which may arise. All specifications are subject to change without notice.

