

Multimedia, inbound and outbound contact center solution for use with VCX IP communications systems

OVERVIEW

3Com® EPICCenter Contact Center for VCX™ systems lets organizations offer their customers comprehensive multimedia capabilities that enhance contact choices, while ensuring fully managed, auditable communications sessions. The solution easily integrates with business application databases so that contact center agents can view relevant information—including recent business history—while speaking on the phone with a customer. EPICCenter software also supports outbound dialing, allowing not only call responses, but also call initiation by agents. It also helps contact center managers optimize agent time and contact center use by proactively placing calls for campaigns or follow-up communications.

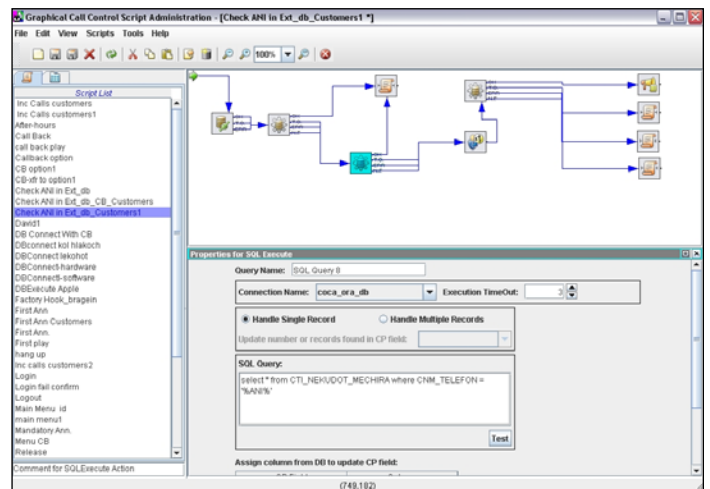
The base package includes the **EPICCenter Engine** for establishing call-routing rules, **EPICCenter Administration** for creating contact center profiles and parameters and **EPICCenter Visor** for supervising the center and generating management information. 3Com **EPICCenter Agent** is an easy-to-use desktop tool that enable agents to control calls through simple on-screen icons.

KEY BENEFITS

OPTIMIZE CONTACT CENTER RESOURCES WITH INTELLIGENT ROUTING CAPABILITIES

EPICCenter Engine software uses information from initial caller contact to ensure calls are handled by an agent best able to respond to a customer’s needs. An easy-to-use GUI interface is available to configure routing rules and priorities designed to ensure the best use of available resources while optimizing customer service. Statistical routing rules allow:

- › expanded routing options when the predicted waiting time exceeds a pre-defined threshold (multiple overflows)
- › routing calls to an alternative destination (e.g., IVR, VM) if predicted wait-time exceeds pre-defined thresholds (interflow functionality)
- › call handling by the group that can provide the fastest service
- › routing to an available agent belonging to the group with the lowest target service factor (TSF)



Graphical scripting control makes it easy to modify the business logic that the contact center follows.

KEY BENEFITS (CONTINUED)

- › routing to the available agent whose ratio of calls answered/log-in time is the lowest among all the available agents (Agent Performance)—this method ensures equal call load between all agents' Calls in Queue

The resulting routing decisions can be determined by:

- › skill groups
- › ANI and DNIS information supplied with the call from a Central Office
- › information retrieved from an IVR, website or external database
- › prioritizing calls based on previous interactions so that they are handled by the specific agent or group that previously assisted the customer

ENHANCE CUSTOMER SERVICE

An Interactive Voice Response (IVR) system portal lets automated voice prompts/menus and caller input be used to:

- › define the requirements of an incoming call
- › retrieve data from an external database
- › provide voice messages to callers waiting in queue
- › call back

Should a caller be held in a queue, EPICCenter software offers options to ease the wait, including:

- › announcement of the predicted wait-time
- › music or organization-relevant announcements
- › option via IVR prompting to request a call-back from an agent

EXTEND VALUE WITH INBOUND AND OUTBOUND ACTIVITIES

EPICCenter software also supports blended routing that lets agents be used to call contacts in response to:

- › **Abandoned calls**—the system automatically returns calls based on ANI-identified abandoned calls
- › **IVR call back**—to help the contact center optimize its services without increasing the number of agents, it can return calls based on IVR information captured from a caller in queue that requests a return call at a particular time
- › **Web call back**—to allow business transactions to be completed that cannot be finalized on the web (such as payment), agents can respond to a telephone number and preferred contact time message provided by a customer who has used the “Call Me” button on an organization's web site
- › **Automatic dialing from a customer list**—to expedite contacts, the software automatically generates calls according to a database-generated customer list and connects them to an agent for handling

ENHANCE COMMUNICATIONS WITH MULTIMEDIA OPTIONS

The EPICCenter solution supports multimedia contact. Requests via email and webchat can be handled using the same business and routing rules as voice calls. Web and email routing capabilities enable the most skilled agents to handle customers or sales prospects via their preferred media.

INCREASE CONTACT CENTER CONTROL

EPICCenter Visor software enables real-time supervising, historical reports and remote supervision to maximize efficiency and optimize the level of service provided to customers and prospects. The real-time supervision

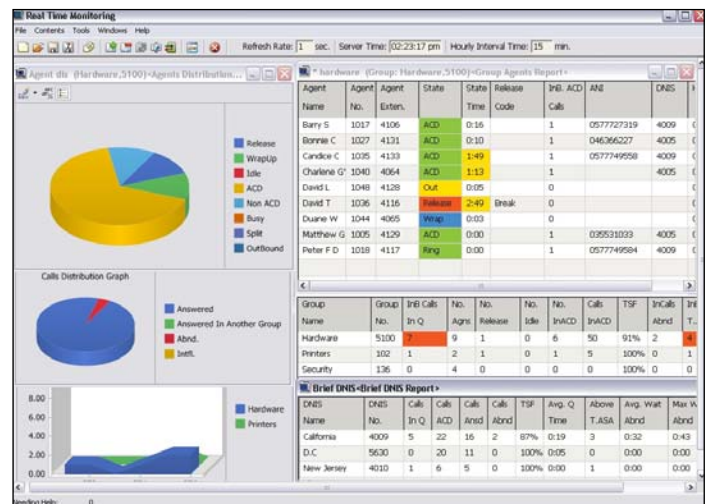
KEY BENEFITS (CONTINUED)

module provides a dashboard style view of the real-time status of the contact center including:

- > contact load analysis
- > ANI and DNIS analysis
- > sliding window interval reports
- > trunk activities
- > distinguished ACD and non ACD calls
- > distinguished outbound and inbound calls
- > calls-in-queue statistics
- > wrap-up time information
- > threshold reports

Real-time reports can be saved as public documents (available to any supervisor) or private documents (available only to the supervisor who created the report).

Historical reports, allowing strategic analysis of the business, can be



Easy to use real-time monitoring data helps ensure contact center efficiencies.

customized to provide records relating to almost any activity or functionality of the contact center or agent. An extensive set of available templates can be sorted by different fields and an easy-to-use report editor enables bespoke graphical or tabular reports. Sample reports include:

- > abandoned call reports with caller ID information
- > email messaging reports
- > agent activity logs
- > group and super group performance reports
- > wrap-up reports
- > agent performance reports

LOWER COST, INCREASE REVENUE PER AGENT

Using supervisory monitoring as a training tool, agents can be taught as they work. Relevant learning experiences decrease training time and increase effectiveness. In addition, statistics culled from real-time data produce actionable intelligence, helping managers better deploy agents, removing or adding them to a shift as needed. Hold times are also reduced leading to increased call completions, and by extension, higher captured revenue.

KEY BENEFITS (CONTINUED)



EPIC Agent software gives agents easy access to commonly used agent functions.

EXPAND MANAGEMENT FLEXIBILITY FOR REMOTE WORKERS

A supervisor can activate a station from a remote location, either through the WAN or the Internet so that managers can work from home or from alternate office locations. Remote management also lets consultants enter the system to monitor the organization's work.

INCREASE AGENT PRODUCTIVITY

3Com EPICCenter Agent gives contact center workers have an intuitive, Windows-based on-screen toolbar that can be customized by an administrator to include most frequently used features. Because minimal screen space is required by the application, agents can simultaneously view multiple PC applications, including tools such as CRM applications that are native to the contact center. Agents can easily continue performing logins/logouts and release and resume functions directly from their PC desktops while the toolbar is active and visible. 3Com Agent Board software (standard with the EPICCenter base package) enables real-time messages to be displayed on a PC screen to let agents gather vital statistics with ease.

SPECIFICATIONS

PLATFORMS

EPICCenter Contact Center software runs on Windows 2000/3 servers with:

- VCX Enterprise 7.1.14c or later solutions
- VCX Connect 7.1.13c or later solutions

CAPACITY

ACD groups—maximum 256
DNIS—maximum 256
Call attempts per hour—2,000
Calls per hour—2,000

INTERFACES

SIP-based integration.

No media licenses required.

ORDERING INFORMATION

PRODUCT DESCRIPTION

EPICCenter Base Package Bundle
Includes EPICEngine, 2 Sybase SQL licenses, 10 Inbound voice agent licenses, 10 ports of IVR and an EPICCenter Visor license

3COM SKU

3C0EP1000VCX

EPICCenter IVR 4-Port License	3C0EP1500VCX
EPICCenter 5-Agent Inbound Voice License (includes 5 ports of IVR)	3C0EP2000VCX
EPICCenter 5-Agent Outbound Voice Campaign License	3C0EP2100VCX
EPICCenter 5-Agent Email License	3C0EP2200VCX
EPICCenter 5-Agent Web Chat License	3C0EP2300VCX
EPICCenter Visor Supervisor License (one supervisor)	3C0EP3000VCX
EPICCenter Visor Monitor-Only License (one user)	3C0EP3100VCX
eXchange to EPICCenter Base Package Upgrade Site License	3C0EPUPGVXC
eXchange to EPICCenter Agent 5-Agent Upgrade License	3C0EPUPGAGTVXC
EPICCenter NBX® to VCX Upgrade License	3C0EPUPNBXVXC

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