

3COM EPICCENTER CONTACT CENTER FOR NBX SYSTEMS

Multimedia, inbound and outbound contact center solution for NBX IP communications

OVERVIEW

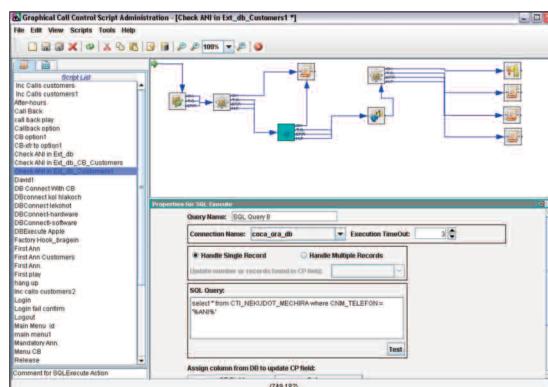
3Com® EPICCenter Contact Center for NBX® systems enables organizations to offer their customers comprehensive multimedia capabilities that enhance contact choices, while ensuring fully managed, auditable communications sessions. The solution easily integrates with business application databases so that 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 generating management data and supervising the center. 3Com **EPICCenter Agent** provides an easy-to-use desktop tool that enables agents to control calls through simple on-screen icons.

KEY BENEFITS

OPTIMIZE CONTACT CENTER RESOURCES WITH INTELLIGENT ROUTING

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



Graphical scripting control makes it easy to a modify contact center's business logic.

- › expanded routing options when the predicted waiting time exceeds pre-defined thresholds (multiple overflows)
- › routing calls to an alternative destinations (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)
- › 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

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
- › previous interactions so that calls are handled by the specific agent or group that previously assisted the customer

ENHANCE CUSTOMER SERVICE

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

- › defining the requirements of an incoming call
- › retrieving data from an external database



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KEY BENEFITS (continued)

- › providing 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 enables calling 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

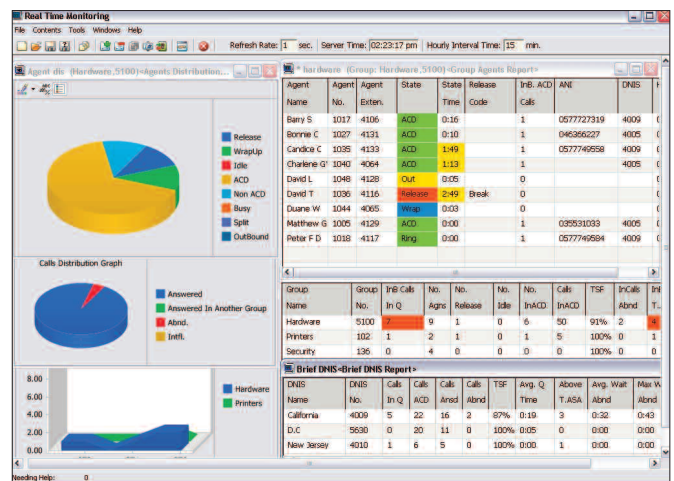
ENHANCE COMMUNICATIONS WITH MULTIMEDIA

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 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



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

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

Historical reports, allowing strategic business analysis, can be customized to provide records relating to almost any contact center or agent activity or functionality. An extensive set of available templates can be sorted by 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

KEY BENEFITS (continued)

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 also can be reduced to increase call completions, and by extension, higher revenue.

EXPAND MANAGEMENT OPTIONS FOR REMOTE WORKERS

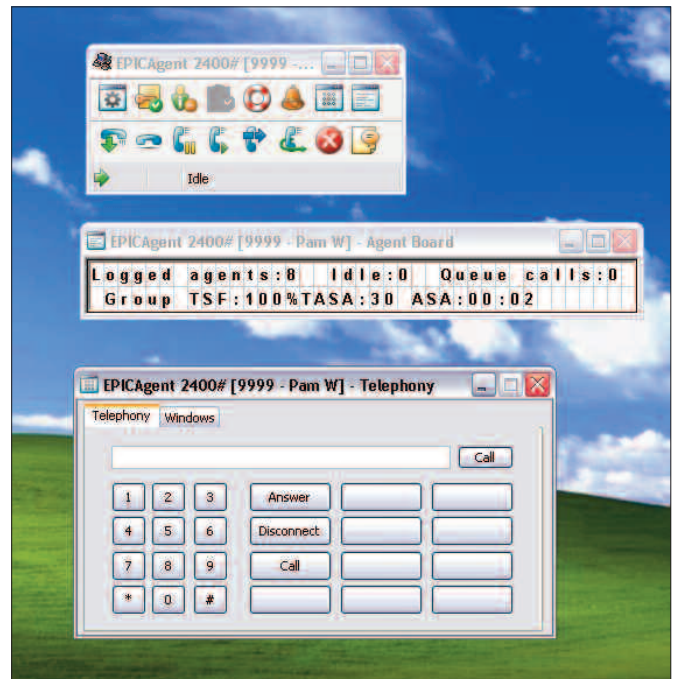
Supervisors can activate a station from a remote location, either through the WAN or the Internet so that managers can work from home or from alternate office locations. Remote management also lets consultants enter the system to monitor the organization's work.

INCREASE AGENT PRODUCTIVITY

3Com EPICCenter Agent gives contact center workers 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. While the toolbar is active and visible, agents can continue performing functions such as logins, logouts, release and resume directly from their PC desktops. Additionally, 3Com Agent Board software (standard with EPICCenter base packages) enables real-time message displays on a PC screen to let agents gather vital statistics with ease.

SERVICE AND SUPPORT

Global support from well-trained experts with a personalized, local focus in the local language helps drive productivity and minimize expenses.



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

SPECIFICATIONS

PLATFORMS

EPICCenter Contact Center software runs on Windows 2000/3 servers with NBX Release 4.1 or higher OS

INTERFACES

Media Driver licenses (not included) are required for interface between NBX systems and EPICCenter Call Center software

CAPACITY

ACD groups—maximum 256

DNIS—maximum 256

Call attempts per hour—2,000

Calls per hour—2,000

ORDERING INFORMATION

PRODUCT DESCRIPTION

3COM SKU

EPICCenter Base Package Bundle Includes EPICEngine, 2 Sybase SQL licenses, 10 Inbound voice agent licenses, 10 ports of IVR and an EPICCenter Visor license	3C0EP100092
EPICCenter IVR 4-Port License	3C0EP1500
EPICCenter 5-Agent Inbound Voice License (includes 5 ports of IVR)	3C0EP2000
EPICCenter 5-Agent Outbound Voice Campaign License	3C0EP2100
EPICCenter 5-Agent E-mail License	3C0EP2200
EPICCenter 5-Agent Web Chat License	3C0EP2300
EPICCenter Visor Supervisor License (one supervisor)	3C0EP3000
EPICCenter Visor Monitor-Only License (one user)	3C0EP3100

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