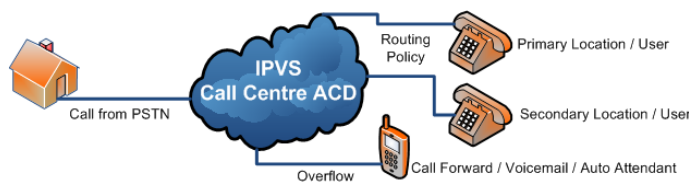




Call Centre ACD provides an integrated solution for managing customer contacts with all the benefits of the UC Voice & Video platform. A resilient, carrier-class platform enabling businesses of any size to build a call centre anywhere — with no hardware, software, or major infrastructure capital expenditures.

With unified front-end provisioning for administration of the Call Centre's requirements and the agent workforce, IPVS supports multiple individual Call Centres as well as a distributed multi-site Call Centre to act as a single 'Virtual Call Centre', regardless of geographic location of the individual agents. Reducing operational costs and an improved caller experience for the customer.



Features

- **Automatic Call Distributor (ACD):** Intelligent call distribution and queuing.
- **Music On Hold and Comfort Announcements:** Provide a greeting followed by music or advertisements and periodic comfort announcements.
- **Overflow:** Forward calls to an overflow phone number when queue limit is reached.
- **Agent Availability:** Calls are only presented to agents who are available, Agents already engaged in a call are marked 'busy' and not presented with additional calls.
- **Call Distribution:** Choice of several intelligent Call Distribution routing policies to suit the customer's individual business needs and the agent's skill levels.
- **Statistics:** A CSV file of basic Agent and Call Centre call statistics can be emailed on a daily basis.
- **Create Virtual Call Centres:** Establish call centres anywhere in the world with PCs, Smartphones, Tablets and a suitable Internet connection— without the need for additional hardware, PC-resident software, or traditional phone lines
- **Disaster Recovery:** With the Remote Office User feature applied to the Agents, call centre staff are able to answer calls from any location with a landline or mobile phone when the office is inaccessible.
- **Manage Calls Effectively:** Choose from a range of call distribution policies including skills-based call distribution.
- **Extend with the ACD Plus** Add advanced call routing for disaster recovery or rules including VIP numbers to re-route your important numbers automatically.

Availability

Available to all UC Voice & Video hosted users & SIP Trunks. Contact IC for more details and ordering.

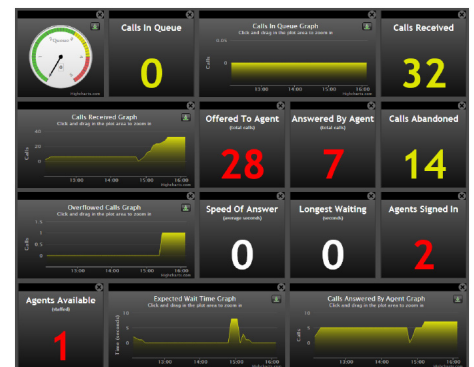
Call Centre ACD
£14.99
ACD Plus Add-on £4.95

Wallboard
£9.95

Prices are per queue per month +VAT

Wallboard

Real-time call centre monitoring and display tool. See the current status of your call centre live and from any Internet connected device using a standard web browser.



Displays Information Including;

- Calls in queue
- Longest waiting call
- Expected wait time
- Speed of answer & handling time
- Calls received, answered, abandoned, offered, overflowed, released, stranded & transferred
- Agents assigned, signed in, available & unavailable
- Available now



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