

# The Electra-Stat™ ACD/MIS Reporting Package



## Turn any PC into a Call Center Accountant

**Y**ou already know that Automatic Call Distribution (ACD) is the best way to maximize your call center's productivity. Now, how do you track ACD traffic and statistics? In real time? Compile and analyze that information, both current and historical, into customized, printable reports? And, how do you manage it all through an easy-to-use PC interface? With the Electra-Stat ACD/MIS Reporting Package.

The Electra-Stat ACD/MIS Reporting Package is a Windows® based software application that takes the

ACD features of your Electra Elite® Key Telephone System (KTS) to a higher level of management proficiency. Through a familiar and intuitive Graphical User Interface (GUI), the Electra-Stat ACD/MIS Reporting Package allows you to instantly access important information about your call center, and use that information to make informed management decisions. By scheduling, planing and budgeting your department with a greater degree of knowledge and accuracy, you'll experience improved performance, lower operating costs and increased revenue and profit.

The Electra-Stat ACD/MIS Reporting Package works on a non-dedicated, external PC. If you desire, the program will support an optional wall board that allows your entire staff to see a large, real-time visual indication of how many calls are in queue, which helps keep them on track.

### Real-time Benefits

The Electra-Stat ACD/MIS Reporting Package was designed to emulate a standard Windows program, so it isn't hard to learn or use. The welcome screen requires the supervisor to enter a valid password to continue, allowing you to maintain tight security.

The Electra-Stat ACD/MIS Reporting Package comes equipped with a powerful real-time display window that is divided into separate panels:

**Agents Panel** - This panel displays the current status of up to 4 groups of 32 call agents per system. Each group is represented by its own window, with a separate field for each agent. This panel allows you to determine, at a glance, important information,



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such as: is an agent available or handling a call; how long has that call lasted; has the agent's phone been ringing; or has the agent logged in or out?

### Queue Status Panel -

Displayed in table or graph form, the Queue Status Panel tracks the number of agents logged into a queue, how many calls are in that queue, and the length of time that the longest caller has been in queue.

### Real-time Graph Panel -

This panel allows the user to choose from a variety of real-time call agent statistics, and displays that information in bar chart format.

**Call Summary Panel -** The Call Summary Panel displays information on all active ACD groups for a determined period of time, including: number of calls received; number of calls abandoned; average time that callers have spent in queue; average amount of time that a

caller has spent with an agent; average time that agents spend per ACD and non-ACD call; number of calls made; and the average agent idle time.

With this wide range of real-time information available — literally at the click of a mouse — you'll be able to evaluate and manage your call agents more effectively and efficiently, resulting in a higher level of service to your callers, while call center productivity is increased.

### Reporting Live

The Electra-Stat ACD/MIS Reporting Package captures and tabulates a large amount of crucial call center information, and allows you to access that information through a wide range of built-in reporting capabilities, such as:

#### Agent Stats — Call Processing -

This report indicates, by agent: the number of ACD calls taken; the number of non-ACD calls;

average time spent on ACD calls; time spent in break mode; and time spent on non-ACD calls. Agent stats may also be requested for a particular user defined time period.

#### Group Stats — Call Processing -

This report indicates, by group: the average time spent on ACD calls; average time on non-ACD calls; average time in break mode; and average wait time.

These reports may be printed on-demand or scheduled through an automatic print function. The automatic print function allows you to direct the program to generate reports on a given date or time, saving time and effort. Both historical and real-time information may be reported, so you can track past and present trends and patterns. Also, the reports may be formatted to your specifications, allowing you to personalize your information.

### Call Center Accountability

The Electra-Stat ACD/MIS Reporting Package is the perfect choice for adding information management capabilities to your organization's KTS. With its impressive line-up of features, versatile reporting capabilities and easy-to-use interface, the Electra-Stat ACD/MIS Reporting Package will help make your call center more service-driven, more productive and ultimately more profitable. NEC's Electra-Stat ACD/MIS Reporting Package — it's like having your own call center accountant, right on your personal computer.

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The Electra-Stat ACD/MIS Reporting Package is a trademark of NEC America, Inc.  
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#### System Requirements

Electra-Stat requires a Pentium 100 MHz (or higher) CPU, with at least 10 MB available hard disk space, CD-Rom Drive, available serial port, Windows 95, and at least 16MB free RAM.

Electra Elite system equipped with an MIF(A)-UIO and KMA unit.

Certain features require optional equipment or specialized telephone company services. Please consult your authorized NEC associate or authorized reseller. The information contained herein is subject to change without notice at the sole discretion of NEC America, Inc.

To find out more about the Electra-Stat ACD/MIS Reporting Package, and how NEC's powerful and versatile technology platforms can work for you, contact your local NEC dealer, call us at 1-800-TEAM-NEC or visit our website at: [www.cng.nec.com](http://www.cng.nec.com)



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