

# Elite ACD Plus *for the Electra Elite® IPK*

## Complex Call Center Capability Made Simple

**A**s smaller businesses seek to appear larger and more professional, efficient call processing becomes a top priority. Owners of key systems would make substantial investments in over-configured systems just to benefit from advanced "big business" Automated Call Distribution (ACD) features. This is not the case with NEC. The Elite ACD Plus for the Electra Elite IPK is an affordable in-skin interface card that enables both Electra Elite and Electra Elite IPK customers to cost effectively implement complex call center application with a quick and simple upgrade.

The Elite ACD Plus system supports 4 ACD groups, 120 ACD Agent ID codes and 12 supervisor IDs. Up to 40 agents and 12 supervisors can log on simultaneously - even from multiple ACD groups. A pilot number is assigned for each ACD group. One way to direct calls to this pilot number is to use the built-in automated attendant. For added flexibility, customers also have the option of using their own automated attendant system, DIT or DID trunks, or they can manually transfer calls to the ACD. Two built-in delay announcements that hold messages per group can be recorded and stored on the ACD interface card.

### Softkeys Mean Faster Access

Softkeys are extra keys on the Electra Elite IPK Multiline Display phones that are used to intuitively guide agents and supervisors through the system's advanced functions and operations. Traditionally, an access code had to be dialed or a feature key needed to be dedicated for each ACD function. Softkeys simplify this functionality.

Statistics such as number of calls in queue once required an external wallboard for employees to monitor. Now, they can press a softkey on the phone to access this information, including: ACD queue name (six characters), number of agents logged in, number of calls in queue (on hold), and longest time a caller has been waiting in queue.

### Intelligent Routing Helps You Deliver Intelligent Customer Service

Elite ACD Plus routes calls based on longest idle or preferred agent, helping you improve individual productivity. Preferred agent directs calls to agents in preferential order, based upon an agent's skill level (1-9). This capability helps ensure that priority customers connect with the agents best suited to help them.

When no agents are available, the system may be programmed to overflow the call into another ACD group, to any station in the system, to any off-premise location using Centrex transfer or to voice mail. Moreover, if callers prefer, the system enables them to transfer out of an ACD queue during any greeting either to an operator, or to any extension to leave a message within a voice mail box.

### Always At Your Server

The ACD system consists of the ACD interface card and a locally provided PC to act as the ACD server, which is set up and configured to record activity to an external database. Programming the ACD is accomplished using the Elite ACD Plus administration software. The monitor client may be the server PC, a different PC or up to five PCs throughout the customer's network. It is used to review real-time statistics and agent information, in addition to generating reports. Produced in graphic or text format, based on user defined parameters, such reports include Agent Statistics, Group Statistics and ACD Abandon Time.

### Call Center Accountability

With its impressive line-up of features, versatile reporting functions and easy-to-use interface, the Elite ACD Plus for the Electra Elite IPK can turn your call center into a more service-driven, productive and profitable operation. It's like having your own call center accountant right on your personal computer.

### Agent Softkeys

CLEAR	Clears any digits that are entered.
OK	Signifies that dialed information is complete and sends information.
YES	Answers yes to a question.
NO	Answers no to a question.
LOUT	Log out of ACD.
BREAK	Telephone will not receive any ACD calls while in break mode. Non-ACD calls are not affected.
BREAK-OFF	Ends break mode and resumes normal ACD operation.
WRAP	Telephone will not receive any ACD calls while in wrap mode. Non-ACD calls not affected.
WRAP-OFF	Ends the wrap-up mode and resumes normal ACD operation.
STATS	Displays queue statistics Longest Hold Call timer. Indicates incoming ACD calls' longest hold time.

### Supervisor Softkeys

AA	Access auto attendant messages	NUMBERS	Access numbers message
AA ERROR	Access auto attendant invalid selection message	PLAY	Listen to message
AA MSG	Access auto attendant greeting message	Q STATUS	Access queue status message
ACCEPT	Overwrite message with newly recorded message	QUE1	Queue 1
ACD	Access ACD messages	QUE2	Queue 2
ERROR	Access error message	QUE3	Queue 3
GREET	ACD greeting	QUE4	Queue 4
HOLD	Access hold message	RECORD	Record message
MORE	View more messages option	REDO	Returns to previous recording menu
MSG	Access message recording mode	REFRESH	Access refresh message
NIGHT	Access error message	STOP	End recording

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System Requirements  
Elite ACD Plus requires a Pentium 133 MHz or higher CPU, with at least 10 MB available hard disk space, CD-ROM drive, available serial port, Windows® NT, Windows 95/98 and at least 32 MB free RAM. Electra Elite IPK with one interface slot.

Note: All specifications are subject to change without notice.



To find out more about Elite ACD Plus and how NEC's powerful and versatile technology platforms can work for you, visit our website at [www.cng.nec.com](http://www.cng.nec.com)

Empowered by Innovation

