

OVERVIEW

Good communication is a key asset for any business. At TX/communications Canada Inc., we know how important it is to have fast, efficient call processing. So whether the calls you receive are for general inquiries, customer service or product/service information, the INFINITY TXCALLS provides timely call processing to optimize the way your business serves their needs.

The INFINITY TXCALLS is more than just a property management system. The CMS provides billing functions, Busy Lamp display and Automatic Call Distribution (ACD).

TXCALLS FOR ACD

TXCALLS as an automated call distribution system offers uniform call distribution of incoming calls to a group of station users. Through a CMS supervisor terminal, TXCALLS gathers and reports statistical information provided by the INFINITY switch. These reports can be generated on an individual agent basis or on a group basis.

What is an Automated Call Distribution System?

An Automated Call Distribution System, or ACD is a feature which allows you to process calls on a first come, first serve basis. Thus, each call is answered by the switch and held in queue until an agent is available to take the call. When an agent does become free, the first call in queue is directed to their station. The INFINITY telephone switch offers Message Recording Device feature which allows you to record a message to incoming callers advising them that they are being held in sequence for the next available agent. Since the TXCALLS also allows you to track various groups, you can also have INFINITY direct the caller to the appropriate group by asking the caller to press a dedicated extension for a particular group. Please see the INFINITY Message Recording Device application note for more information.

Callers which are on hold waiting for the next available agent can be reassured by prerecorded messages and/or music. Callers which are on hold longer than a pre-determined threshold can be diverted to alternate queues to ensure that they do not hold too long.

However you wish to configure the INFINITY switch, the ultimate goal is to process every call quickly and efficiently in order to meet customer service expectation. To maintain efficient attendant response the TXCALLS allows you to record and monitor statistical information helping management to constantly monitor just how efficiently calls are answered.

Current status displays tell supervisors how well different queues or individual agents are performing and where potential problems may exist.

Reports generated on a Agent basis include;

Agent's number

Agent's name

Agent's Login Code

Number of ACD Calls

Duration Statistics

Total Duration

Average Duration of Each Call

Minimum and Maximum Duration of a Call

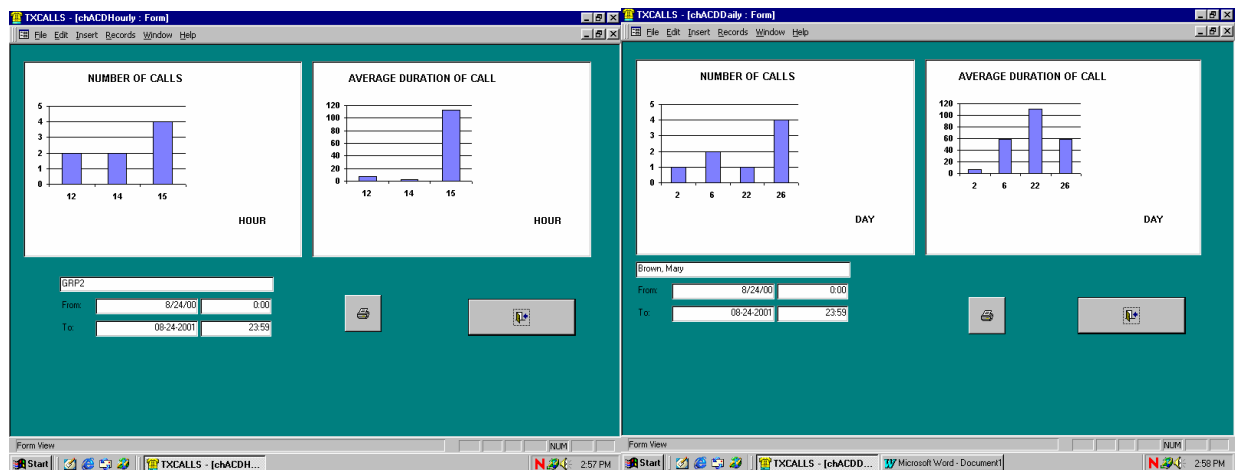
Waiting Time

Average Waiting Time of a Call

Minimum and Maximum Amount of Time a Caller Waited

Calls Transferred

Calls Abandoned



The TXCALLS can also provide more detailed information and graphs on Hourly Calls distribution, Daily Call Distribution as well as Lost Calls Hourly and Lost Calls Daily.

Reports generated on a Group basis include;

Master Group Number

Agents Logged Off

Agents Logged On

Agents in DND

Agents on ACD calls

Calls Waiting

Maximum Waiting Time

Waiting under 1st threshold time

Waiting Between threshold time

Waiting after 2nd threshold time

Calls Answered in last 60 minutes

Average time to answer in last 60 minutes

Average Call Duration in last 60 minutes

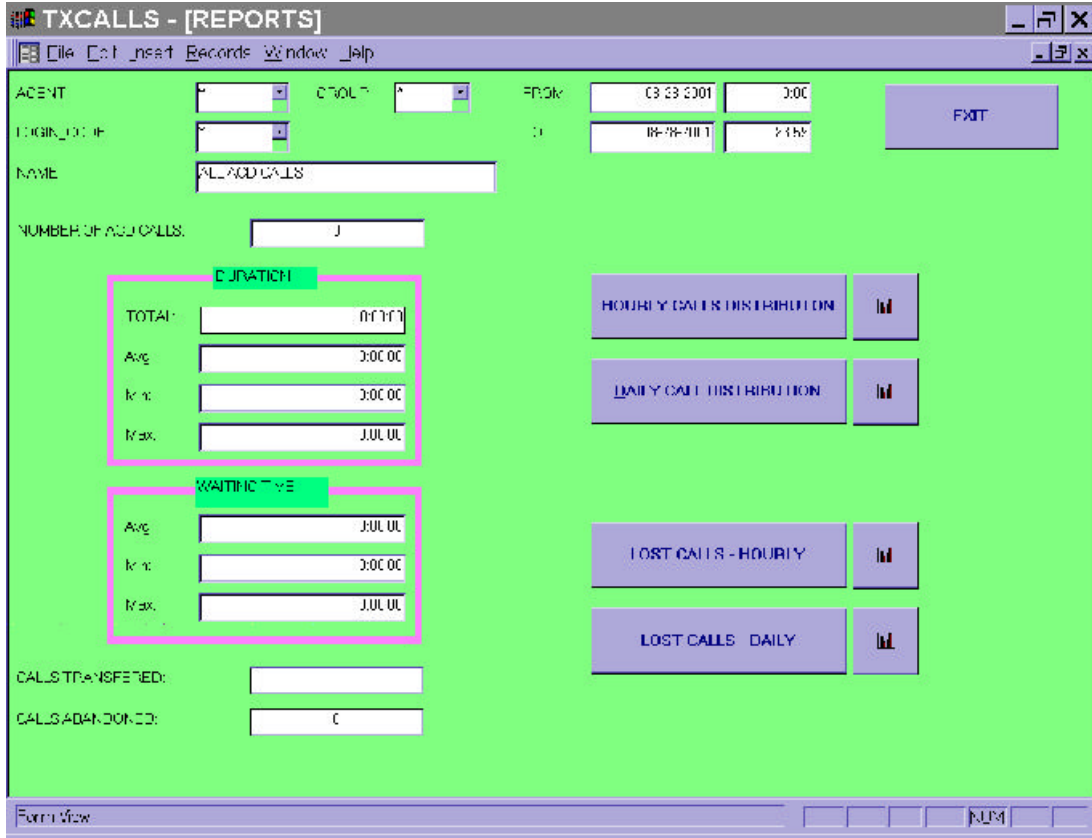
Service Time (greater and less than predetermined threshold)

Number of Abandoned calls

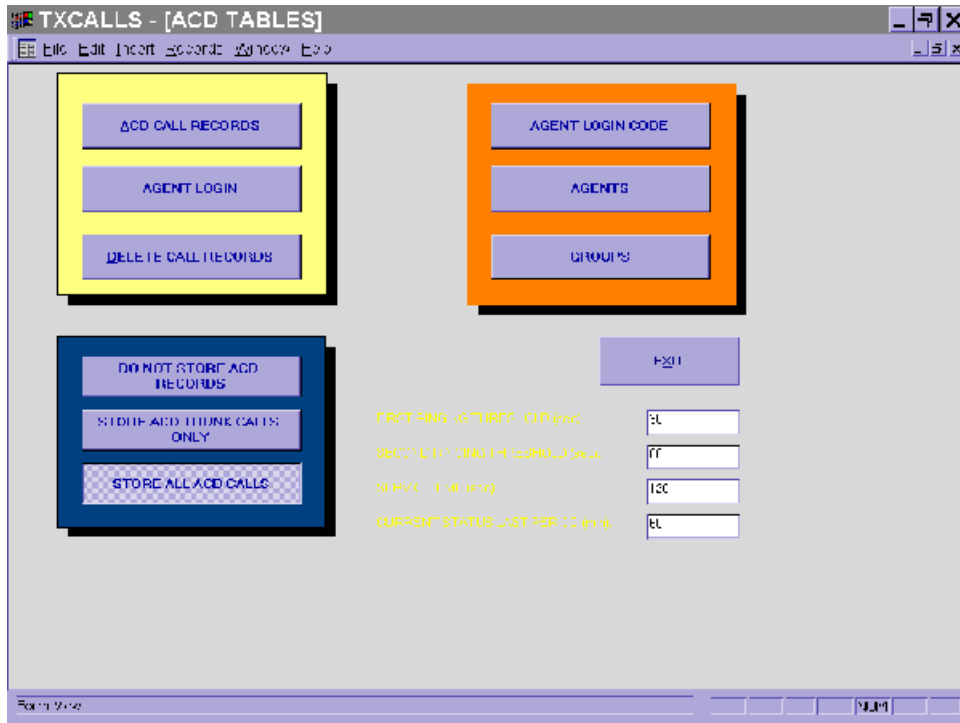
Average Ringing Time

Screens

TXCALLS has several screens which can show in real time the status of the call processing. The reports can be based on Agent, Group or Agent Access codes.



By selecting a particular Agent, Group or Login Code, the screen shows you the statistical information based on your selection. From this screen you may also choose to see the information in Graph form by clicking on the graph buttons. By clicking on any of the Call Distribution or Lost Call buttons, you can see in table form, detailed information.



The ACD Tables screen allows you to preset Thresholds, Service Time and Current Status Periods. There are several buttons on this screen for different report Tables.

ACD CALL RECORDS

By clicking on this button, you will access a table which contains the call information. This information is used to generate all other reports and is not normally accessed for reports.

Column Name	Description
Date	This is the date of each call in this record
Time	The time of a call.
Originator	Incoming trunk number
Agent	Answered station number
Login Code	Agent Login Code
Originator Type	Internal or External origin

<u>Column Name</u>	<u>Description</u>
Agent Type	Agent phone type
Called Group	Called hunting group number
Called Group Type	Hunting group type
Group	Group number
Ring2Ans	Time between answered (in seconds)
Duration	Duration of the Call (in seconds)
Transfer	If "1" is in this column, the call has been transferred. If "0" is in this column, the call was not transferred.
Login Code	Agent Login Code for outgoing call

Agent Login

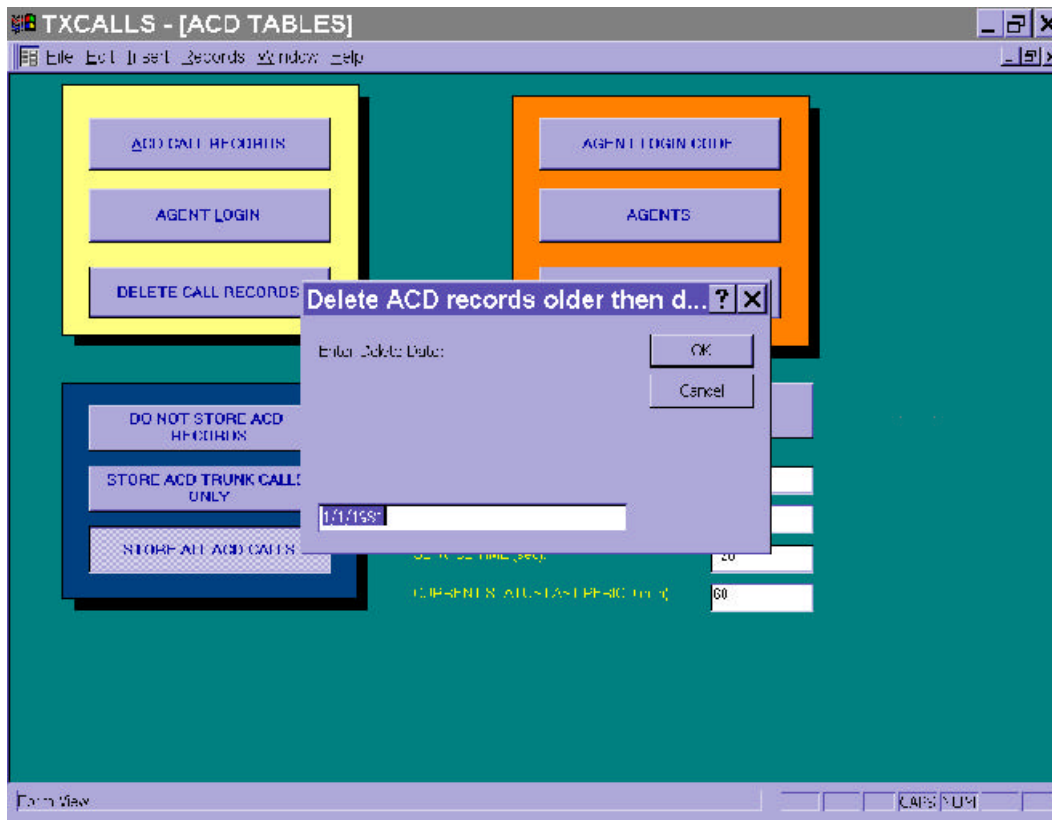
By pressing this button, you will access a table which will allow you to see the current status of each of the Agents.

<u>Column Name</u>	<u>Description</u>
Date	Date of the agent Login
Time	Time of the agent Login
Agent	Agent phone number
Login_Code	Agent Login Code
Active	Agent has logged in as active
Logged_Out	Agent has logged out and is inactive
DND	Agent's phone is in DND mode
CALL-FORWA	Agent's phone call be Call Forwarded
UNEQUIPPED	Agent phone is unequipped
OUT_OF_SERVICE	Agent's phone is out of service

Delete Call Records

In order to delete old records from the file so that are no longer useful, you can press

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button windo will ar g you type date h you to e ds

Do Not Store ACD Records

By pressing this button, you will not record any call data.

Store ACD Trunk Call Only

By pressing this button, you will only record calls directly from a trunk.

Store all ACD calls

By pressing this button, you will record all call information.

Agent Login Code

When this button is pressed, a table showing Log in codes and the corresponding name will appear.

Agents

Pressing this button will activate a Table which shows the current status of Agents.

Agent Log Code Screen

LOGIN_CODE	NAME
2211	JOE
3	MAREK

Agents Screen

AGENT	GRC	NAME	LOGIN_CODE	ACTIV	LOG	DND	CAL	UNE	OUT	LOGIN	GROUP
2055		Smith, John	2211	E	-	-	-	-	-	3:03 AM	-
2147		Ward, Mary	1451	C	-	-	-	-	-		-
2051	1	Dover, Janice	1752	E	-	-	-	-	-		X

Status Screen

TXCALLS - [GROUP STATUS]

FILE EDIT INSERT RECORDS WINDOW HELP

MASTER GROUP: [1] AGENTS: [] [EXIT]

CURRENT STATUS	MASTER GROUP	OVERFLOW1	OVERFLOW2	OVERFLOW3	PAUSE
GROUP NUMBER	1	0	0	0	1
AGENTS LOGGED OFF	0	0	0	0	0
AGENTS LOGGED ON	1	0	0	0	1
AGENTS IN DND	0	0	0	0	0
AGENTS ON ACD CALLS	0	0	0	0	0
CALLS WAITING	0	0	0	0	0
MAX WAITING TIME	00:00	00:00	00:00	00:00	00:00
WAITING UNDER 15%	0%	0%	0%	0%	0%
WAITING 15-30%	0%	0%	0%	0%	0%
WAITING AFTER 30%	0%	0%	0%	0%	0%

AGENTS

CALLS ANSWERED	0	0	0	0	0
AVERAGE TIME 2 ANSWER	00:00	00:00	00:00	00:00	00:00
AVERAGE CALL DURATION	00:00	00:00	00:00	00:00	00:00
SERVICE TIME <	0%	0%	0%	0%	0%
SERVICE TIME >	0%	0%	0%	0%	0%

CALLS ABANDONED	0	0	0	0	0
AVERAGE RINGING TIME	00:00	00:00	00:00	00:00	00:00

Form 5/92 [F1] [F2] [F3] [F4] [F5] [F6] [F7] [F8] [F9] [F10] [F11] [F12]

FEATURES

Together, the INFINITY and the TXCALLS can provide features that provide optimum call processing.

Abandoned Call Clearing

The system automatically disconnects a call as soon as the calling party has hung up. Agents are not presented with abandoned calls in order for Supervisors to have more accurate information on traffic and queues. On the TXCALLS - Report Screen, the supervisor can see how many calls were abandoned. This information can be broke down to the number of calls abandoned per Agent, per Group and per Agent Access Code.

Log In/Out

Agents can log in or log out by keying a code into their telephone. Logging in will include their telephone set in the queue. When the agent becomes involved in another task, or requires that he or she step away from their post, they simply Log off, and their station will be removed from the queue. The supervisor may also Log In or Log Out Agents from the Supervisor Terminal

Music On Hold

The INFINITY provides a Music on Hold feature that can play music to the caller waiting in queue.

Night Service

The Night Service Feature can be set when calls arrive outside of regular business hours. Calls may be redirected to Night Answering Positions or to a prerecorded message advising them of business hours. In addition, the INFINITY switches also offer the IVM 2400, a Voice Mail system that enables the caller to leave a message.

Overflow

Sometimes calls come in at an almost overwhelming rate. In order to provide the best service possible, the INFINITY system offers overflow feature which can automatically transfer the caller to a different group or a pre-determined overflow answerer should Agents become backlogged. Overflow can redirect these according to the thresholds you define for the to number of calls waiting, the time elapsed in queue or a combination of both.

Priority Trunks

In some cases, callers may have more priority than others. For example, to help contain costs, callers using 800 numbers can be set ahead of non-priority callers. These calls are placed sequentially in a priority queue.

Recorded Messages

The INFINITY switches offer a Message Recording device that will allow you to pre-record messages that will be heard by the caller. Your customized messages can greet the caller as the call arrives at the switch, and can be set up to play after flexibly defined intervals to assure the caller that their call is important. These messages are an effective way to keep the caller from abandoning their call and can also remind the caller to have important information ready for when an agent is available.