



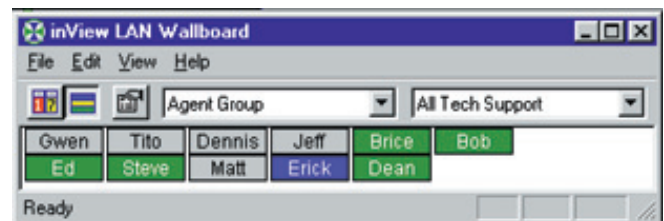
### Distribute Calls Smoothly and Comprehensively

Your contact center doesn't have to be complex to be powerful. In fact, the Strata® CIX™ ACD is simplicity at its finest, running as an application on the Strata Media Application Server or other network server. A robust array of Automatic Call Distribution (ACD) features make it easy to optimize contact center operations, increase customer satisfaction, and improve efficiency. You can very effectively allocate inbound calls among your call-handling agents.

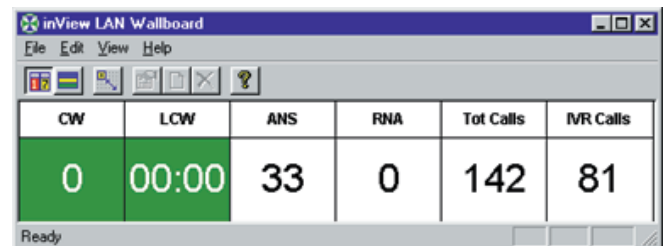
Valuable Features:

- > Advanced Call Routing directs calls based on Caller ID, account numbers, private lists, balanced call count, preferred agent treatment, agent priority, time-of-day, day-of-week, day-of-year, and user-entered data.
- > Skills-Based Routing sends calls to the right person to handle the call.
- > Priority Queuing enables you to answer higher priority calls sooner.
- > Multiple Group Agent Log-in provides important call coverage between groups and tiered service levels.
- > Agent Priority Routing gives you the ability to send the right call to the right agent.
- > Intelligent Announcements play pre-recorded messages and inform holding callers of their place in the queue or estimated time before answer, as well as offering alternative actions like going to voice mail or invoking a call back reservation.
- > IVR Voice Assistant gathers and validates caller input, triggers responses, alerts agents when the queue gets overloaded with calls, and provides many creative application opportunities.
- > Integration of your PC and your telephone enables you to manage incoming and outgoing call functions and synchronizes with your company's operations, CRM or contact software.
- > Call recording/logging enables you to record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.

- > Call Center reports let supervisors analyze agent performance, call center group activity, and system status, as well as forecast future call center staffing requirements by analyzing call volume patterns.
- > Network ACD enables multi-site contact centers to work together as one integrated call routing system. Network ACD enables contact centers to distribute agents over the network and route calls to available agents on any CIX system on the network. Network ACD provides look ahead routing to check the status of agents in other nodes before it routes the call to those agents. The MIS reports include agents and calls over the network. It also extends the functionality of Net Phone over the network to support features such as Network DSS/BLF and/or Chat between users in multiple nodes.



**inView Agent Status Display**  
Status display of the selected agent group.



**inView Group Parameter Display**  
Check call center status at a glance even while you're working in other Windows® applications.

# TOSHIBA

## Leading Innovation >>>

Agent	Total	Assessment	RTVA	Outgoing
Chen	0	00:00	0:0	00:00
Lee	45	07:50	1:3	07:50
Moh	10	01:22	2:5	01:22
David	31	08:11	6:9	08:11
Harmon	62	07:58	7	07:58
Chen	25	05:45	7:6	05:45
Chen	42	08:44	3:8	08:44
Harmon	38	07:31	12:6	07:31
Harmon	49	08:30	13:5	08:30

**Data Exporting**  
Enhance your management effectiveness by exporting data into your other applications or databases. This enables you to integrate call-center data with your other information systems data.

Agent	Call	Time	Rate	Call	Time	Rate	Call	Time	Rate
Chen	0	00:00	0:0	00:00	0:0	00:00	0:0	00:00	0:0
Lee	45	07:50	1:3	07:50	1:3	07:50	1:3	07:50	1:3
Moh	10	01:22	2:5	01:22	2:5	01:22	2:5	01:22	2:5
David	31	08:11	6:9	08:11	6:9	08:11	6:9	08:11	6:9
Harmon	62	07:58	7	07:58	7	07:58	7	07:58	7
Chen	25	05:45	7:6	05:45	7:6	05:45	7:6	05:45	7:6
Chen	42	08:44	3:8	08:44	3:8	08:44	3:8	08:44	3:8
Harmon	38	07:31	12:6	07:31	12:6	07:31	12:6	07:31	12:6
Harmon	49	08:30	13:5	08:30	13:5	08:30	13:5	08:30	13:5

**Customized Reporting**  
Create, display, and print your own customized reports to meet your specific needs by selecting from over 100 data elements. Choose the time period you need, and print reports on demand or at scheduled times.

**Integrate PC & Telephone Operation**  
Manage incoming and outgoing call functions from your computer. Synchronize with your company's operations, CRM or contact software, capturing important customer data, and automatically displaying the caller's information.

**Call Recording/Logging**  
Record, store, organize, search, and playback telephone calls to avoid disputes and improve the quality of training and customer service.

### Important Benefits:

- > Efficient call handling through automated call processing provides faster response to callers, and makes agents more productive.
- > Effective handling of call traffic during peak hours, and complete back-up coverage during heavy call volumes.
- > Accurate forecasting of call center staffing and facility needs, making sure you have the call handling resources you need.
- > Effective management of the lines serving your call center increases management control.
- > Investment protection through solutions that adapt to your needs as your business grows.

## SPECIFICATIONS

System Compatibility	Strata CIX40	Strata CIX100	Strata CIX200	Strata CIX670
Agents/Supervisors	360	360	360	360
Agent Groups	100	100	180	180
Music-on-Hold Sources	3	15	15	15
Voice Assistant	72 (actual capacity depends on the platform and card)	72 (actual capacity depends on the platform and card)	96 (actual capacity depends on the platform and card)	96 (actual capacity depends on the platform and card)
Announcement Types	Initial and Periodic			
Call Distribution Methods	<p><b>Linear</b>—Always starts from the top of the Agent list and finds the first available Agent.</p> <p><b>Round Robin</b>—Next Agent on the Agent list gets the waiting call. The next call rotates to the next Agent, etc.</p> <p><b>Longest Idle</b>—The Agent who has been idle the longest receives the next call. An Agent's "start of idle" status affects all queues—that is if the Agent just completed a call in Queue #1, that Agent is now idle for any other queue that the Agent is logged into.</p> <p><b>Balanced Call Count</b>—The Agent who has handled the lowest number of calls receives the next call. When an Agent logs in, the Agent is set to zero calls if the Agent is the first to log into the group or the Agent can be set to the lowest call count of any Agent already logged in. This prevents Agents that logged in late from getting all of the calls.</p> <p><b>Preferred Agent</b>—Based on integration with optional applications, the system can route the call to the Agent assigned to a specific account to handle the call. If that Agent is not available, the call routes to the next available Agent.</p> <p><b>Skills-Based Routing</b>—Agents can log into the queues that they have skills to support. For example, one queue for English-speaking clients, another for Spanish-speaking clients. An Agent who is bilingual can log into both queues. The ACD system can work with Interactive Voice Response (IVR) to send calls to the appropriately skilled agents.</p> <p><b>Agent Priority</b>—The Agent with the highest priority setting receives the next call. If multiple Agents have the same priority level, the Agent who was idle the longest gets the call. This provides a method for automatically expanding the pool of Agents searched based upon call traffic.</p>			
Available Applications	Basic ACD, Enhanced ACD, Network ACD, Call Router, Interactive Voice Response, Insight Call Center Reporting, TASKE Call Center Reporting, Wallboard Display, Net Phone PC/Telephone Integration, Net Chat Text Messaging, Tracer Call Recording/Logging			

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