



Intelligent Messaging Application

Call Centers

Display Statistics

Smart Alec receives call statistics from Automatic Call Distribution (ACD) systems then sends this information to Alpha™ LED displays (reader boards). Reader boards then display up-to-the minute call statistics for each call group including:

- number of calls in queue
- time the call holding longest has been on hold
- service level
- number of agents and number available to take calls
- presented, answered, and abandoned call statistics
- number of calls waiting
- average speed of answer
- call volume
- and more...

Escalate Problems

Any time posted statistics fall below or rise above a critical threshold, the information displayed can change colors to alert agents. For example, if longest call waiting is under 25 seconds, the call waiting value might be displayed in green. When the number reaches 30 seconds, it could be set to turn amber. The number might turn red when it exceeds one minute. Moreover, Smart Alec can start a strobe light or audible alarm if values fall too low. At the same time, Smart Alec sends pages and emails to alert agents and management. If the call volume increases dramatically or number of available agents drops to 0, Smart Alec may page backup agents to attend to the callers.

Communicate Additional Information

The same signs that display call statistics can be used to display other pertinent information, perhaps as a scrolling "newswire" across the bottom of the sign. Management uses Smart Alec's editor to send messages to signs or Smart Alec receives important information from other data sources such as spreadsheets or alarm systems. The additional displayed messages might include:

- congratulations for goals achieved
- company news
- sales goals and current statistics
- special events (e.g. company picnics)
- birthday greetings
- specials or incentives
- emergency alarms
- network status
- benefits announcements

Receive Multiple Benefits

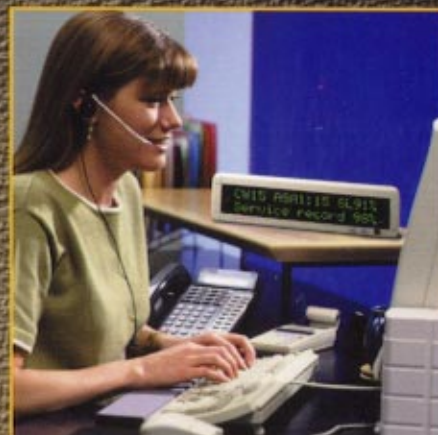
1. Improve call statistics. Agents observe call statistics at a glance and therefore make informed decisions to improve call processing immediately. When additional agents are required, pages ensure that backups are notified immediately from anywhere in the building.

2. Enhance agent morale. Morale improves when all agents clearly observe performance improvements, congratulatory messages, and other employee messages.

3. Increase efficiency. When call volumes decrease, agents can turn their attention to outbound telephone calls, returning to inbound when queues start to build again. Over-staffing can be eliminated when agents handle both inbound and outbound calls. Moreover, managers do not have to spend as much time obtaining or communicating call statistics, improving the efficiency of their activities.

Implementation

The diagram on the reverse side illustrates the process by which Smart Alec receives call statistics from ACD systems then sends this information to Alpha LED displays and pagers.



Smart Alec®

The Smart Choice for Intelligent Messaging.



Smart Alec Application Sheet — Call Centers

An example of a Call Center displaying ACD statistics

Information Source



Smart Alec acquires real-time call center data — then delivers this information to Alpha displays and other optional output devices.

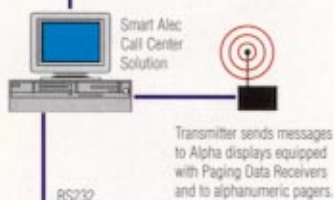
Call Center data is collected via LAN or serial connection from an ACD and an optional predictive dialer, formatted into messages and forwarded to output devices.

Supported ACDs and dialers:

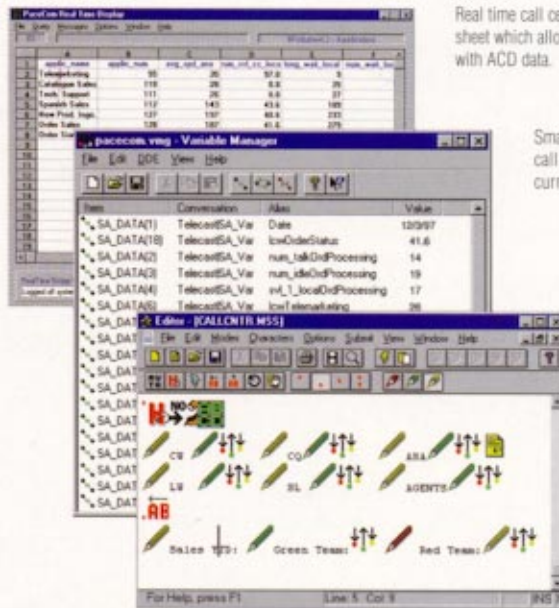
- | | |
|-------------------------------|-------------------------|
| Applied Voice Technologies | Mosaix |
| Aspect | Nortel |
| AT&T | Northern Telecom |
| Digital Systems International | Rockwell Communications |
| Executone | Roim |
| Harris | Siemens |
| Intecom | Telecom Technologies |
| Lucent Technologies | |

LAN (TCP/IP) or Serial Connection

Analysis



Real time call center data is collected in a spreadsheet which allows users to create custom statistics with ACD data.



Smart Alec's Variable Manager monitors call center data variables and their current values.

The Smart Alec Editor is used to format messages that incorporate the call center variables. The editor can also be used to add other information to a displayed message such as sales data.

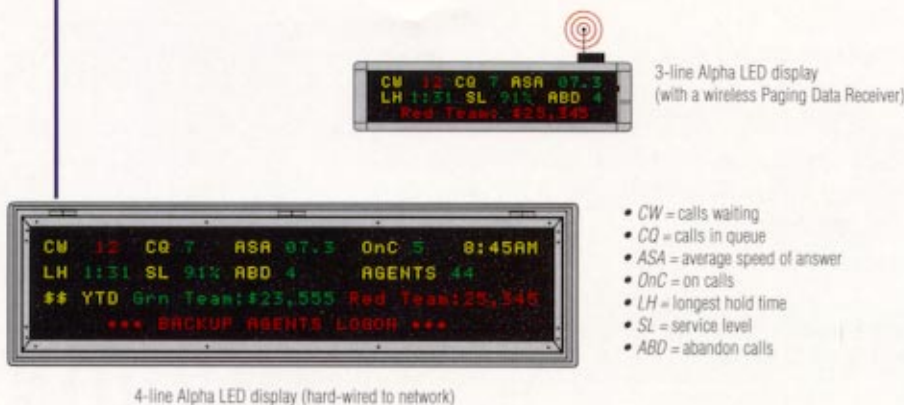
These messages are then sent to output devices like Alpha displays, pagers or email.

RS232

Converter Box III (changes RS232 output from the computer to RS485 for an Alpha network)

RS485

Distribution



- CW = calls waiting
- CO = calls in queue
- ASA = average speed of answer
- OnC = on calls
- LH = longest hold time
- SL = service level
- ABD = abandon calls



If an exception condition occurs, Smart Alec will notify key personnel of the condition via a pager.