



ACD 7000
CALL CENTERS
TELE-SECRETARY

The clients' needs



ACD Function

Offer for call centers and tele-secretaries

Intelligent dispatcher of incoming calls*

All the services of professional telephony over IP

Web administration (configuration, supervision et statistics)

Upgrading capacities through licenses

Optimization of the agents' working schedule

Based on SIP standard, wide interoperability

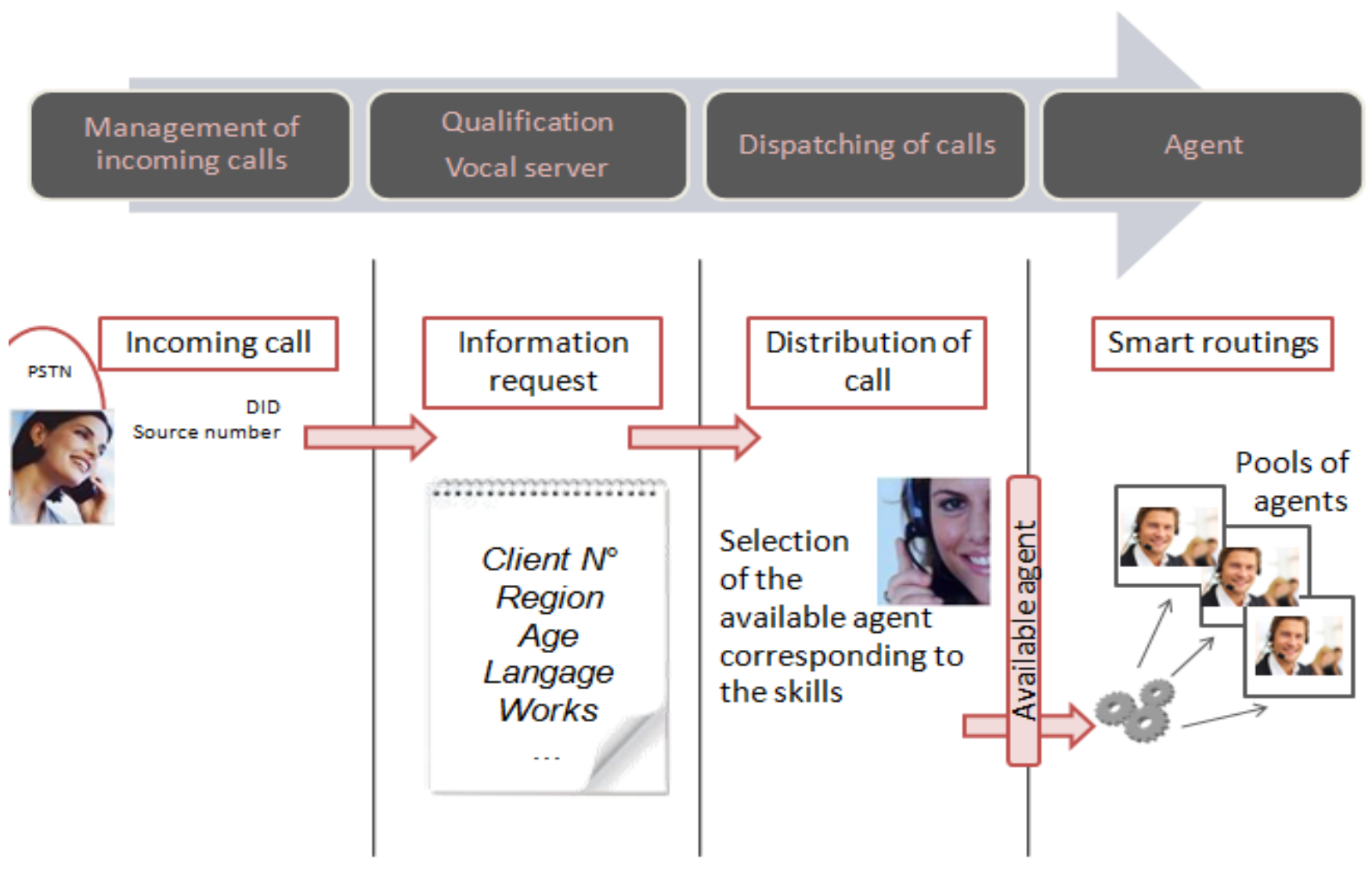
Synchronization with the Enterprise directory

*Outcoming calls to come

ACD 7000

CALL CENTERS

Scenario



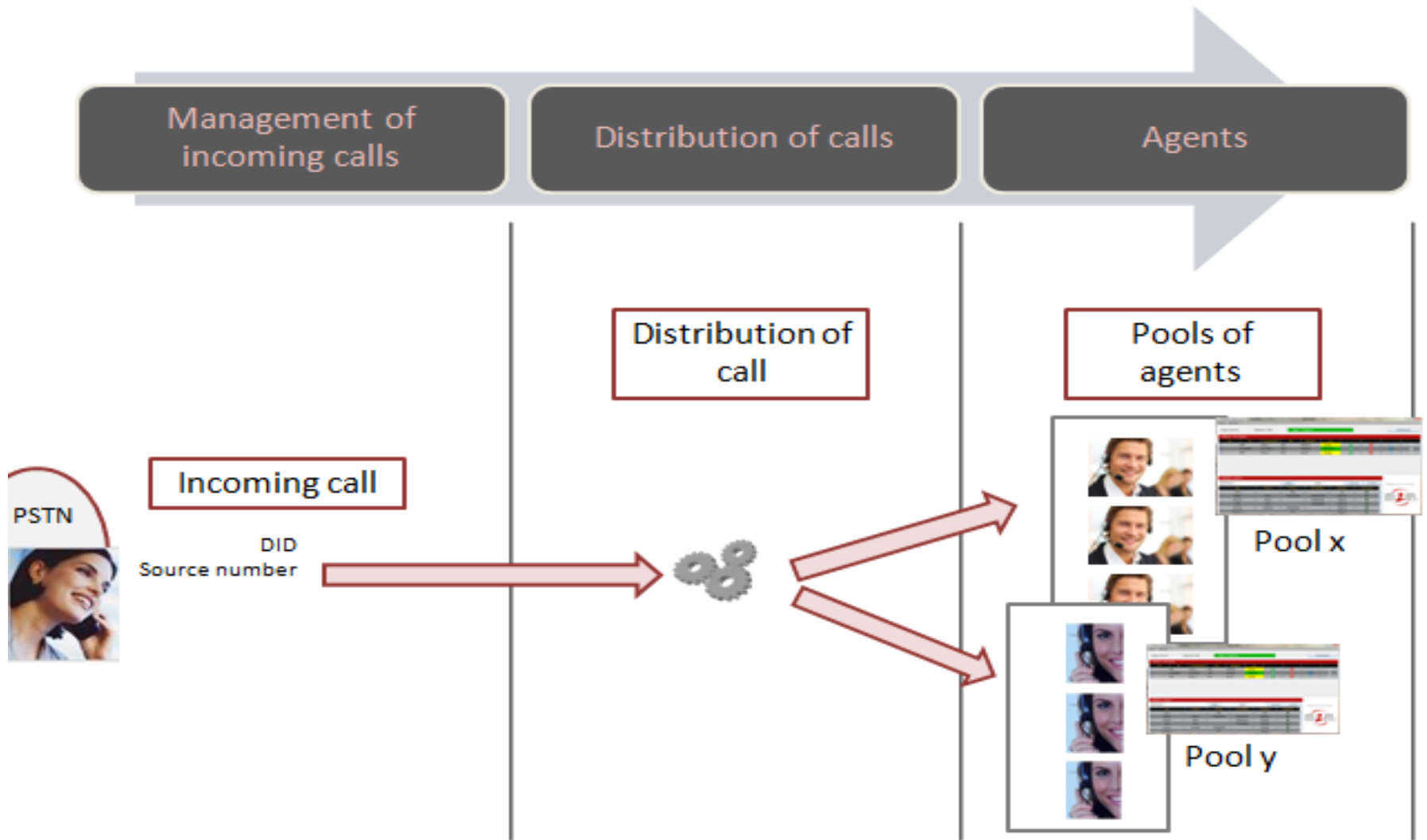
Criteria of distribution

- Via SDA or asked number
- Via the caller identification
- Via the informations' collection of the IVR
- Via the client profile (Information system)
- Via the agents' skills
- Via the agents' availabilities
- Via the agents' schedules
- Via the routing rules configuration

ACD 7000

TELE-SECRETARY

Scenario



Web Administration

CONFIGURATION

- Routing rules
- Agents, pools of agents, compétences
- IVR scripts
- Musics on hold

SUPERVISION and STATISTICS

- Current calls
- Calls historical
- Details about every call
- State of the agents
- Historical of the agent work

The screenshot shows the 'Configuration' page of the m2m SOFT ACD 7000 Call Distributor. The page is divided into several sections for configuration:

- A6000:** Fields for A6000 IP Address, A6000 port (15749), Playfiles sub-folder (ccenter), and a path (/a6000/media/ccenter).
- Ldap:** Fields for Ldap host, Ldap branch, Ldap admin, and Ldap password.
- Agent panel:** Fields for Port (18000), Connection mode (Permanent), Push mode (checked), and Dialout timeout (sec) (15).
- Agents manager:** Fields for Global call (2004), Global call timeout (20), Max calls/agent (10), Max hold timeout (1900), and No agent hold timeout (60).

Buttons for 'Cancel' and 'Submit' are located at the bottom of the configuration area.

The screenshot shows the 'Supervision' page of the m2m SOFT ACD 7000 Call Distributor. The page is divided into several sections for supervision and statistics:

- Navigation:** Tabs for 'Active calls', 'History', 'Agents', 'Customers', 'Firms', and 'Statistics'.
- Search:** Fields for Type (All calls), DID, Phone, and End cause (All calls). Time selection for 'Starts' and 'Ends' is also present.
- Advanced Search:** A text input field and a 'Submit' button.
- Table:** A table with columns: Date, Time, Phone, DID, Firm, End cause, Duration, and 0.

Agent console/ergonomic pool

M2Msoft-Agent panel

Fichier Affichage ?

Agent : Pierre B Téléphone : 2004 **Ligne : Connectee** Déconnexion

M2MSoft - File d'attente

Ord.	Tél.	Correspondant	SDA	Entreprise	Etat				
1	2001	Thom_1	4591	M2Msoft	Attente	📞	📞	📞	📞
2	0671959385	Gros.Nokia	4591	M2Msoft	Connecté	⏸	📞	📞	📞
3	2002	Thom_2	4593	Inovtel	Attente	📞	📞	📞	📞

M2MSoft - Annuaire

Recherche : Valider Appel : Composer Transfert

Nom	Prénom	Tél. fixe	Tél. portable	Entreprise	Supervision
Aastra		2003		Lab	🟢
Binguy	Pierre			M2msoft	🟢
Bosqued	Bruno			M2msoft	🟢
Nokia	Gros			M2msoft	🟢
Reunion	Montrabe			M2msoft	🟢
Starcom_1		5162		M2msoft	🟢

Telephony over IP by **m2mSOFT**

Incoming call in the queue line

- Better visibility
- Simplified grip
- Easy Switching
- Display of waiting times

Synchronized enterprise directory

- Easy and fast forwardings