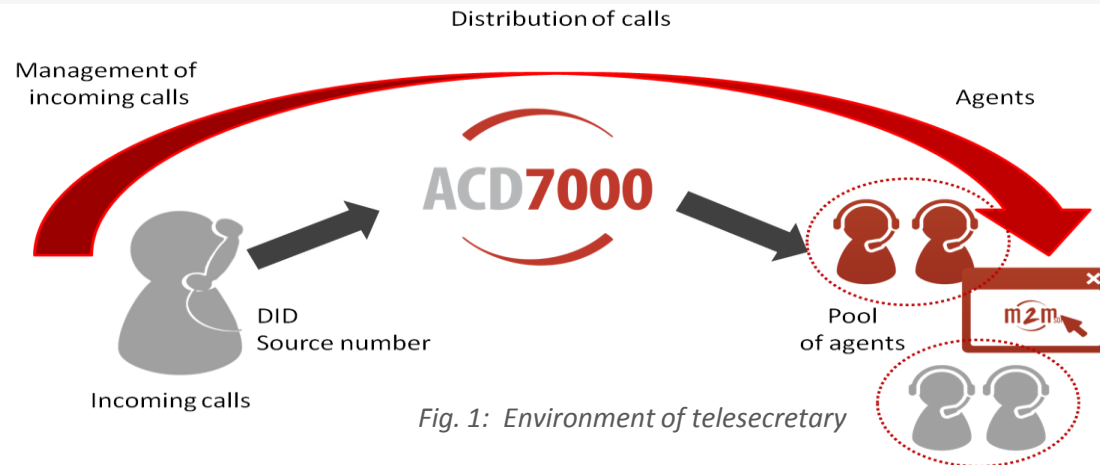


# ACD7000

## Calls dispatcher

Tele-secretaries  
Contact centers  
Small hotlines



## Overview

The ACD7000 is an intelligent call dispatcher multi-environments and multi-capacities enabling its deployment in tele-secretary and hotlines agencies, and also in call centers of big capacities. A complete solution that integrates an advanced service of administrative telephony over IP, the ACD7000 enables its immediate use for the agents/operators offering a welcoming service always nicer.

## Advantages of the solution

- **Optimization of the agents' work:** The solution for tele-secretary agencies and small hotlines allows the agents to quickly and efficiently manage the incoming calls with a detailed vision of the calls in the holding line, the service or company asked, the identification of the client, the access to the central and synchronized directory in real time in order to redirect the calls if needed from the graphic console. The agents' grouping (by skills) is another efficient tool.
- **Advanced administration of the system:** The administration interface allows to access to the various elements of real-time supervision and advanced statistics for a traffic optimization. Administrators and authorized persons can consult the various statistics data through a secured access, and easily to configure new ones. The solution also allows the recording of communications and the discrete listening of calls.
- **Customization of the solution:** The configuration of the welcoming and waiting medias enables the displaying of customized messages and music according to the called company and the schedule.

## Functionalities of the solution

### Advanced functionalities

- Advanced management of the holding lines
- Agent grouping (by DID and/or clients)
- Clients holding lines with waiting and connection times, called company, client name, etc
- Graphic console per agent (agent status, holding line, dialing and directory on one page) for Windows/Linux/Mac OS
- Synchronization with the company directory
- Dynamic welcoming capacity according to the number of agents
- Management of priority calls (VIP)
- Numerous statistic criterions and historical of events
- Exportable CDR into CSV format
- Customized recording of calls
- Discrete listening
- Customization of the welcoming and waiting medias

### Technical characteristics

- Signal: SIP
- Number of channels: from 4 to 350 according to the platform
- Database: SQL
- Administration: HTTP

## To order

Contact the sales department of M2Msoft at 0820 200 263 or via [sales@m2msoft.com](mailto:sales@m2msoft.com).