



Zultys ICC Enables Organizations to Efficiently Connect Their Agents With Their Clients

Supercharge Your Call Center

The Inbound Call Center (ICC) software is a complete software package for the Zultys MX family of IP PBXs (the MX250 and MX30) that handles incoming calls to a group of agents, distributes the calls based on specified rules, and queues them when agents are not available to answer the calls in real time. The ICC functions as an advanced **automatic call distributor (ACD)** to queue and distribute calls to agents from the queue as they become available. It also supports **Interactive Voice Response (IVR)**. Agents can be located anywhere in the world, as long as they have a broadband Internet connection. This provides true flexibility and around the clock coverage, without having to relocate key talent.

Agents and Supervisors access ICC functions through the Zultys MXIE™ Unified Communications client software running on their computer. MXIE supports a range of Operator Groups and multiple levels of Agent Roles, and lets you log into multiple roles simultaneously. It provides agents and supervisors with *real time information* about the operation of the call center, *screen pops*, *presence*, *instant messaging*, and *a softphone*.

The same software allows supervisors to manipulate *calls in the queue*, *monitor Agent status* and *define Wallboard information*. Other MXIE features, such as Call Record from any phone (on the MX250) and Call Attached Data (which lets you attach call wrap-up and account codes to calls for additional reporting) improve your Call Center efficiency and productivity.

Zultys ICC is enabled by software licenses and runs directly on the MX30 or MX250.

Whether your company has a handful of agents in a support group or every employee is an agent in a call center, the ICC solution from Zultys can scale to meet your requirements and supercharge your call center.

Key Features

- 60 concurrent agent call sessions per MX250
- Automatic Call Distribution & IVR
- Queuing with music and announcements
- Indication of position and expected wait time in queue
- Queue exit options and overflow routing
- Fully customizable wallboard for reports and analysis
- Agents can log into multiple groups
- Multiple supervisors
- Silent monitoring
- Call recording
- Call Attached Data for wrap-up and account codes
- Callback processing
- Group mailbox
- Instant messaging, presence, and chat
- ScreenDial™ lets agents call numbers directly from customer records
- Detailed reports, real time statistics and monitoring
- Screen pops alert Agents to incoming call
- Flexible call handling rules
- MXconnect™ allows agents to work from any phone – home or office
- Automatic agent log out
- Multiple languages and worldwide support

Easy Configuration and Management

The administration user interface (UI) for the MX30 and MX250 is easy to use and allows for the rapid configuration of ICC groups. Adding members to a group is a simple operation and any member can be granted supervisor privileges or granted multiple roles.

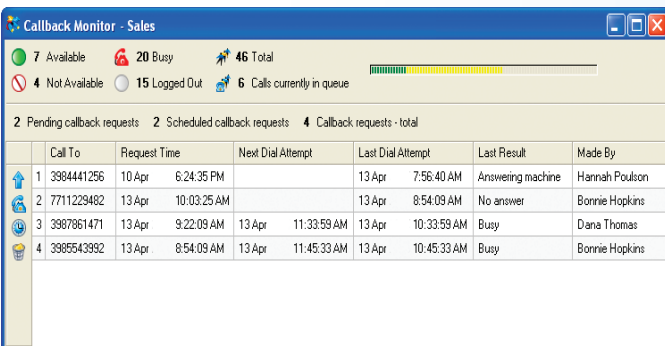
The administrator can configure a queue with announcements by installing an audio file that has been created, using default prompts that come with the system, or create announcements using the text-to-speech capabilities of the administration UI. Music on hold can be selected to play when announcements are not being made to the callers in queue. Call handling rules can be configured as necessary to provide better service to customers. For example, if agents do not answer a call that is routed to their stations, they can be automatically logged out. Administrators may also use these capabilities to also create Interactive Voice Response systems.

Agents

All agents use the MXIE (pronounced "mix-ee") Unified Communications client. This O/S independent software runs on all Windows platforms, Mac and Linux. MXIE supports 26 languages and dialects. Not all features are available for all platforms.

Once agents have logged into MXIE they become active in the ICC groups that the administrator has configured.

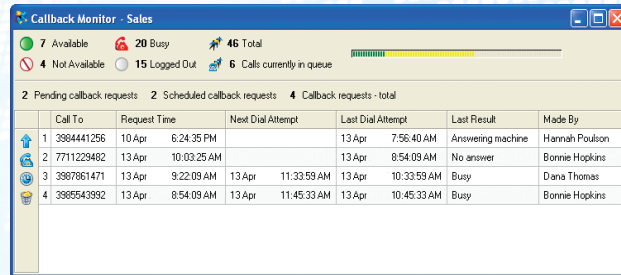
Agents may have multiple roles and presence states. These indicate the time an agent is available, active, in wrap up, or not available. Agents have the capability to send instant messages to other agents or supervisors. This feature can be used to seek advice or provide instruction and is less intrusive than the



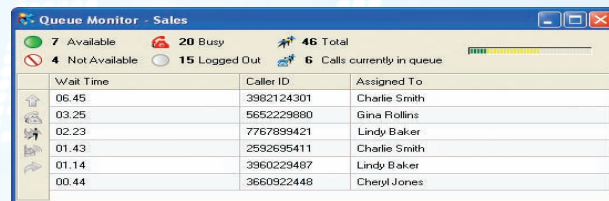
Call To	Request Time	Next Dial Attempt	Last Dial Attempt	Last Result	Made By
1 3984441256	10 Apr 6:24:35 PM		13 Apr 7:56:40 AM	Answering machine	Hannah Poulson
2 7711229482	13 Apr 10:03:25 AM		13 Apr 8:54:09 AM	No answer	Bonnie Hopkins
3 3987861471	13 Apr 9:22:09 AM	13 Apr 11:33:59 AM	13 Apr 10:33:59 AM	Busy	Dana Thomas
4 3985543992	13 Apr 8:54:09 AM	13 Apr 11:45:33 AM	13 Apr 10:45:33 AM	Busy	Bonnie Hopkins

traditional whisper feature. Agents may also make outbound calls under their non-Agent daily user MXIE role, ensuring that private or non-Call Center related calls are not logged or accounted for in the system as ICC calls.

Calls are distributed to agents in one of three ways: least busy (the next call is sent to the agent who has been less active than others), ring all (all agents receive the call), or round robin (the agents each receive a call in turn).



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Wait Time	Caller ID	Assigned To
06:45	-3982124301	Charlie Smith
03:25	5652229980	Gina Rollins
02:23	7767899421	Lindy Baker
01:43	2592695411	Charlie Smith
01:14	3960229487	Lindy Baker
00:44	3660922448	Cheryl Jones

Supervisors

Supervisors who log into MXIE as a supervisor (license required), can view real time statistics, as well as listen in on agent's conversations (monitor). Supervisors can log into those groups specifically if they also wish to be presented with calls as an agent. Supervisors can log out any agent.

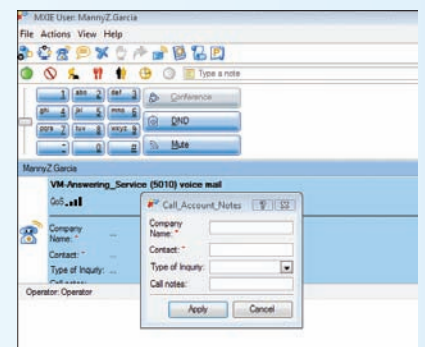
Supervisors can define wallboard information and view real time statistics for the performance of each group, and can manipulate calls and call back requests in the queue. When the agents use Zultys IP phones, the supervisor can silently monitor a call if required.

Call Attached Data

Call Attached Data (CAD) is an incredibly useful feature that allows agents, supervisors and end users to enter critical call information and notes into a pop-up "Post-It Notes" window. Customized Call Attached Data fields can be built using the CAD Set-up tool in MXadmin, allow companies to create questions, content and notes fields for the pop-up window. CAD data notes and information are attached to each unique call and will follow a call through the queuing and call transfer process, so agents and operators will be able to access the notes at every step of the call.

CAD information may even be edited after the call has ended to permit more informed post-call processing and follow-up actions. CAD data is also attached to every call log file, letting users have a record of all the call notes and special information.

CAD can boost your call center's operations and ensure that all calls get the attention they need.



Queue Management

The MX Administrator can configure the Inbound Call Center for queue overflow, based on time or number of customers in the queue. For example, if the queue average wait time (response by an agent) becomes greater than a set number of minutes, then the administrator has the ability to overflow the queue to Voice Mail, an operator, another extension, another phone number or another queue. The same can be done should a set number of customers enter a queue. In essence, precise algorithms of call overflow can be designed to handle busy queues.

Callers can be presented with their position or expected wait time in queue, and the ICC can play different announcements to the caller at different times after the caller has entered the queue. The administrator can also determine caller options exiting the queue.

Supervisors have the ability to move a call to the top of a queue, pull a call from a queue and answer it, assign a call to a specific agent, transfer a call out of a queue, or direct a call in queue to the group voice mail box.

Statistics

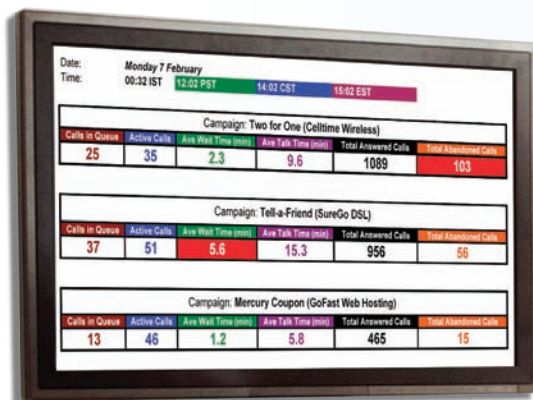
Through MXIE, supervisors can see real time statistics for all groups for which they are a supervisor. Using the statistics, the supervisor may decide to add agents or divert calls.

The ICC provides statistics that show a snapshot of the overall performance of a group. The current status of all agents in the group is displayed, including presence states. Detailed information on the number of calls, call handling, average talk time, and average wait time is available in a clear tabular form.

Agent statistics give a supervisor up to date information on the performance of each agent in a specific group. A summary of login information and the time that every agent spends in each presence state is provided. Additionally, the supervisor can see how many calls and call back requests a particular agent has handled.

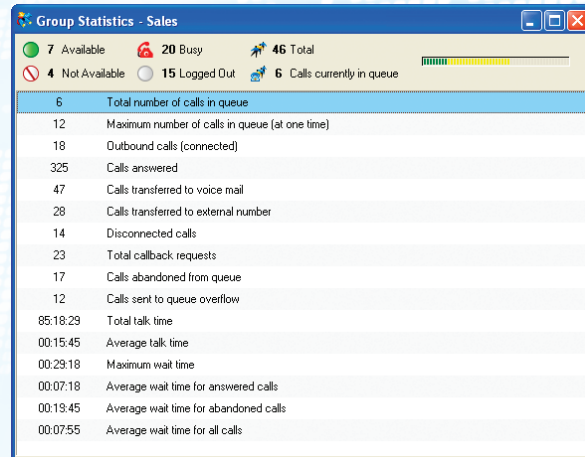
Wallboard

The wallboard feature allows supervisors to display information about the operation and current status of the call center. The data can be displayed in a custom format and displayed for private

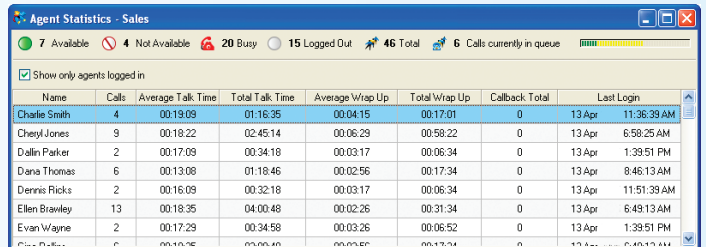


Date: Monday 7 February						
Time: 00:32 IST 12:02 PST 14:02 CST 15:02 EST						
Campaign: Two for One (Celltime Wireless)						
Calls In Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
25	35	2.3	9.6	1089	103	
Campaign: Tell-a-Friend (SureGo DSL)						
Calls In Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
37	51	5.6	15.3	956	56	
Campaign: Mercury Coupon (GoFast Web Hosting)						
Calls In Queue	Active Calls	Ave Wait Time (min)	Ave Talk Time (min)	Total Answered Calls	Total Abandoned Calls	
13	46	1.2	5.8	465	15	

Sample Wallboard created in Excel



Group Statistics - Sales	
7 Available	20 Busy
4 Not Available	15 Logged Out
46 Total	
6 Calls currently in queue	
6	Total number of calls in queue
12	Maximum number of calls in queue (at one time)
18	Outbound calls (connected)
325	Calls answered
47	Calls transferred to voice mail
28	Calls transferred to external number
14	Disconnected calls
23	Total callback requests
17	Calls abandoned from queue
12	Calls sent to queue overflow
85:18:29	Total talk time
00:15:45	Average talk time
00:29:18	Maximum wait time
00:07:18	Average wait time for answered calls
00:19:45	Average wait time for abandoned calls
00:07:55	Average wait time for all calls



Agent Statistics - Sales							
Show only agents logged in							
Name	Calls	Average Talk Time	Total Talk Time	Average Wrap Up	Total Wrap Up	Callback Total	Last Login
Charlie Smith	4	00:19:09	01:16:35	00:04:15	00:17:01	0	13 Apr 11:36:39 AM
Cheryl Jones	9	00:18:22	02:45:14	00:06:29	00:59:22	0	13 Apr 6:58:25 AM
Dafin Parker	2	00:17:09	00:34:18	00:03:17	00:06:34	0	13 Apr 1:39:51 PM
Dana Thomas	6	00:13:08	01:18:46	00:02:56	00:17:34	0	13 Apr 8:48:13 AM
Dennis Ricks	2	00:16:09	00:32:18	00:03:17	00:06:34	0	13 Apr 11:51:39 AM
Ellen Brawley	13	00:18:35	04:00:48	00:02:26	00:31:34	0	13 Apr 6:49:13 AM
Evan Wayne	2	00:17:29	00:34:58	00:03:26	00:06:52	0	13 Apr 1:39:51 PM

viewing on multiple PCs or for open room viewing from an overhead LCD or data projector. The wallboard uses Microsoft Excel and the display is fully customizable with warnings and alerts which may be initiated when thresholds are exceeded.

The ICC software uses your pre-installed Microsoft Excel to pull data from the Zultys MX250 or MX30 IP PBX for specific ICC groups. This spreadsheet is referenced from MXIE and brought up as a wallboard display. Using Excel allows you to completely select the data that is displayed and its appearance on the wallboard. You can make changes very easily at any time. Both visual and audible alarms can be played when events occur.

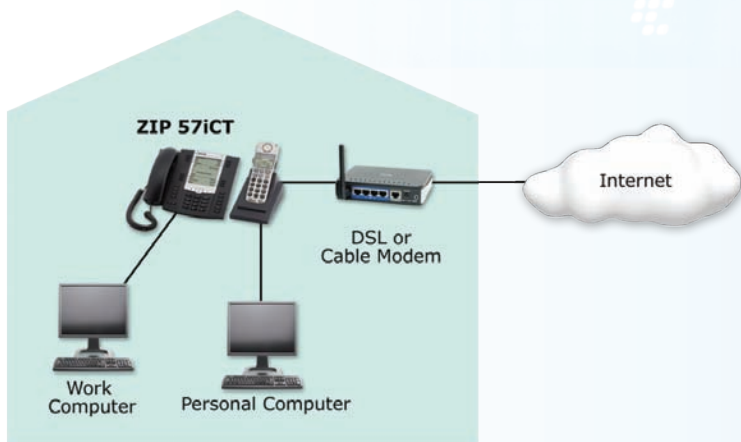
Call Recording on Demand

Any agent in queue or Supervisor using MXIE may initiate call recording for that call. Call recording can be setup to be automatic (at all times) or on demand, and lets your agents record a complete conversation for quality control and follow-up purposes. The system can also be configured to play recording beeps, in conformance with certain state laws.



Remote Agents

Agents can be located anywhere around the globe and function seamlessly as part of an ICC group by leveraging the benefits of the MXgroup™ feature of the Zultys IP communications system. MXgroup lets Zultys IP PBXs be connected in a highly survivable peer-to-peer network to provide organization-wide Unified Communications and ICC services to as many as 128 locations, supporting thousands of users. The Zultys MXconnect™ feature lets an agent use any phone in conjunction with the MXIE system – a SIP phone, analog phone or even a mobile phone, without requiring VPN connections. With MXconnect the Zultys system extends secure system coverage and full PBX functionality to Agents, no matter where they are located. All that is required is a computer running the MXIE software and a phone.



Larger Call Centers

Using MXcluster™ technology, multiple IP PBXs (so long as they are homogenous, i.e. all MX250 or all MX30 IP PBXs) can act as a single system with N+1 redundancy. Linking four MX250 systems in an MXcluster provides up to 8 T1 or E1 circuits to the PSTN for a maximum of 240 PSTN calls. Additionally, the MXcluster can handle 240 incoming calls from SIP gateways or from Internet Telephony Service Providers (ITSPs). A total of 240 agents can be configured and active on calls, with a remaining 240 calls in queue.

Reports

Supervisors can access the administration UI of the MX30 or MX250 to generate a number of detailed reports. Information is pulled from the MySQL database on the MX30 or MX250 and exported to a data format that can then be manipulated by Crystal Reports, or using ODBC for interface with your ODBC compliant databases.

Supervisors can obtain historical reports on the groups that indicate abandoned calls, call back reports, ICC group performance

Date	Total Calls	Answered	Min Wait	Avg Wait	Max Wait	Unanswered
1 Apr	313	300	00:00:04	00:00:14	00:03:54	13
2 Apr	312	197	00:00:39	00:00:14	00:14:02	115
3 Apr	304	300	00:00:45	00:00:18	00:09:52	4
4 Apr	351	339	00:02:18	00:12:10	00:21:00	12
5 Apr	362	331	00:01:54	00:07:40	00:09:42	31
6 Apr	324	301	00:01:37	00:09:42	00:07:52	23
7 Apr	425	397	00:00:49	00:10:19	00:24:00	28
8 Apr	196	180	00:02:54	00:14:36	00:20:05	16
9 Apr	391	382	00:02:17	00:05:39	00:09:14	9
10 Apr	367	334	00:00:43	00:08:10	00:14:00	33
11 Apr	318	300	00:02:18	00:12:18	00:17:56	18
12 Apr	347	330	00:01:00	00:06:42	00:09:24	17
13 Apr	445	412	00:01:13	00:13:55	00:34:00	33
14 Apr	230	220	00:00:17	00:08:42	00:20:25	10
15 Apr	424	413	00:02:01	00:12:53	00:27:00	11
16 Apr	375	337	00:00:46	00:09:48	00:14:20	14
17 Apr	370	349	00:01:04	00:12:40	00:20:05	21
18 Apr	394	362	00:00:23	00:14:42	00:23:07	32
19 Apr	415	380	00:00:12	00:07:42	00:07:37	35
20 Apr	293	232	00:01:03	00:14:46	00:19:10	61
21 Apr	392	360	00:02:03	00:08:00	00:19:13	32
Total for Index	7282	6994	00:00:17	00:10:40	00:24:19	237

reports, presence reports, and agent activity reports. This information allows supervisors to plan and make decisions on how to improve their call centers.

The internal structure of the MySQL database is documented and standard ODBC access is provided to the data. Therefore you can use various third party applications to create custom reports that may be specifically required for a particular call center. In addition, Call Data Records (CDR) may be automatically archived to an external MySQL database, offloading this requirement from the IP PBX.

Integration with Workforce Management, CRM, IVR & TTS

MXIE uses TAPI as its API, which in turn allows for call to be originated from popular CRM programs including Microsoft Outlook, or they can call directly from any document using the ScreenDial™ feature. ScreenDial lets you call from any application, allowing you to conveniently dial directly from a CRM, EMR, a Word or Excel document, or a website.

The system can provide simple IVR capabilities with its comprehensive auto attendant. For more complex applications that require speech recognition and database access, a third party SIP based IVR system can be used. This capability also includes a Text To Speech function that lets you easily create Auto Attendant and IVR messages.

Zultys' feature-rich Unified Communications solution can supercharge your ICC and make it more productive, efficient and profitable