

Net TMRelations

ACD : Intelligent Call Routing System



Because good relations matter

NetRelations middleware ACD system is an intelligent call routing system designed to handle high volume of incoming call traffic and meet desired service levels, reliability and customer satisfaction. NetRelations offers its customers total flexibility by letting them choose a preferred interaction medium such as voice, email, web, fax or SMS. NetRelations helps enterprises present a unified access window to its customers for various queries, clarifications, which in turn, results in better customer retention and competitive advantage.

Intelligent Call Distribution (ICD)

NetRelations ACD may be integrated with CSTA, TSAPI compliant PABX systems to support different call routing algorithms such as:

- Time-based (Most Idle, Least Occupied)
- Last Agent based routing
- CLI/DNI Based routing
- VIP routing
- Skill-based routing
- Location-based routing

NetRelations ICD mechanism searches for an agent with the appropriate skill set to handle the call. In case the search results in more than one qualified agents, the call will be routed to the group member with the least "talk time" in a specified period (last hour, last day, etc.). If all group members are busy then the caller will be advised on their position in the queue and the expected time to answer so that they can choose to return to the queue, request a callback and then hang-up, or leave a message. ICD allows a workgroup to include members of different ranks, wherein higher-ranking group members can be allowed to handle fewer telephone calls by allocating them a lower service priority.

Integrated Customer View : Thro' Screen Pop-up

NetRelations has built in a customer profiling feature to capture essential information from first time callers, and store this vital information for future use. On call arrival at an agents desk, NetRelations pulls out this customer data provides this information on the agents' desktop thro' screen pop-up for more personalized service. NetRelations ability to present caller profile synchronized with call arrival prepares agents to handle customers more effectively.

Call Blending

NetRelations supports call blending by utilizing inbound agent to handle outbound calls during off-peak call traffic scenario.

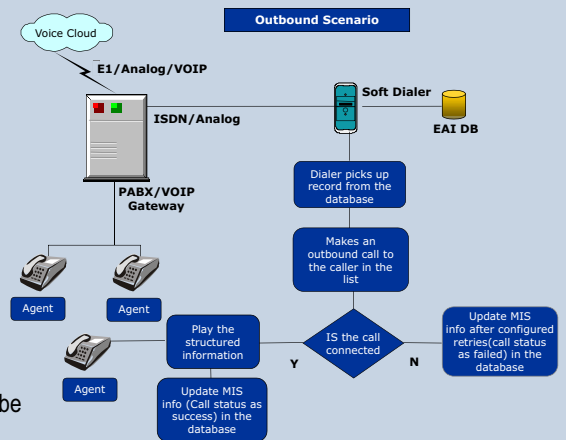
Managing Outbound Campaigns

NetRelations platform supports power and progressive dialing options to launch outbound campaigns for new products and services, payment reminders, service requests, and status updates for different business scenarios.

Manual Dialing: Using the dial button, an agent may enter a telephone number and instruct NetRelations to dial the number.

Preview Dialing: A free agent is empowered to make a choice on whether to call or not, before the NetRelations server actually dials the customer number. The list of numbers to be Dialed is populated before the campaign starts.

Progressive Dialing: Campaign calls are made only if free agents are available. Agents are not given the option to accept or reject the call. The list of numbers to be dialed out is populated before the campaign starts.



CTI Toolkit with Softphone

NetRelations Agent is a small footprint desktop telephony client that gives your call centre agents the power to manage calls through an easy-to-use and fully-configurable GUI-based user interface. Following features are supported through NetRelations SoftPhone:

- Login/Log Out/Break
- After call work (ACW)
- Answer/Retrieve/Hold call
- Supervisor assistance
- Call transfer
- Call conference
- Consulting



Third Party Integration

NetRelations supports standard APIs, Active-X, DDE, ODBC interfaces to facilitate integration with third party components such as helpdesk, CRM, billing, workflow and other backend business systems.

Multi-Media Interactions Management

Besides voice, NetRelations also support non-voice based interaction, namely, email, fax, SMS and webchat which provides a single window for unified data and information view to the customers.

Interactive Voice Response/Fax Base Interaction

This feature allows NetRelations to manage simple queries using pre-recorded voice messages that optimizes agents' talk time in a scenario where live agent interaction is not essential to address routine queries.

The fax feature allows NetRelations to receive and send requests for duplicate bills, product info, and service request templates, which may be sent across via fax either on demand or offline.

Webchat

This feature provides an additional contact media for customer-agent interaction. Customers can use a browser to 'chat' with the agent. Other features like form uploading, page sharing and form filling are also provided.

Webconnex

NetRelations WebConnex is web callback feature that enables callers to place callback requests to call center. WebConnex forwards web-based "call me" requests to the NetRelations ACD server. NetRelations locates the agent with appropriate skills and commands the PBX to connect the call between the agent and the caller.

Email Integration

NetRelations offers its customers email-based interaction for their queries, and clarifications, which are forwarded to non-voice agents for further processing and response.

Voicemail Integration

NetRelations platform consists of a tightly integrated ACD, IVR and voicemail system to provide smooth handling of calls from IVR to agents along with context transfer and stage of call to make the interaction more pleasant.

System Administration

This function gives call centre managers the ability to manage the complete call centre from a single window interface. This tool can be used to set up, define and maintain following resources within the call centre:

Devices include PABXs, agent extensions, ACD groups and IVR channels.

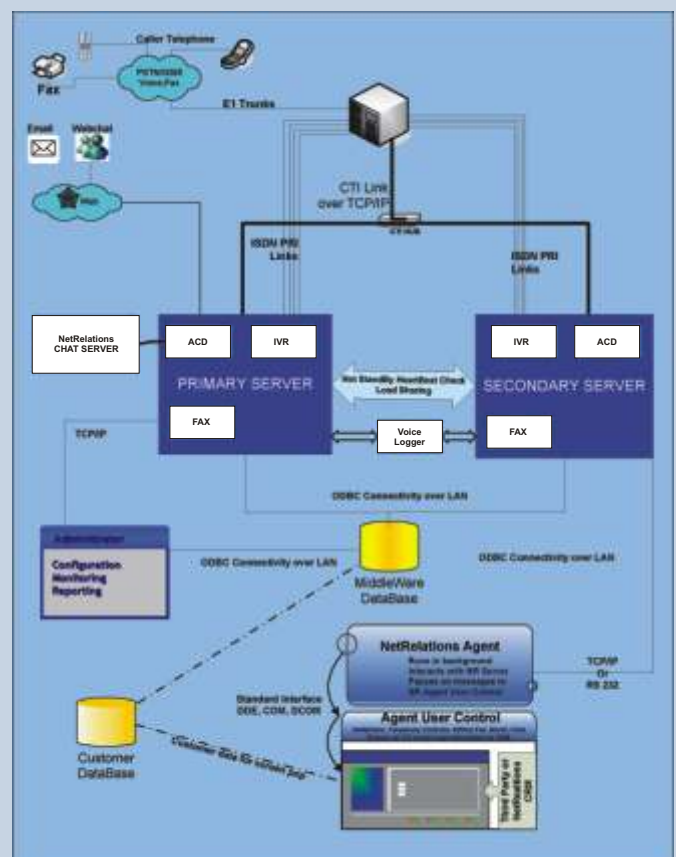
Skills include the ability, expertise or knowledge that an agent possesses. Agents can be assigned to groups or campaigns based on their skills.

Agents are assigned to groups, campaigns or web services.

Groups are of two types that may be set up and monitored: ICD and ACD groups. An ICD group is a group of agents who handle incoming calls made to a particular number. An ACD group may be set up for call centres that use a hardware-bound ACD for incoming calls. The administration application is capable of monitoring both types of groups.

Users roles (inbound agent, outbound agent, supervisor, etc.) and respective access levels can be easily managed through NetRelations system administrator. Routine admin tasks such as periodic backup schedule, purging, data import/export, and MIS reports can be easily performed through administrator utility.

System Architecture



MIS Reports

NetRelations reporting module offers real-time and historical reporting features, including a full suite of queries, graphs and reports on historical performance of groups and individual agents. Custom queries, graphs and reports may be generated by the administrator with standard Windows database tools. This feature allows you to view the current status of the call centre's abandoned calls, agents and traffic. Some of the default reports supported include:

Call Audit Report

NetRelations can provide detailed audit of calls handled by ACD for a specific period of time or a specified service pool. Key information covered in such reports include:

- ACD service name
- Call arrival time
- CLI
- DNI
- Call answering time by agent
- Call duration
- Agent ID
- Agent extension

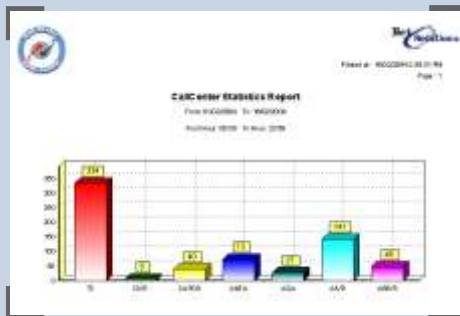
Agent Productivity Report

Agents productivity reports may be generated for specified time period or specified agent. Key information covered in such reports include:

- Agent ID
- Agent group
- Signed in time
- Signed out time
- Number of calls handled
- Average talk time

Reports Scheduling

NetRelations Administrator may be configured to generate reports on hourly, daily, weekly, or monthly basis.



The screenshot shows a 'Call Center Statistics' report with a detailed data table. The table has columns for Date, Group, and various performance metrics. The data is organized in a grid format with alternating row colors.

Date	Group	Handled	Abandoned	Transfer	Queue	Transfer	Transfer	Transfer	Transfer
01/01/2008	GROUP A	10	5	10	10	10	10	10	10
01/01/2008	GROUP B	20	10	20	20	20	20	20	20
01/01/2008	GROUP C	30	15	30	30	30	30	30	30
01/01/2008	GROUP D	40	20	40	40	40	40	40	40
01/01/2008	GROUP E	50	25	50	50	50	50	50	50
01/01/2008	GROUP F	60	30	60	60	60	60	60	60
01/01/2008	GROUP G	70	35	70	70	70	70	70	70
01/01/2008	GROUP H	80	40	80	80	80	80	80	80
01/01/2008	GROUP I	90	45	90	90	90	90	90	90
01/01/2008	GROUP J	100	50	100	100	100	100	100	100
01/01/2008	GROUP K	110	55	110	110	110	110	110	110
01/01/2008	GROUP L	120	60	120	120	120	120	120	120
01/01/2008	GROUP M	130	65	130	130	130	130	130	130
01/01/2008	GROUP N	140	70	140	140	140	140	140	140
01/01/2008	GROUP O	150	75	150	150	150	150	150	150
01/01/2008	GROUP P	160	80	160	160	160	160	160	160
01/01/2008	GROUP Q	170	85	170	170	170	170	170	170
01/01/2008	GROUP R	180	90	180	180	180	180	180	180
01/01/2008	GROUP S	190	95	190	190	190	190	190	190
01/01/2008	GROUP T	200	100	200	200	200	200	200	200
01/01/2008	GROUP U	210	105	210	210	210	210	210	210
01/01/2008	GROUP V	220	110	220	220	220	220	220	220
01/01/2008	GROUP W	230	115	230	230	230	230	230	230
01/01/2008	GROUP X	240	120	240	240	240	240	240	240
01/01/2008	GROUP Y	250	125	250	250	250	250	250	250
01/01/2008	GROUP Z	260	130	260	260	260	260	260	260
01/01/2008	GROUP AA	270	135	270	270	270	270	270	270
01/01/2008	GROUP AB	280	140	280	280	280	280	280	280
01/01/2008	GROUP AC	290	145	290	290	290	290	290	290
01/01/2008	GROUP AD	300	150	300	300	300	300	300	300
01/01/2008	GROUP AE	310	155	310	310	310	310	310	310
01/01/2008	GROUP AF	320	160	320	320	320	320	320	320
01/01/2008	GROUP AG	330	165	330	330	330	330	330	330
01/01/2008	GROUP AH	340	170	340	340	340	340	340	340
01/01/2008	GROUP AI	350	175	350	350	350	350	350	350
01/01/2008	GROUP AJ	360	180	360	360	360	360	360	360
01/01/2008	GROUP AK	370	185	370	370	370	370	370	370
01/01/2008	GROUP AL	380	190	380	380	380	380	380	380
01/01/2008	GROUP AM	390	195	390	390	390	390	390	390
01/01/2008	GROUP AN	400	200	400	400	400	400	400	400
01/01/2008	GROUP AO	410	205	410	410	410	410	410	410
01/01/2008	GROUP AP	420	210	420	420	420	420	420	420
01/01/2008	GROUP AQ	430	215	430	430	430	430	430	430
01/01/2008	GROUP AR	440	220	440	440	440	440	440	440
01/01/2008	GROUP AS	450	225	450	450	450	450	450	450
01/01/2008	GROUP AT	460	230	460	460	460	460	460	460
01/01/2008	GROUP AU	470	235	470	470	470	470	470	470
01/01/2008	GROUP AV	480	240	480	480	480	480	480	480
01/01/2008	GROUP AW	490	245	490	490	490	490	490	490
01/01/2008	GROUP AX	500	250	500	500	500	500	500	500
01/01/2008	GROUP AY	510	255	510	510	510	510	510	510
01/01/2008	GROUP AZ	520	260	520	520	520	520	520	520
01/01/2008	GROUP BA	530	265	530	530	530	530	530	530
01/01/2008	GROUP BB	540	270	540	540	540	540	540	540
01/01/2008	GROUP BC	550	275	550	550	550	550	550	550
01/01/2008	GROUP BD	560	280	560	560	560	560	560	560
01/01/2008	GROUP BE	570	285	570	570	570	570	570	570
01/01/2008	GROUP BF	580	290	580	580	580	580	580	580
01/01/2008	GROUP BG	590	295	590	590	590	590	590	590
01/01/2008	GROUP BH	600	300	600	600	600	600	600	600
01/01/2008	GROUP BI	610	305	610	610	610	610	610	610
01/01/2008	GROUP BJ	620	310	620	620	620	620	620	620
01/01/2008	GROUP BK	630	315	630	630	630	630	630	630
01/01/2008	GROUP BL	640	320	640	640	640	640	640	640
01/01/2008	GROUP BM	650	325	650	650	650	650	650	650
01/01/2008	GROUP BN	660	330	660	660	660	660	660	660
01/01/2008	GROUP BO	670	335	670	670	670	670	670	670
01/01/2008	GROUP BP	680	340	680	680	680	680	680	680
01/01/2008	GROUP BQ	690	345	690	690	690	690	690	690
01/01/2008	GROUP BR	700	350	700	700	700	700	700	700
01/01/2008	GROUP BS	710	355	710	710	710	710	710	710
01/01/2008	GROUP BT	720	360	720	720	720	720	720	720
01/01/2008	GROUP BU	730	365	730	730	730	730	730	730
01/01/2008	GROUP BV	740	370	740	740	740	740	740	740
01/01/2008	GROUP BW	750	375	750	750	750	750	750	750
01/01/2008	GROUP BX	760	380	760	760	760	760	760	760
01/01/2008	GROUP BY	770	385	770	770	770	770	770	770
01/01/2008	GROUP BZ	780	390	780	780	780	780	780	780
01/01/2008	GROUP CA	790	395	790	790	790	790	790	790
01/01/2008	GROUP CB	800	400	800	800	800	800	800	800
01/01/2008	GROUP CC	810	405	810	810	810	810	810	810
01/01/2008	GROUP CD	820	410	820	820	820	820	820	820
01/01/2008	GROUP CE	830	415	830	830	830	830	830	830
01/01/2008	GROUP CF	840	420	840	840	840	840	840	840
01/01/2008	GROUP CG	850	425	850	850	850	850	850	850
01/01/2008	GROUP CH	860	430	860	860	860	860	860	860
01/01/2008	GROUP CI	870	435	870	870	870	870	870	870
01/01/2008	GROUP CJ	880	440	880	880	880	880	880	880
01/01/2008	GROUP CK	890	445	890	890	890	890	890	890
01/01/2008	GROUP CL	900	450	900	900	900	900	900	900
01/01/2008	GROUP CM	910	455	910	910	910	910	910	910
01/01/2008	GROUP CN	920	460	920	920	920	920	920	920
01/01/2008	GROUP CO	930	465	930	930	930	930	930	930
01/01/2008	GROUP CP	940	470	940	940	940	940	940	940
01/01/2008	GROUP CQ	950	475	950	950	950	950	950	950
01/01/2008	GROUP CR	960	480	960	960	960	960	960	960
01/01/2008	GROUP CS	970	485	970	970	970	970	970	970
01/01/2008	GROUP CT	980	490	980	980	980	980	980	980
01/01/2008	GROUP CU	990	495	990	990	990	990	990	990
01/01/2008	GROUP CV	1000	500	1000	1000	1000	1000	1000	1000

System Specifications

Recommended Hardware :

→ NetRelations IVR/ACD Server:

Single CPU (dual compatible) Intel Pentium IV @1.6 GHz processor
1 GB RAM/80 GB HDD/CD Drive/SVGA Color Monitor/10-100Mbps
Ethernet/Keyboard/Mouse/Serial, Parallel & USB Port, WIN XP
Professional

Note: Its recommended to have separate servers for IVR and
CTI/ACD components for requirements beyond 30 agent seats to
ensure the desired performance levels.

→ Agent Desktop:

Intel Pentium-IV @ 2.4 GHz/256 MB RAM/40 GB SMART
HDD/1.44/52x CD/15" Color Monitor
Windows XP Professional

→ Supervisor/Administrator Console:

Same as agent desktop configuration

Recommended Software:

- NetRelations IVRS base platform license
- NetRelations voice application licenses for required number of ports
- NetRelations ACD base platform licenses
- NetRelations application licenses for required agent seats
- NetRelations Supervisor/Administrator vConsole

→ Voice/Telephony Platform: Intel/Dialogic boards as per desired configuration

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