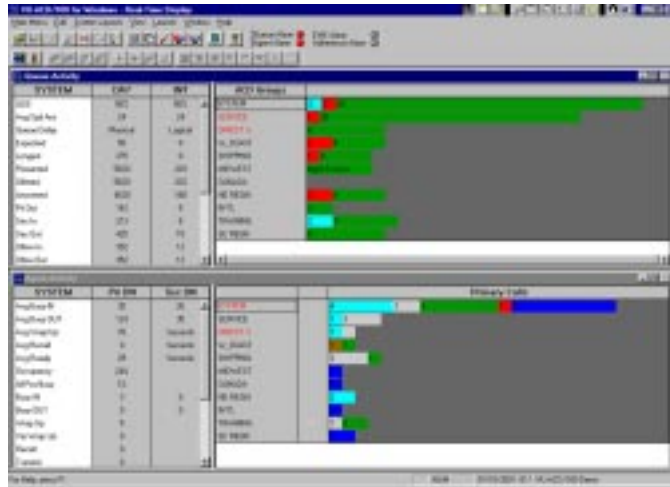


VU-ACD /100 Real-Time Centrex Based ACD

Perimeter Technology is the world's leading provider of Management Information Systems for Centrex-based Automatic Call Distribution Systems. VU-ACD/100 is a Management Information System for organizations who employ groups of individuals or devices to handle inbound and outbound telephone calls through Centrex ACD and want to answer calls as cost effectively as possible while meeting their service objectives. Around the world today, more than 4,700 call center and telecommunications professionals monitor in excess of 100,000 agents using the VU-ACD/100 System.



VU-ACD/100 Provides Complete ACD Management in One Package

Real-Time Display

This Real-Time software uses vivid color graphics to provide instant, concise, easy-to-understand status information. At a glance, Call Center Managers receive a complete view of the current activity:

- Call Center Wide
- All ACD Groups
- Individual ACD Groups
- All Agent Groups
- Individual Agents

The Real-Time Display is split into Queue Activity and Agent Activity. Each activity window includes a data box on the left and data window with color bars on the right. The data box provides performance statistics from the start of the Call Center day as well as for the current data calculation interval (user specified). The color bars provide an immediate, graphical indication of system activity.

Reports

VU-ACD/100 provides extensive data collection and storage for report generation. The system is capable of storing detail and summary data at five minute intervals per half hour and for a minimum of one year. Examples of critical historical data are • **Traffic Analysis** (All groups) • **Agent Performance** (agent and all groups) • **Interval Data** for Multiple Days. Reports may be run on demand, or scheduled for automatic distribution via Fax, email or in HTML format for online viewing. Raw event data may also be exported to 3rd party applications for external analysis.

Load Management

Directory Number Changes • Audio Configuration • Queue Control • Route Configuration • Overflow Methods

A series of easy-to-use screens display current switch configuration parameters and allow for dynamic alteration of the call center's ACD configuration. ACD parameters can also be altered *proactively*, utilising Load Management Macros specifically designed to execute configuration changes, based on a pre-set schedule, or in reaction to current call center conditions.

Configuration

The Configuration application allows the user to modify the appearance, descriptive labels and operating parameters for many of the features for VU-ACD/100. System Configuration encompasses Alarm thresholds, External Displays, Adherence (optional), Fax/Printer and Permissions

Premier ACD & Agent Performance Monitoring



Standard Features

- ❖ Up to 4,000 Agents
- ❖ 20 ACD Data Links
- ❖ ACD Data Links Supported
 - ❖ Net-VU Contact Manager
 - ❖ DMS/SL-100
 - ❖ 5ESS
 - ❖ VU-ACD/InterLink
- ❖ 96 Supervisor Workstations
- ❖ Multiple FMS Report Interfaces
- ❖ Archive Schedule by Day
- ❖ Alarm Values up to 9 Hours
- ❖ Time Zone Adjustment
- ❖ IP Connectivity to CO
- ❖ Scheduled Report delivery

Optional Features

- ❖ Windows Supervisor Workstations
- ❖ Runs on Windows 98/NT 4.0/XP
- ❖ Built-in Report Writer
- ❖ TAPI Support
- ❖ Real-Time FMS Agent Interface
- ❖ FMS Schedule Interface
- ❖ Service Bureau (Tenant Partition)
- ❖ Multiple Switch Connections
- ❖ Adherence to Schedule
- ❖ Automatic Agent Position Movement
- ❖ Stat-VU Statistics Display
- ❖ External Display Boards
- ❖ Multi-Cartridge DAT Autoloader
- ❖ French Canadian Language

Service Bureau

One VU-ACD/100 host can provide ACD MIS service to 256 tenants. Tenants can be different departments within the same company or multiple individual companies. Through the use of tenant partitioning, each tenant remains unaware of any other tenant. There is no possibility of one tenant's data being accessed by another. Each tenant views only the call activity associated with its assigned ACD Group(s).

Multi-Link

One VU-ACD/100 host can provide centralized ACD MIS services to 20 C.O. Switch Centrex ACDs. This option is ideally suited for Service Bureau configurations where a single VU-ACD/100 host is providing ACD MIS service to businesses spread across several switches.

The MultiLink option provides a unified display and reporting view — as though all call center operations were being serviced from one ACD switch.

IP Connectivity Option

The VU-ACD/100 IP- Link connection uses a Cisco router to handle the X.25 interface with the DMS-100 switch and to translate the event data to/from TCP-IP - thus using a LAN connection to the Perimeter host. The Cisco router replaces the Memotec PAD and performs the PAD functions by handling the synchronous serial X.25 connection to the DMS switch.

Specifications

SCO OpenServer Based Host

Minimum System Requirements

- ❖ Compaq Pentium
- ❖ 2 GB Hard Drive
- ❖ 2 GB Tape Drive (QIC or DAT)
- ❖ CD-ROM
- ❖ 32 MB RAM
- ❖ 16-Port Digiboard Multiport Serial Card
- ❖ Remote Maintenance Modem
- ❖ Printer
- ❖ UPS Battery Backup
- ❖ Cisco 2600 Series Router or X.25 Packet Assembler/Disembler

Windows Server Based Host

Minimum System Requirements

- ❖ Windows 2000 or Advanced Server
- ❖ Pentium II or greater
- ❖ 2 GB Free HD Space
- ❖ CD-ROM
- ❖ 128 MB RAM
- ❖ Ethernet Card
- ❖ Remote Maintenance Modem
- ❖ Funk Proxy Host Software
- ❖ UPS Battery Backup
- ❖ Cisco 2600 Series Router or X.25 Packet Assembler/Disembler

Supervisor Workstations

- ❖ Windows 98SE/ME/2000 XP
- ❖ 32 MB for Windows 98SE or Me
- ❖ 64MB for Windows 2000 or XP
- ❖ 200MB Free HD Space
- ❖ SVGA Monitor
- ❖ CD-ROM Recommended