

CallCenter *WorX*[®] -Business

ACD/MIS Software That *WorX* Hard For You

Contact centers of all sizes are challenged to manage shifting traffic patterns, changing seasons and high degrees of agent churn. Your business must be able to handle these constant occurrences without unduly disrupting the contact center, losing control of incoming calls or compromising customer relations. That's where NEC's CallCenter *WorX*-Business comes in. A member of NEC's CDesign™ suite of customer contact center applications, CallCenter *WorX*-Business is a Windows® NT®-based ACD/MIS (Automatic Call Distribution/Management Information System) software platform that provides a complete, flexible, and customizable feature set for meeting specific business needs. CallCenter *WorX*-Business offers a powerful Windows Graphical User Interface (GUI) to better manage program additions, deletions and changes. The CallCenter *WorX*-Business ACD module contains user-defined call

handling instructions called CCV's or Call Control Vectors, in addition to Weekly Schedules and Holiday Schedules — all of which process and route incoming calls to designated agents.

The CallCenter *WorX*-Business MIS module offers contact center managers access to important real-time and historical data for maximizing agent productivity and assuring quality performance in handling incoming and outgoing call volume in the contact center. The MIS Status Screens (Real-Time Screens) provide color-coded, up-to-the-second views of agent and queue activity at the System and Split levels. Statistics on the call volume and the effectiveness of agents handling those calls are computed in real-time and are displayed for the current hour and day. These statistics are also used to generate reports in text or graphical format, to give you the data you need to make informed decisions concerning the management of your contact center.

CallCenter *WorX*-Business also contains individual online help systems for the ACD and MIS modules. Operating on a PC that is connected to the NEAX® 1000 IVS/VSP or NEAX2000 IVS² Communications Systems via a communications link, CallCenter *WorX*-Business allows you to benefit from the latest PC technologies.

CallCenter *WorX*-Business is available as software only or in a CallCenter *WorX*-Business server-based package that features an NEC Server. The CallCenter *WorX*-Business server-based package delivers the optimized performance and expandability required by typical department and strategic workgroup applications. Based on the amount of sophistication your contact center requires, and the "degree of difficulty" of its implementation, NEC will package a CallCenter *WorX*-Business solution which cost-effectively meets your immediate needs today, while setting the stage for future growth.

CallCenterWorX-Business

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A Member of the Family

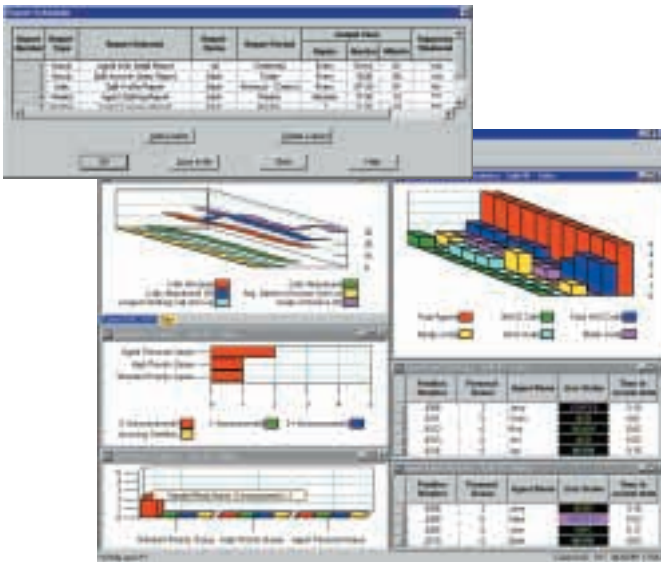
Today's progressive contact centers are more focused than ever on enhancing customer experiences. Which is why NEC has packaged a series of smart

applications called CDesign. CDesign is a suite of customer contact center solutions that harness and deliver the power of choice. They empower the caller with a greater scope of service

options, while enabling the agent to deliver those services through strategically deployed technology. CallCenterWorX-Business is a key member of the CDesign suite.

Features

- Agent Personal Queues
- Alternate Night CCVs
- Assistance-ACD Agent
- Break Modes (9)
- Call Control Vectors (CCV)
- Call Recover
- Connection Displays
- Emergency Monitoring
- Flexible ID Codes
- Holiday Schedules
- Infolink Data Messages
- Multi-Split Agents
- Multiple Supervisors
- Personal Emergency and Assist
- Pilot Numbers
- Priority Queuing
- Stranded Call Routing
- Tally Codes
- Variable Queuing
- Week Schedules
- Work Mode Time Limit



Requirements

Minimum:

- Pentium 350MHz Processor or Higher
- 64MB RAM, or More
- 30MB Available Hard Disk Space, or More
- 15" SVGA Monitor, or Larger, with 1024 x 768 Resolution
- 2 COM Ports
- MS Compatible Mouse/Keyboard
- MS Windows NT 4.0 Workstation with Service Pack 5

CallCenterWorX Package

- NEC Server
- NEC A500 Monitor
- CallCenterWorX Software
- CallCenterWorX 10, 20, 30, 40, 60 or 80 Agent Security Key
- Keyboard/Mouse
- 4 Port 10BaseT HUB and Associated Cabling
- CallCenterWorX System Manual
- CallCenterWorX Feature and Specifications Manual
- Agent and Supervisor User Guides

Benefits

- Offers NEAX2400 ACD compatibility for the NEAX2000 IVS family of products
- Available as either a server-based package or as software only
- Incorporates CallCenterWorX Business MIS on the same PC as CallCenterWorX Business ACD
- Provides Windows GUI
- Contains Context-sensitive online HELP, Plus Glossary
- Connects to IVR/Host Servers via "Infolink"
- Connects to Navigator MIS Enabling Centralized MIS Reporting and Network ACD Capability
- Provides RS-232 Interface for Connection to External Display Units

Capacities

Active Agents	10,20,30,40,60,80
CCV Tables	60
Logon ID's	300
Pilot Numbers	128
Priority Levels	250
Splits	30
Splits Per Agent	16
Tenants	9
Transfer-to PBX #'s	120
Holiday Schedules	30
Weekly Schedules	30



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Windows and NT are registered trademarks of Microsoft Corporation.

Pentium is a registered trademark of Intel Corporation.

Certain features require specialized equipment or telephone services. Please consult your authorized NEC Associate.

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To find out more about NEC's CallCenterWorX-Business and other CDesign products, or to inquire about NEC's powerful, versatile and dynamic technology platforms, contact your local NEC dealer, call us at 1-800-TEAM NEC or visit our Web site at: www.cng.nec.com

NEC America, Inc. Corporate Networks Group
1555 W. Walnut Hill Lane, Irving, TX 75038-3796

