

CallCenter *WorX*[®] -MIS For NEAX[®] 2000 & 2400 Platforms

For Contact Center Management, CallCenter *WorX*-MIS Has Your Numbers

Distributing more calls throughout your customer contact center may mean greater volume and activity, but not necessarily increased productivity. So, how do you raise your level of performance in pace with greater call load? How do you monitor and report on call activity, manage the schedules of your agents and improve individual productivity? By keeping track of the numbers, with CallCenter *WorX*-MIS.

A member of NEC's CDesign[™] suite of customer contact center applications, NEC's CallCenter *WorX*-MIS is a fully functional Management Information System, delivering vital real time and historical information to the contact center manager. It is ideal for the compact or departmental-size customer contact center that needs to monitor multiple levels of caller and agent activity but does not require the complexities of more sophisticated MIS solutions.

CallCenter *WorX*-MIS can also serve as an effective personnel management tool. By monitoring the performance of your agents via real-time screens and system reports, you'll be better able to identify and manage individual strengths and weaknesses. Plus, information provided by CallCenter *WorX*-MIS helps you identify areas for improvement in your call routing schemes. And, by allowing you to analyze call event activity on an hourly, daily, weekly or monthly basis, you can route traffic more effectively before resorting to increasing staff.

A rich Graphical User Interface (GUI) with multi-window viewing and real-time online help screens make CallCenter *WorX*-MIS both productive and pleasurable to use. CallCenter *WorX*-MIS provides true multi-tenant support, providing for the seamless integration of contact centers supporting multiple customers. CallCenter *WorX*-MIS can be ordered in different configurations, allowing one supervisor to track statistics for 10 to 100 agents. To help you handle peak call periods,

CallCenter *WorX*-MIS provides for increased multi-split agents, from 4 to 16 splits. Enhanced ODBC-compliant database capabilities provide additional storage capacity for historical reporting. There's even a conversion utility supplied. A "system agent detail status" screen assists with real-time information management, with colors that are assignable per agent. A variety of reports, which can be formatted in columns or in eye-catching graphical charts, keeps you informed around the clock.

A Member of the Family

Today's progressive contact centers are more focused than ever on enhancing customer experiences. This is why NEC has produced CDesign, a suite of customer contact center solutions that empower the caller with a greater scope of service options, while enabling the agent to deliver those services through strategically deployed technology. CallCenter *WorX*-MIS is a key member of the CDesign suite. With CallCenter *WorX*-MIS, customer contact center managers can stay in closer contact with success.

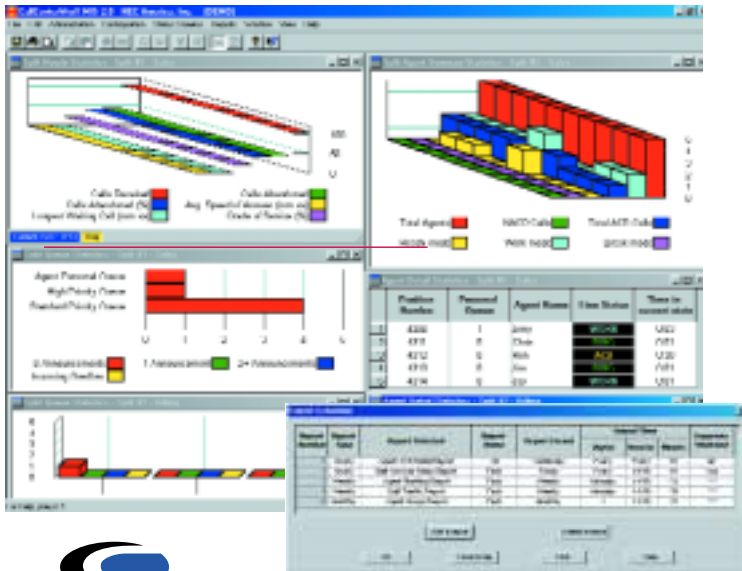
Features

- Multiple Window View**
 For viewing split real-time screens, or several reports, at the same time.
- Dockable Toolbar and Tooltips**
 Providing easy, button-driven commands for saving, printing, print previewing, creating graphs and more.
- Status Bar**
 A bottom screen bar which constantly displays various information for one-glimpse instant analysis.
- Context-Sensitive Online Help**
 Online help screens help managers more fully and effectively utilize the system.
- Additional Storage**
 Significantly increased to provide up to 1.56 GB of data for historical reporting.

Capacities

Entity	CallCenter WorX-BUS NEAX 2000	CallCenter WorX-ENT NEAX 2400
Agent Packages	10, 20, 30, 40, 60, 80	25, 50, 100
Agents Log-In ID	300	300
Pilots	200	600
Positions*	80	100
Splits	30	30
Tally Codes**	100/Split Total < 3000	100/Split Total < 3000
Trunk Groups	63	75
Trunks	255	255
Additional Supervisors	8 TCP/IP	8 TCP/IP
Multi-Split Agent*	16	16

- * Only the number of positions varies according to different sizes of CallCenter WorX-MIS.
- ** Maximum 100 tally codes per split, the total number does not exceed 3000.
- *** Each additional MIS PC is a separate MIS application. Meaning that additional PC is not a client to the main CallCenterWorX MIS, but maintains it's own database. While an MIS PC application is online, it will collect data received from the ACD.
- **** If a client/server MIS PC application is required, NEC Global Navigator will perform that function.



Requirements

Minimum:

- Pentium 350MHz Processor or Higher
- 64MB RAM, or More
- 30MB Available Hard Disk Space, or More
- 15" SVGA Monitor, or Larger with 1024x768 Resolution
- 2 COM Ports
- MS Compatible Mouse/Keyboard
- 1 Parallel Port
- CD-ROM Drive
- Ethernet Card
- Operating System Windows 98, ME, 2000, or NT
- 4.0 Workstation with Service Pack 5



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To find out more about NEC's CallCenter WorX-MIS and other CCDesign products, or to inquire about NEC's powerful and versatile technology platforms, contact your local NEC dealer or visit our Web site at: www.cng.nec.com



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