

ACD Features

The ACD consists of the six modules as the following.

- **Server:** ACD system configuration
- **Supervisor:** web-based management/configuration of call center (e.g. Call routing)
- **Reporting:** web-based call center statistics (call, group¹, agent, etc.)
- **Wallboard:** call center activity monitoring module
- **Agent:** client program for call center agent
- **RAD** (Recorded Announcement Device): playing greeting messages per CLI/DID and wait comfort message per split

| Features | | V2.0 | Avaya | V3.1 |
|------------|--|------|------------------------|-------------|
| Server | Log management | Y | | Y |
| | Time-dependent CLI routing | Y | Y | Y |
| | Time-dependent DID routing | Y | Y | Y |
| | Time-dependent IVR routing | Y | Y | Y |
| | Call overflowing | Y | Y | Y |
| | Skill-based routing | Y | Y (limited capability) | Y |
| | Different Qing message per split (queue) | N | | Y |
| | Different Greet message per CLI/DID | N | | Y |
| | Blending | N | N | In progress |
| Supervisor | Web-based server configuration | Y | | Y |
| | Phone-only agent management | Y | | Y |
| | Agent status monitoring and forced status change | N | | Y |
| | Automatic callback distribution | N | N | Y |
| | Automatic abandoned call distribution | N | N | Y |
| | Multi-split login up to 8 splits | N | Y (Limited by DB) | Y |
| | Customizable break type | Y | N | Y |
| | Live monitoring | N | | Y |
| Reporting | Web-based call center reporting | Y | N | Y |
| | Exporting to Excel | Y | | Y |
| | Server report | Y | Y | Y |
| | Split report | Y | Y | Y |
| | Agent report | Y | Y | Y |
| Wallboard | Server monitoring | Y | Y | Y |
| | Split monitoring | Y | Y | Y |
| | Agent monitoring | Y | Y | Y |
| | Alarm color and log | Y | | Y |
| | Agent messaging | Y | | Y |
| | Adjustable data reset interval | Y | | Y |
| | multiple views (view: a set of monitoring | N | | Y |

¹ Split is a pool of agents which is called "Queue" interchangeably.

| | | | | |
|-------|--|---------------|-------------------------|---|
| | items) | | | |
| Agent | Popup window with caller information on call arrival | Y | | Y |
| | Convenient call handling | Y | | Y |
| | Call recording | Y | N (Separate product) | Y |
| | Emergency assistance request | N | N | Y |
| | Server/Split/Agent monitoring | Y | N | Y |
| | Windows Phone setting applied | N | | Y |
| | Selective split login | N | | Y |
| | Call alternation | N | | Y |
| RAD | CLI/DID dependent welcome message | Not Available | N | Y |
| | Split dependent wait comfort message | | Y | Y |

IVR Features

The IVR consists of the five modules as the following.

- **Engine:** self menu scenario (shortly, scenario) execution and monitoring
- **Scenario Builder:** scenario creation and management
- **Call Recorder:** call recording
- **Supervisor:** web-based configuration and administration
- **System Configuration:** IVR system configuration

| Features | | V1.3 | V1.5 |
|------------------|--|------|-------------|
| Engine | IP-based (SIP) | N | Y |
| | Commercial DB integration through ODBC | Y | Y |
| | Data transfer to ACD for personalized service <ul style="list-style-type: none"> • Callback • Customer information • Call disconnection type notification | Y | Y |
| | Different greet message per ACD CLI/DID routing | N | Y |
| | Date/time dependent message | Y | Y |
| | CLI/DID/trunk dependent message | N | Y |
| | Call transfer to VMS (SVMi, UMS) | N | Y |
| | TTS (Text To Speech) | N | Y |
| | | | |
| Scenario Builder | GUI-based (drag-and-drop) scenario creation | Y | Y |
| | Archiving scenario in the DB | N | Y |
| | Scenario Debugging with break point | N | Y |
| Call Recorder | PSTN/VoIP call recording | Y | Y |
| | Intrusion | Y | Y |
| | Port mirroring | N | In progress |
| | Total recording | N | In progress |