SAMSUNG

SEC-ACD-FL

ACD V3.1
(Feature List)

D o c T y p e	
Lang. C o d e	English /
# P a g e s	12 pages
A u t h o r	Seegyoung Seol /
R e v i e w e r	/
A p p r o v a l	/
R e g. D a t e	
I t e m C o d e	

Revision History

Revision	Date	Author	Details
00	Aug 2007	Seegyoung Seol	Initial draft

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Acronyms

ACD   Automatic Call Distributor
IVR   Interactive Voice Response

References

1) OfficeServ ACD Issue Tracker, Seegyoung Seol, 2007
2) OfficeServ IP-IVR Issue Tracker, Seegyoung Seol, 2007

1. Overview

1.1 S/W Architecture

This document describes the features of OfficeServ ACD V3.1 which is under development targeting October 2007[1]. The ACD consists of the six modules as the following. Each is installed separately: (*exception: Server and Supervisor are installed together*)

- **Server**: ACD system configuration
- **Supervisor**: web-based management/configuration of call center (e.g. Call routing)
- **Reporting**: web-based call center statistics (call, group[2], agent, etc.)
- **Wallboard**: call center activity monitoring module
- **Agent**: client program for call center agent
- **RAD** (Recorded Announcement Device): playing wait comfort message to waiting callers

For playing voice prompts, the ACD can use either of RAD (Recorded Announcement Device) or IVR (Interactive Voice Response). The RAD is conceptually a light-weight IVR which plays wait comport messages only. IVR provides advanced features such as self-menu, callback, DTMF detection, and call recording. For more information on IVR, refer to the IVR V1.5 Feature List.
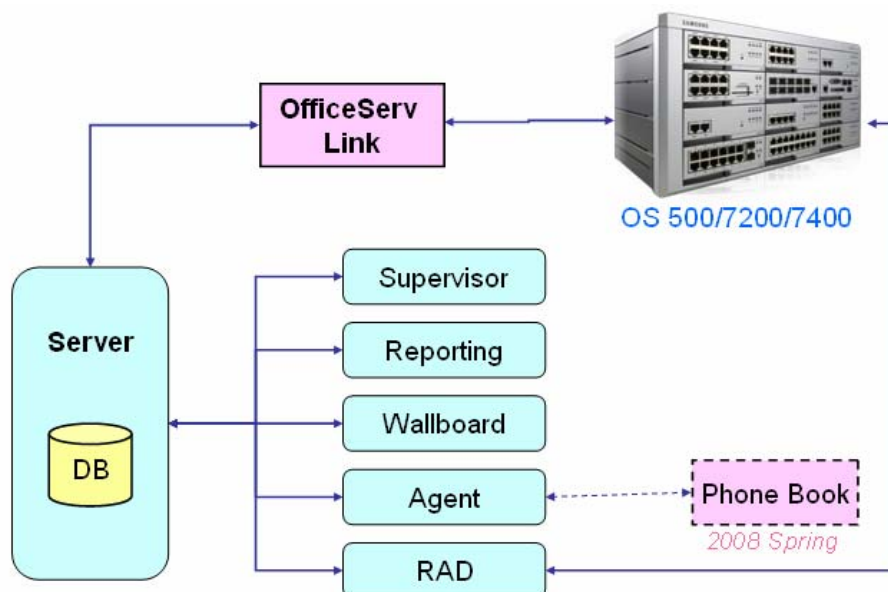
[Figure 1] ACD Architecture

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[1] Any features and requirements described in this document are subject to change.

[2] Group is a pool of agent which is called as "Split" or "Queue" interchangeably.

1.2 General Specification

- Language: English
- OfficeServ: 500, 7200 and 7400
- DB: SQL Server/Express
- Operating System: Windows NT, XP, 2003 Server, Vista
- Required SW: OfficeServ Link V3.x, OfficeServ IVR V1.3+,

1.3 License Policy

- Server
    - \# Switches (*to be available in 2008 Spring*)
    - Outbound Campaign (*to be available in 2008 Spring*)
- \# Concurrent users of Supervisor
- \# Concurrent users of Agent
    - Phone Book Plug-in (*to be available in 2008 Spring*)
- \# Concurrent users of Wallboard
- \# Concurrent users of Reporting
- \# RAD ports (*optional, Alternative to IVR*)

2. Features

2.1 Server

- License management
- Log management
- Various call routing options(See Figure 1)
    - Routing by CLI
    - Routing by DID
    - Routing by IVR
    - Routing by Day/Date/Time
    - Call overflowing
    - Skill-based routing
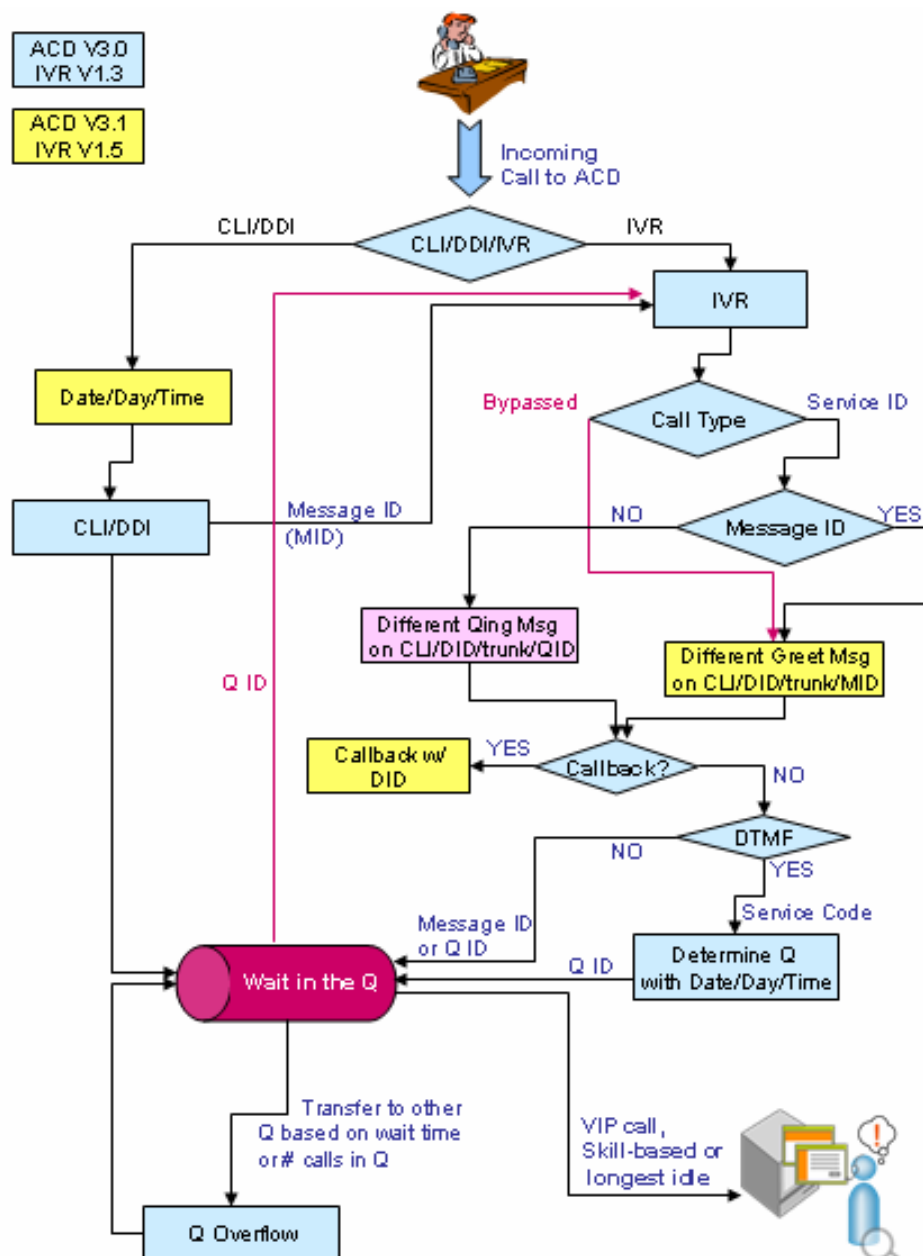
[Figure 2] Call Flow Diagram

2.2 Supervisor

- System management through web
  - Ports
- Call center management through web
  - Group management
    - Create/Modify
    - Agent assignment
    - Completion code assignment
  - Routing configuration (See Figure 2)
  - Schedule management
- Centralized agent management
  - Agent status monitoring
  - Messaging
  - Forced-logging
  - Blending
  - Callback list distribution
  - Multi-group login up to 8 groups
  - Phone-only agent
  - Customizable break type
- Call monitoring by queue, agent, IVR,

[Figure 3] CLI/DID Routing

2.3 Agent

- Popup window with customer information on call arrival
- Convenient call handling
    - Answer/Hold/Transfer/Conference
    - DND/Auto Answer/Completion Code
- Conversation recording
- Emergency assistance request
- Call Center activity monitoring (agent, group and calls)

2.4 Wallboard

Provides call center monitoring at one peak. (See Figure 3)

- Server activity monitoring
    - Call statistics (Inbound, outbound, IVR), agent statistics
- Group activity monitoring
    - Agents statistics, multi group information, call statistics
- Agent activity monitoring
    - Status, elapsed time per status, call statistics
- Max 10 views and max 24 items per view (view: a set of monitoring item)
- Alarming color and log
- Messaging
- Adjustable data reset interval

[Figure 4] Wallboard

2.5 Reporting

- Group/Agent statistics
  - o Agent Performance
  - o Call service rate
  - o Elapsed time per status (Break, Available, etc.)
  - o Log In/Out
- Call statistics
  - o Callback/VIP/IVR call
- Exporting to Excel

2.6 RAD (Recorded Announcement Device)

- Light-weight IVR which provides the minimal functionalities required for playing wait comfort messages only
  - o Environment settings
  - o Comfort message registration and execution per group ID

3. Pended Features

This chapter describes the features to be considered in the future release.

- Server/Supervisor
  - o Multi-switch feature enhancement (up to eight)
  - o Campaign (Outbound) feature enhancement
  - o Survivability
  - o VIP level per CLI/DID
  - o Dynamic wait comfort message interval
  - o ACD DB import/export through web
  - o Agent call monitoring (record, intrude, join, pick up, hold)
  - o Email channel feature
- Reporting
  - o Support for Crystal Report
  - o Summary report per switch
  - o Trunk usage
  - o Automatic report delivery
- Agent
  - o Phone-book plug-in (e.g. Outlook, GoldMine, ACT)
  - o Web-based Agent
  - o Thin client Agent
  - o Greeting per agent
  - o Programmable agent's initial login status
- Wallboard

- o Adjustable data reset interval per group
- o Log of # times when the alarm threshold is exceeded
- o Average abandon time
- o Alarm notification via mail or pager/SMS