



eQueue™ ACD

Even with the incredible growth of the Internet, the primary method of customer communication used today, and for the foreseeable future, is the telephone. For over a quarter century, eOn has been a leading provider of Automatic Call Distribution (ACD) systems. By leveraging this experience, we offer the most reliable and feature-rich ACD solution available in any multi-media contact center system offered today.

Feature-Rich

eQueue ACD has all the features and processing power required to manage high volume telephone contact applications:

Dynamic Call Distribution – Inbound calls can be routed based upon real-time conditions. Unlike simple overflow or threshold-based techniques, each customer contact is distributed based upon customizable route parameters, actual volume and other real-time conditions within the contact center.

Flexible Routing Parameters – Not only is the eQueue ACD distribution dynamic, it is also very flexible, offering the broadest range of routing parameters available today. eQueue ACD supports up to 32,000 routes with 64 different steps. Specific routes can be customized from an array of parameters to create the individual contact experience desired.



Skills-Based Routing – Customers want to reach agents that have the answers they're looking for. Skills-Based Routing allows inbound voice contacts to be directed based on ANI, DNIS or customer touch-tone input. This approach maximizes customer service levels and agent productivity.

Original Contact Feature – eQueue ACD offers a unique feature allowing customers to be routed to agents that they have had contact with in the past.

Comprehensive Reporting – eQueue ACD provides necessary information, in custom or standard formats, to manage efficiency, improve agent performance and maximize customer satisfaction.

Reliability – For over 25 years, eOn has been a leading manufacturer of state-of-the-art ACD systems. Throughout our history, the systems we have designed offer flexibility and scalability, incorporated into one feature-rich platform. eOn believes that our

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ACD	PBX	12/15/01	9:12	Talk Time	Available	Available	0:03		
F1	F2	F3	F4	F5	F6	F7	F8	F9	
Redial	Offhook	GrpPkup	VoiceMail	GatePkup	Call	Supv	WrkUnit	Unpark	

customers should be able to buy one system to meet virtually all of their communication

Agents can simply flag customer ANI information so that if the customer calls back within a given time-frame, their call will be routed or queued to the specific agent. This feature increases customer satisfaction and enables your agents to build long lasting customer relationships.

Networking – eQueue ACD has the ability to queue a customer to multiple agent groups across networked systems simultaneously. It's just one more way to enhance answering speed and efficiency, improve customer service and reduce the chance of losing valuable customers during high volume call periods.

Agent Tools – Telephones are still a fundamental part of agents' necessary tools. Whether deployed in the contact center or used remotely, eOn Digital Telephones and eOn Agent Workspace PC phone interfaces can be customized with over 50 standard functions best suited to meet the operational requirements of your contact center agents.

Real-Time Supervisory Control – Supervisors have the ability to dynamically create agent assignments, monitor agent conversations, view operational results and receive system alert notifications. eQueue ACD also lets them see and anticipate potential problem areas *before* they escalate.

needs. As a result, there is no need for middleware or third party solutions with our system. Whether your application calls for 20 or 2,000 agents, eQueue ACD can give you the confidence needed in managing mission critical customer contact center applications.

Key eQueue ACD Benefits

- Improve customer satisfaction and retention by matching appropriately skilled agents with customer needs
- Maximize agent productivity using intelligent call distribution and easy-to-use desktop tools
- Fine tune service quality using dynamic supervisory tools and comprehensive management reports
- Achieve maximum availability with time-proven technology platform



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