

eQueueTM Routing

Through a combination of multi-media contact management, intelligent routing and comprehensive real-time monitoring and management tools, eQueue Routing enables your organization to simultaneously maximize both customer service levels and contact center productivity – two key differentiators in defining contact center excellence and customer loyalty.

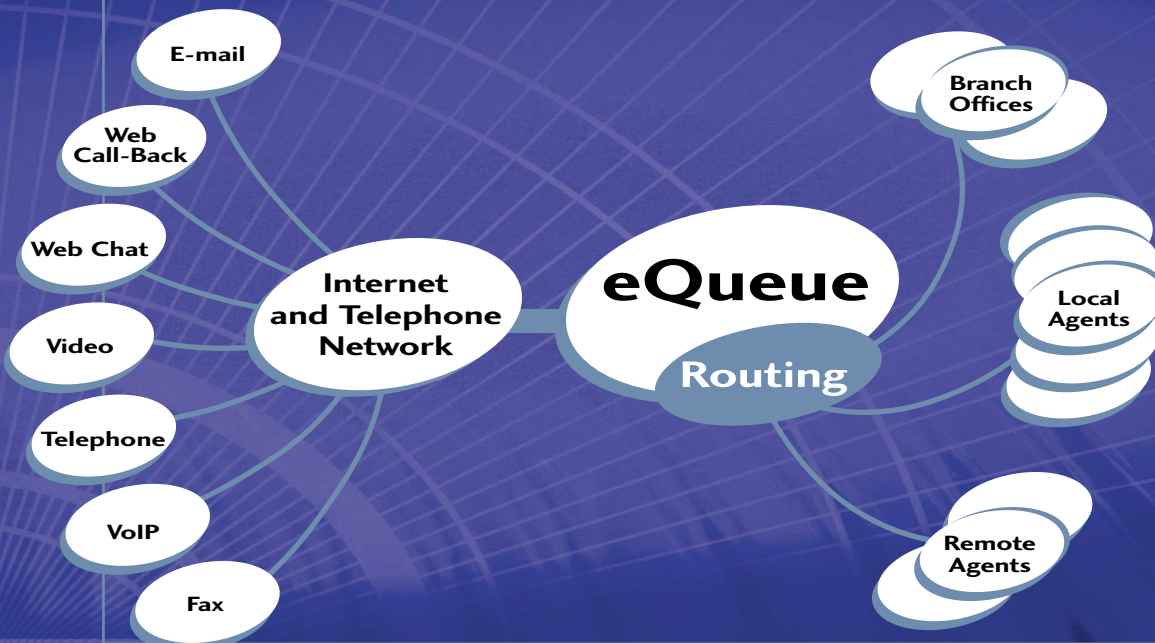
Universal Queuing

The eQueue's multi-media queuing capabilities enable you to queue and distribute all forms of media including telephone calls, e-mail messages, faxes, Web chats, Web call-back requests and voice over Net calls. eQueue Routing also allows you to handle all of these types of contacts with one set of routing rules, one supervisory management tool and one comprehensive reporting package. With eQueue Routing, you can offer your customers an easy,

effective link to the contact center – regardless of which method they choose to communicate.

Get Customer Requests to the Right Agent

With eQueue Routing, contact centers have the ability to route customer requests along customized paths. Profiling contacts by using information such as calling line ID, caller-entered digits or information submitted from the Web, contacts can be routed to the right agent, ensuring that each contact gets to the resource best qualified to respond every time regardless of location. eQueue Routing lets you anticipate your customers' needs and provides them with more effective personalized assistance and, at the same time, it lets you maximize the utilization of contact center resources.



eQueue Routing allows you to effectively manage multi-media contacts with one set of routing rules, one supervisory management tool and one comprehensive reporting package.

Real Time Supervision

Easy-to-interpret screens provide supervisors with a view of every customer interaction, queue, agent, line and station in the contact center with customizable alert flags that bring problem areas to your attention before they escalate. In addition, eQueue monitoring tools allow you to listen to phone calls and view chat sessions and e-mails in order to judge the level of service being delivered by your agents for quality and training purposes. A comprehensive suite of management reports helps you track every aspect of your contact center's performance.

Gate Number	Gate Name	Offered Calls	Calls Waiting	Current LongestCW	Longe... CW	Wait Estim...	Excess Delayed	SLA	Answ... Calls
77	IEX GATE 77	27	14	38	34	11	1	10	73
27	TEST 27	30	52	57	58	71	96	10	94
4	NIGH	62	52	3	58	67	5	11	46
16	TEST GATE #16	51	32	75	50	53	42	13	70
200	SUPERGATE 200	29	41	66	33	72	67	14	19
29	REMOTE ONHK	83	84	21	1	49	51	15	22
14	DEALER SUPPORT	15	84	67	1	98	8	16	73
185	GATE 185	28	82	75	60	73	38	18	95
76	IEX GATE 76	1	26	20	69	72	50	19	28
21	TEST 21	78	24	20	27	44	46	24	52
184	GATE 184	2	42	57	94	86	87	27	97
31	HELP DESK	32	56	84	70	23	49	29	79
8	NO CERT. TECH	64	56	30	21	72	58	31	31
78	IEX GATE 78	50	98	30	37	46	99	33	85
1	GATE ONE	85	88	47	13	54	4	34	6
100	EMERGENCY ROU.	15	50	74	88	91	66	36	88
17	TSG	76	20	94	16	92	93	4	15

The eQueue contact center solution includes a universal queue for distributing all forms of media – voice, e-mail, fax and chat.

Fully Customizable

All forms of inbound contacts can be routed based upon customized routing parameters, traffic volumes and other real-time conditions within the contact center. This ensures the fastest possible response to customer interactions and enables you to maximize your contact center resources. eQueue Routing is extremely flexible, offering the broadest range of multi-media routing parameters available to create the individualized contact experience your customers demand.

Flexible Integration

eQueue Routing can be easily integrated with existing enterprise applications and databases. Through this integration, eQueue Routing extends the data made available for contact routing decisions to include such things as customer value and

preference information from within customer relationship management applications. By leveraging enterprise data resources, eQueue Routing can more precisely segment and route customer requests based upon the goals and service objectives specific to your organization.

Remote Locations

eQueue Routing effectively ties together remote contact centers and/or remote agents by enabling you to create agent groups and skills assignments regardless of geographical boundaries. With eQueue Routing, interactions are seamlessly routed or overflowed to local and/or remote agent groups and agent desktop controls. Screen pops and soft phone functions can also be supported remotely. Additionally, roll-up management reports and supervisor displays allow a single organizational view of all contact center activity so supervisors can monitor interactions, view agent status and track productivity of all agents as if they were centrally located. By offering complete remote agent support, eQueue Routing effectively improves agent retention and expands contact center hiring options.

Key eQueue Routing Benefits

- Improve customer satisfaction and retention with uniform service delivery across all contact channels
- Increase agent productivity with mixed media contact routing
- Personalize service experiences by dynamically linking routing decisions with customer relationship management and other enterprise applications
- Reduce total cost of ownership with integrated mixed media routing and single point maintenance and administration tools
- Create enterprise-wide virtual service centers with remote networking options
- Improve agent retention with remote connectivity options



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Features and specifications subject to change without notice
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