



3Com NBX ACD Demo

A 30-minute product demonstration



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Key Communication Points

- Businesses can have a fully functional, cost effective call center solution deployed in just a couple hours longer than a phone system installation.
- Businesses can provide better service to their customers with minimal investment.

Equipment Required

- 3Com Unified Switch, 3Com 2226 PWR, 3Com 4500 PWR, or 3Com 5500 PWR
- 3Com V3000 Analog or V3000 BRI
- 3Com 3103 handset installed with extension 1003
- 3Com 3102 handset installed with extension 1002
- 3Com 3101SPKR handset installed with extension 1001
- 3Com 3107 cordless phone installed for approved markets
- Restore of 3Com demo database to V3000
- Disi strips from demo kit printed out for 3101SPKR, 3102, 3103, and 3107 phones

Setup

- Install V3000.
- Restore demo database.
- Set 3101SPKR to ext 1001. Set 3102 to ext 1002, Set 3103 to ext 1003.
 1. Auto Discover 3101SPKR first, then 3102, then 3103. Demo database is set to start auto discovery of ext 1001 first.
- Put Disi strips in phones.
- Install ACD Desktop Statistics on laptop
 1. Press Configuration Button.
 2. Enter NBX IP Address.
 3. Enter Socket Port #. (Default is 1024)
 4. Press OK.

Recorded Prompts

The following prompts are recorded as part of the demo database. The text is included here for your reference so you can re-record them according to your customer needs.

- Welcome: Thank you for calling ABC Corporation. Someone will be with you shortly.
- Continue: Please continue to hold, your call is important to us.
- AgentsShortly: All agents are currently assisting other customers so please continue to hold.
- Closed: Our sales group is now closed. Please call back Monday through Friday from the hours of 9 AM to 5 PM.
- Exit: Please press the # key to exit the queue and leave a message or continue to hold.

Demo

- 1) **Platform:** Show V3000 Call Controller
 - a. Complete PBX with voice mail, auto attendants, 4 ports of connectivity to the telephone network, and a single port for analog telephones
 - b. Handles all call control.
 - c. Platform runs on a VxWorks platform which is a real time operating system like many traditional telephony platforms.
- 2) **Announcements:** From 1001 dial Sales group (ext 4000) via speakerphone
 - a. You can provide prompts to your customers while they wait.
 - b. Introduction prompts, Agents are busy, someone will be with your shortly
 - c. Or product promo information
 - d. You can also provide info on how long you expect them to wait
 - e. You can have them exit to VM or other call coverage
 - f. You can repeat a message multiple times.
- 3) **Wrap Up:** Agent (Either 1002 or 1003) finally answers.

- a. Hang up
 - b. The system has an optional capability that allows for an agent to perform a task such as place a sales order or finish entering a customer's technical ticket for a period of time after an ACD call.
 - c. You can see the little light illuminate. After a specified period of time, the light will disappear.
 - d. If the agent needs more time, there is a capability to extend the wrap up time by pushing this button.
 - e. If the agent is done and is ready for the next call, then just push the Wrap Up button again and wrap up time will end.
 - f. To see how agents phones don't ring during wrap up....
 - i. From 1003 dial 4000
 - ii. Answer 1002 and hang up
 - iii. Quickly dial 4000 from 1003 again – 1002 won't ring until wrap up is completed
 - iv. Press wrap up extend to demonstrate how the wrap up time will now double.
 - v. Finally pressing the wrap up button again will end the wrap up and allow for new calls to occur.
- 4) **Multiple ACD Group Membership:** Calls can be distributed fairly even if an agent is a member of multiple ACD groups. Let's say that an agent works for both the sales or customer service department, knows both Spanish and English, or knows two different products well. This agent shouldn't receive double the number of calls. You can setup the NBX so that the agent receives the same volume of calls as an agent in only one ACD group
- a. From 1001 dial 4001 and answer from 1003 multiple times.
 - b. From 1001 dial 4000 and notice that 1002 will ring first!
- 5) **ACD Desktop Statistics:** As a supervisor you can track all sorts of important information in near real-time.
- a. You can see how many agents are logged in, how many calls are waiting, the average wait time, number of calls that are abandoned and more.
 - b. You can compare your agents to see their performance. How many calls they have handled, missed, and how long they are on the phone.
 - c. You can run additional historic reports to observe all sorts of trends in your business.
- 6) **Supervisory Monitoring:** Supervisors can do more than just monitor statistics. They can also monitor all incoming calls to a particular ACD group. They can listen, whisper just to the agent answering the call, or barge in and speak with the customer.
- a. From ext 1001 dial 4000. Pick up handset.
 - b. Answer with ext 1003. Pick up handset.
 - c. Press the Supervisory Monitoring button from ext 1002.
 - d. Enter 00000000 as the password. (Eight zeros.)
 - e. Enter extension 1003.
 - f. Have one demo viewer hold ext 1001 and another pick up ext 1003.
 - g. Put ext 1002 on speaker phone.
 - h. Notice that ext 1002 can hear your conversation!
 - i. Switch to whisper. I can now tell the agent at ext 1003 something and the customer at ext 1001 can't hear it!
 - j. Switch to barge. I can now barge in to speak with the customer!