

IPitomy ACD Automatic Call Distribution



ACD and QManager For Business and Call Centers

Making Connections Matters

Busy organizations require a phone system that can do more than simply handle the traffic. Calls need to get answered fast and by the person with the most appropriate skills and experience. IPitomy's award winning IP PBX solution has the power and intelligence to handle incoming call volume on your busiest days.

IPitomy ACD and Q-Manager can keep your team working at optimal effectiveness with ease. Flexible ACD features make IPitomy the best choice for environments that require a highly flexible and capable Call Center Solution.

IPitomy is a Pure IP Solution. This makes it the ideal choice when including users and agents that are off site and need to work remotely. With IPitomy, users and agents can work from home, or branch office locations.

Queues can be setup so agents can cover calls from outside the local time zone to add Follow-the-Sun coverage to expand your hours of operation without brick and mortar. Agents can be located anywhere there is a broadband connection. This adds instant expansion of your business without adding overhead.

Remote Agent Login

Agents can log in from anywhere, using any phone. The agent phone can be a mobile phone, soft phone, remote IP phone or a traditional analog phone. Seasonal agents can be added during the busy time of year without adding any infrastructure.

Lowering Costs Is a Big Deal

Sometimes adding efficiency to your call center requires simplification. With IPitomy, that's all part of the plan. IPitomy is a fully integrated IP Communications platform. This includes everything you need for a business phone system as well as an amazing suite of applications that round out your communications realm:

- Unified Messaging
- Enterprise Class IP PBX
- Automated Attendant
- 32 Party Conference Bridge
- Multi Media Trunking - SIP - T1 PRI - Analog
- IPitomy ACD Option - Complete ACD Solution
- Q-Manager Application for Desktop Control
- Support for Remote Users/Agents
- Flexible Inbound Routing
- Advanced Music on Hold Control
- Flexible Outbound Routing
- Call Queuing
- Multiple Call Distribution Strategies
- Web Based Administration
- On Demand Call Recording
- Call Accounting integration
- CRM Integration with Many Popular Programs
- Screen Pops
- Text messaging

IPitomy ACD

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Q-Manager. A Power Tool For Your Company

IPitomy's powerful ACD solution provides incredible capabilities to get your customers connected to the right agent fast.

Agents and Supervisors get the big picture when using Q-Manager. Q-Manager provides insight into all queued calls and agent status. All User and Agent Status is encapsulated in a small panel that provides lots of information about the user/agent at a glance. This avoids cumbersome additional screens for displaying information. Displaying all user/agent status in a single panel leaves more room on the screen to get the big picture without complicating training.

Q-Manager can display many more calls in a smaller space than most competitors products while displaying much more information. The screen below shows 39 Agents at a glance. Panels can be resized to suit users preference.

Bring Power to Each Call With Call Control Buttons

Each call displayed contains Caller ID Information, call duration, Call Tracking Codes and Call Control Buttons. Just click on the button to execute the action. Since the buttons are displayed on each call, training is simplified and mistakes are all but eliminated.



Phone Status Color Coded

Agent Login Status

Agent pause Status (Red when Paused)

Text Messaging

2211
Bob Smith
Agent: Bob Smith
ONLINE

Extension Number

Name

Presence Status

Text Messaging Adds Another Dimension

Supervisors can text with agents offering advice and coaching while listening to the call. Private corporate text messaging extends to all users; even mobile phones. Whisper to agents as well as record the call for training later.

IPitomy Q-Manager Desktop Management Screen

The screenshot displays the IPitomy Queue Manager interface. At the top, there are navigation tabs for 'Settings', 'View', and 'Agent Fwd'. Below this is a grid of 39 agent status cards, each showing an agent's name, extension, and current status (e.g., ONLINE, OFFLINE, AWAY). A sidebar on the left contains 'Q Alerts', 'Parked Calls', and a list of call logs. The main area shows a detailed view of a call, including caller ID, duration, and call tracking codes. At the bottom, there are two tables: 'Queue' and 'Queue Members'. The 'Queue' table shows statistics for various queues, and the 'Queue Members' table shows the status and call volume for individual agents.

Queue	In Queue	Avg Ans Wait	Avg Call Len	Answered	NotAnswered	Timeout	Abandoned
Tet	0	0	0	0	0	0	0
Bills Test 848	0	0	0	0	0	0	0
Drews Test3	0	0	0	0	0	0	0
Drews Test2	0	0	0	0	0	0	0
Paul	0	9	62	1	0	0	0
Mike Test	0	0	0	0	0	0	0
Shipping	0	0	0	0	0	0	0
Kent RG	0	0	0	0	0	0	0
Test ACD Group	0	0	0	0	0	0	0
Siesta	0	0	0	0	0	0	0
Drews Test	0	0	0	0	0	0	0
SalesDemo	0	0	0	4	1	3	0
All Call Test	0	0	0	0	0	0	0
Music	0	0	0	0	0	0	0
Support	0	20	487	14	2	0	2
Sales	0	4	177	1	0	0	0
Ring All	0	0	0	0	0	0	0

Status	Name	Q Calls	Call Time
Not in use	**Victor Hassab	1	121
Not in use	**Shipping	0	0
Not in use	**Mike Lunn	2	3461
Not in use	**John Wolfe	11	3234
Unavailable	**Drew2	0	0

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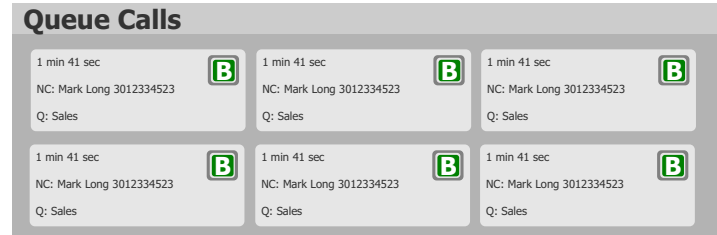
Automatic Call Distribution



See All Calls In Queue

When calls are in Queue an amazing amount of information is displayed on each queued call panel. Time in Queue, Caller ID and number dialed code or Queue code are all displayed. Each call panel has a barge key to easily pick up the call.

Queued calls all are displayed on a panel so many calls can be displayed along with call data in a very small space on the desktop.



Sound the Alarm with Q Alerts

Q-Manager displays all calls in queue and can be configured to set thresholds that will indicate when the threshold has been reached by highlighting the call in red and by optionally sounding an audible alert tone on the PC desktop, alerting agents and managers that a call has been in Queue too long, not enough agents are available to take calls or other alarm conditions.

Drag and Drop Queued Calls

Agents can rescue calls in the Queue by clicking the barge button. Managers can drag calls to an agent from the Queue to expedite and escalate important customers; treating them as the VIP's they are.

One Click to Retrieve Parked Calls

Parked calls are displayed in the parking area. The parked calls will have the caller ID displayed and can easily be retrieved by clicking the Park Pickup icon on the call park panel.

Parked calls can be retrieved by any user or agent from the Q-Manager screen or by pressing the park pickup button on any IPitomy phone.

Who is on a Call With Whom

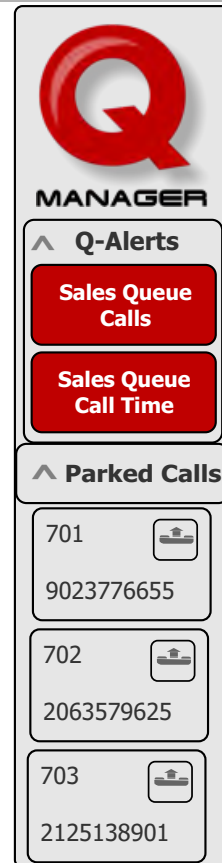
By selecting the user/agent panel, the caller information is displayed in the agent call screen. The Agent call panel displays all of the calls of the selected user as well as providing the call control buttons for Listen, Whisper, Barge and Recording.

Real Time Statistics

Get real time statistics on your teams performance. The results are tallied for the whole day on screen so supervisors can keep up on the critical information to keep your business profitable.

Selecting a Queue provides individual agent statistics as well as the entire queue scorecard.


Queue statistics can also be displayed on a web based display that can be displayed on agent desktops or on a large screen mounted on the wall.




Q-Alerts and Parked calls are displayed in the left Menu area

Alarm indicators are red

Calls can be parked by clicking the  icon.

Parked calls are retrieved by clicking the  icon

SIP / 2236 26 sec 
 James Brown <9042231048>
 Inbound Inbound DAHDI/3-1

Queue	In Queue	Ave Ans Wait	Ave Call Len	Answered	Not Answered	Timedout	Abandoned
Sales	1	20	262	23	2	0	1
Support	2	27	462	60	4	1	1
VIP	0	2	455	6	0	0	0
Website	1	22	329	43	2	0	1

^ Queue Members				
Status	Name	Q Calls	Call Time	
In Use	**John Allen	23	487	
In Use	Mary Smith	18	329	
In Use	**Derek Lee	21	345	
In Use	**Tom Jones	32	490	
Unavailable	Pam Ott	20	340	
In Use	**Jane Doe	26	442	

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Connecting to the Right Agent is Critical

Routing inbound calls is important in any call coverage scenario. IPitomy offers multiple options to increase flexibility and assure precision call delivery. The precision call route starts at the DID level. Inbound DID's can be labeled so the campaign information is displayed along with the caller id. This not only tracks important inbound information that can be related to expensive marketing campaigns, but provides a visual element for agents to pounce on VIP calls the second they appear in the Queue.

In addition to the routing options, agents can be prioritized to receive mainly calls for their expertise. Certain agents can be pulled in to answer calls if they are available when an alternate queue is busy. Creating a skills based routing scenario is easy with just a few mouse clicks to set up which agents will be answering calls first in a particular queue.

Calls can be distributed using any of the 5 available call distribution strategies:

Ring All - Least Recent - Fewest calls - Random - Round Robin With Memory

Routing In and Out of Queues

When there are no agents logged in or the Queue is full, flexible options exist on where the calls that are routed to the queue will go. They can overflow to another queue, go to Voice Mail, Automated Attendant or simply say goodbye.

Delivering the message While in Queue

While callers wait in Queue, a distinct message can be played to the caller on a per queue basis or per inbound route basis. When a caller in queue is waiting, the caller can be informed of where they are in line and estimated hold time. Callers can dial 0 for a live operator if allowed. You never get a second chance to make a first impression. IPitomy delivers Message on Hold flexibility that will add the professional touch to your operation; either large or small.

Inbound Route Exclusive Music/Message on Hold

When a caller calls into a specific DID, the call can be set so that only the message and music appropriate to that caller will be played for the duration of that call regardless of which queue they are in or which agent or user is handling the call. This feature allows you to leverage your advertising and on-line marketing dollars by supporting your campaign in print, on-line and on the call.

Big ACD at an ALL-In-One Price

IPitomy's ACD includes all of the features you would expect in an Enterprise Class Communication system.

- Programmable Wrap Up Time
- Screen Pops
- Agent Statistics
- Agent Pause
- Presence Management
- Text Messaging
- Mobile Phone Integration
- Recorded Announcements
- Remote Users and Agents
- Call Recording
- Auto Call Recording (optional)
- Rescue Queue Calls
- Message/Music on Hold
- Easy to use Display

Power Tools Designed for Your Success

IPitomy ACD has an extremely powerful set of features. Not only are the tools powerful, but special care has been taken to add smart and intuitive design to display massive amounts of information in an amazingly small space. What this means for you is more efficiency and less training for your agents.

With all of the data required to run an efficient call center contained on the Q-Manager screen, you can manage more and worry less!



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Empowering Managers

Managers can see all the activity of each agent. Agent groups can be viewed as a Queue group or as part of the entire call center. Managers can add agents to queues on the fly as well as log them out of queues.

Coaching tools are available to manage agents and get the most out of each and every employee. By enhancing each agents performance, profitability is maximized and customer satisfaction is increased. Happy customers are the goal of every call center. Happy people feel connected to your organization and are more loyal to your brand.

Empowering Agents

Every IPitomy user has the ability to be in a queue whether they are in the office or working remotely. Agents can log in using a telephone or by using the Q-Manager screen. With all of the information and power tools at their disposal, agents can be more efficient and perform at optimal level all the time.



ACD Applications

- | | | | | |
|--------------------|---------------------|----------------|-----------------------|------------------------------|
| Outbound Marketing | Inbound Support | Sales Orders | Customer Service | Inbound/Outbound Collections |
| Busy Receptionist | Appointment Setting | Remote Agents | Service Company | Medical Office |
| Auto Dealership | Technical Support | Remote Support | Telemarketing Inbound | Telemarketing Outbound |

