

Call Pilot ACD

CallPilotACD is available in two capacity levels basic and Enhanced

Call Center Basic is included on the Call Pilot 150 platform and is an option on the Call Pilot 100 platform. It is a call center application designed for the customer who has relatively minimal requirements for number of agents and queues and no requirement for Supervisor monitoring. The Call Pilot 150 Call Center Basic is probably best defined as a call center application for the more informal call center.

Basic Call Center Capacities	
DESCRIPTION	VALUE
Number of skillsets	2
Number of configured agents (available agent ID)	20
Number of agent priority levels	20
Number of active agents	10
Numbers of active calls in all skillsets	15
Maximun number of active calls per skillset	15
Numbers of lines that can be configured	15
Number of voice ports (shared with Nortel Messaging Voicemail or dedicated)	8
Number of Routing tables per skillset	2
Number of greetings	30
Number of steps per routing table	20
Number of overflow rules per skillset	20
Number of skillset mailboxes	2
Number of Supervisors	10
Number of overflow skillsets	1

Enhanced Call Center is a software application designed to run with Voice Mail only on the Messaging 150 platform release 3.0 or higher.

Enhanced Call Center extends the functionality of Basic Call Center and provides higher capacities, more Automatic Call Distribution (ACD) functionality, and more advanced call routing capabilities. A complete call center solution, Enhanced Call Center provides powerful ACD capability. Enhanced Call Center can run on its own Messaging 150 system thereby enabling a second Messaging 150 system on the Norstar. This capability allows one Messaging 150 system to run voice mail and the second system to run Enhanced Call Center.

Enhanced Call Center Capacities	
DESCRIPTION	VALUE
Number of skillsets	30
Number of configurated agents (available agent ID)	100
Number of agent priority levels	20
Number of active agents	50
Numbers of active calls in all skillsets	48
Maximun number of active calls per skillset	15
Numbers of lines that can be configured	30
Number of voice ports (shared with Nortel Messaging Voicemail or dedicated)	8
Number of Routing tables per skillset	30
Number of greetings	50
Number of steps per routing table	20
Number of overflow rules per skillset	20
Number of skillset mailboxes	30
Number of Supervisors	16
Number of overflow skillsets	1