

Norstar ACD /Call center application

A call center application handles incoming calls as efficiently and economically as possible by answering calls, then routing the calls to agents in a skillset that most closely matches the needs of the caller. Calls can be routed based on the origin of the call, the destination of the call, or the information entered by the caller. Callers can be given high or low priorities. Callers can overflow to different groups or skillsets of agents, transfer out of the system, leave a message, and hear announcements or informative messages.

Norstar Automated Call Distribution (ACD) systems make the idea of “call center” capabilities realistic and cost-effective for most any size businesses. Whether a business needs a powerful ACD system for many agents or a smaller system for auto answering and calls routing, Norstar ACD systems offer high value and are easily cost justified.

Norstar Flash ACD

Norstar Flash ACD is the latest addition to the Norstar Call Center portfolio. Flash ACD is a software application designed to run either alone or along with voice mail on the Norstar Flash platform. Norstar Flash ACD is compatible with all Norstar Flash hardware platforms. Release 1.9 or higher of Flash is required for compatibility with Compact ICS 4.0 and higher or Modular ICS 4.0 and higher.

Flash ACD provides basic Automatic Call Distribution (ACD) functionality and focuses on call routing capabilities. Norstar Flash ACD is a complete call center solution that features powerful ACD capability including built-in recorded announcements.

Norstar Flash ACD is an entry level ACD for the very small formal or informal call center. It removes the perceived complexity from ACD and provides small businesses, branch offices and departments with a cost effective tool for managing and organizing how calls are handled within an organization. It provides simple installation, support and maintenance, as well as ease of programming through the intuitive prompting of the LCD on the station set.

Other Norstar Flash ACD features include:

- ✓ Up to 10 active agents,
- ✓ Up to 20 configured agents,
- ✓ Up to 2 ACD agent groups,
- ✓ Up to 15 assigned lines,
- ✓ Station set-based system administration and queue status displays,
- ✓ 10 built-in recorded announcements,
- ✓ Longest Idle and Top Down routing,
- ✓ Overflow.

For Flash ACD and Voice Mail to run co-resident on a single Flash system, a total of 4 ports is required.

Norstar Flash ACD Management Information System (MIS)

Norstar Flash ACD MIS is an optional reporting package for the small call center market. It is a powerful information management tool that provides real time access to a wealth of information that can be used by call center managers to make the most efficient use of lines and agents.

MIS features include:

- ✓Runs alongside existing software applications on any Windows '95 or '98 capable PC,
- ✓Supports up to 16 supervisor workstations on a single system without affecting the status display screens on each others PC,
- ✓Provides real-time status displays, current reports and historical reports that can be accessed at either a System level or a Queue level,
- ✓Supports multiple Wallboards,
- ✓Provides password protection.