

Norstar CINPHONY ACD

Norstar CINPHONY ACD offers additional capacity and supervisor functions to meet the needs of growing businesses. CINPHONY ACD is available in two capacity levels:

Level I and Level II.

CINPHONY I expands on PRELUDE and is a feature-rich ACD with additional capacity and supervisor functions to meet the demands of the growing call center.

Level I supports up to 30 representatives and 80 phone lines, and Level II supports up to 80 representatives and 120 phone lines. In addition to all the features of PRELUDE ACD,

CINPHONY ACD provides:

Intelligent call routing, call categorization capabilities, priority queuing for callers, caller directed routing, export of ACD information to other software tools for specialized reporting, supervisor tools such as information displays on the Norstar telephone, HELP requests from employees and silent monitoring.

Features:

- ✓ 17 different systemwide reports (including DNIS and DID reports)
- ✓ Allowing agents to handle calls in several groups
- ✓ Intelligent routing based on CLID, ANI, DNIS and DID information; call directed routing.
- ✓ Call Categorization capabilities
- ✓ Priority Queuing and routing based on the skill level of agents
- ✓ The ability to extend the hours of the call center by using a trunk-to-trunk or Centrex transfer to send calls to an "open" call center
- ✓ Exporting call records to other popular software packages for specialized reporting
- ✓ Emergency routing.
- ✓ "Record a call" to help ensure call center quality and to assist in training agents
- ✓ Wallboard support
- ✓ Silent monitor and "JOIN" capabilities
- ✓ Create and change announcements easily
- ✓ An alert to make a supervisor aware whenever too many agents are logged out at the same time.