

# Net <sup>TM</sup> Relations

ACD : Intelligent Call Routing System



Because good relations matter

NetRelations middleware ACD system is an intelligent call routing system designed to handle high volume of incoming call traffic and meet desired service levels, reliability and customer satisfaction. NetRelations offers its customers total flexibility by letting them choose a preferred interaction medium such as voice, email, web, fax or SMS. NetRelations helps enterprises present a unified access window to its customers for various queries, clarifications, which in turn, results in better customer retention and competitive advantage.

## Intelligent Call Distribution (ICD)

NetRelations ACD may be integrated with CSTA, TSAPI compliant PABX systems to support different call routing algorithms such as:

- Time-based (Most Idle, Least Occupied )
- Last Agent based routing
- CLI/DNI Based routing
- VIP routing
- Skill-based routing
- Location-based routing

NetRelations ICD mechanism searches for an agent with the appropriate skill set to handle the call. In case the search results in more than one qualified agents, the call will be routed to the group member with the least "talk time" in a specified period (last hour, last day, etc.). If all group members are busy then the caller will be advised on their position in the queue and the expected time to answer so that they can choose to return to the queue, request a callback and then hang-up, or leave a message. ICD allows a workgroup to include members of different ranks, wherein higher-ranking group members can be allowed to handle fewer telephone calls by allocating them a lower service priority.

## Integrated Customer View : Thro' Screen Pop-up

NetRelations has built in a customer profiling feature to capture essential information from first time callers, and store this vital information for future use. On call arrival at an agents desk, NetRelations pulls out this customer data provides this information on the agents' desktop thro' screen pop-up for more personalized service. NetRelations ability to present caller profile synchronized with call arrival prepares agents to handle customers more effectively.

## Call Blending

NetRelations supports call blending by utilizing inbound agent to handle outbound calls during off-peak call traffic scenario.

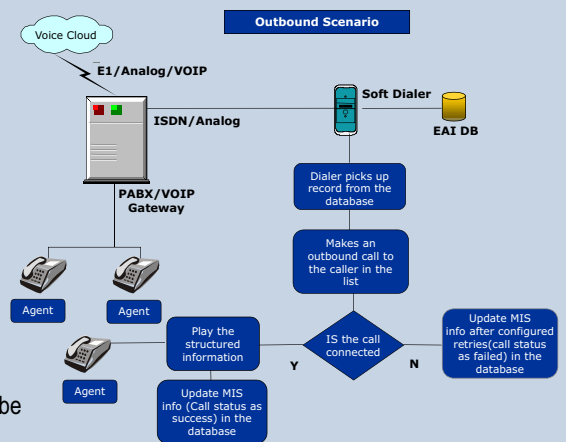
## Managing Outbound Campaigns

NetRelations platform supports power and progressive dialing options to launch outbound campaigns for new products and services, payment reminders, service requests, and status updates for different business scenarios.

**Manual Dialing:** Using the dial button, an agent may enter a telephone number and instruct NetRelations to dial the number.

**Preview Dialing:** A free agent is empowered to make a choice on whether to call or not, before the NetRelations server actually dials the customer number. The list of numbers to be Dialed is populated before the campaign starts.

**Progressive Dialing:** Campaign calls are made only if free agents are available. Agents are not given the option to accept or reject the call. The list of numbers to be dialed out is populated before the campaign starts.



## CTI Toolkit with Softphone

NetRelations Agent is a small footprint desktop telephony client that gives your call centre agents the power to manage calls through an easy-to-use and fully-configurable GUI-based user interface. Following features are supported through NetRelations SoftPhone:

- Login/Log Out/Break
- After call work (ACW)
- Answer/Retrieve/Hold call
- Supervisor assistance
- Call transfer
- Call conference
- Consulting



## Third Party Integration

NetRelations supports standard APIs, Active-X, DDE, ODBC interfaces to facilitate integration with third party components such as helpdesk, CRM, billing, workflow and other backend business systems.

## Multi-Media Interactions Management

Besides voice, NetRelations also support non-voice based interaction, namely, email, fax, SMS and webchat which provides a single window for unified data and information view to the customers.

### Interactive Voice Response/Fax Base Interaction

This feature allows NetRelations to manage simple queries using pre-recorded voice messages that optimizes agents' talk time in a scenario where live agent interaction is not essential to address routine queries.

The fax feature allows NetRelations to receive and send requests for duplicate bills, product info, and service request templates, which may be sent across via fax either on demand or offline.

### Webchat

This feature provides an additional contact media for customer-agent interaction. Customers can use a browser to 'chat' with the agent. Other features like form uploading, page sharing and form filling are also provided.

### Webconnex

**NetRelations WebConnex** is web callback feature that enables callers to place callback requests to call center. WebConnex forwards web-based "call me" requests to the NetRelations ACD server. NetRelations locates the agent with appropriate skills and commands the PBX to connect the call between the agent and the caller.

### Email Integration

NetRelations offers its customers email-based interaction for their queries, and clarifications, which are forwarded to non-voice agents for further processing and response.

### Voicemail Integration

NetRelations platform consists of a tightly integrated ACD, IVR and voicemail system to provide smooth handling of calls from IVR to agents along with context transfer and stage of call to make the interaction more pleasant.

## System Administration

This function gives call centre managers the ability to manage the complete call centre from a single window interface. This tool can be used to set up, define and maintain following resources within the call centre:

**Devices** include PABXs, agent extensions, ACD groups and IVR channels.

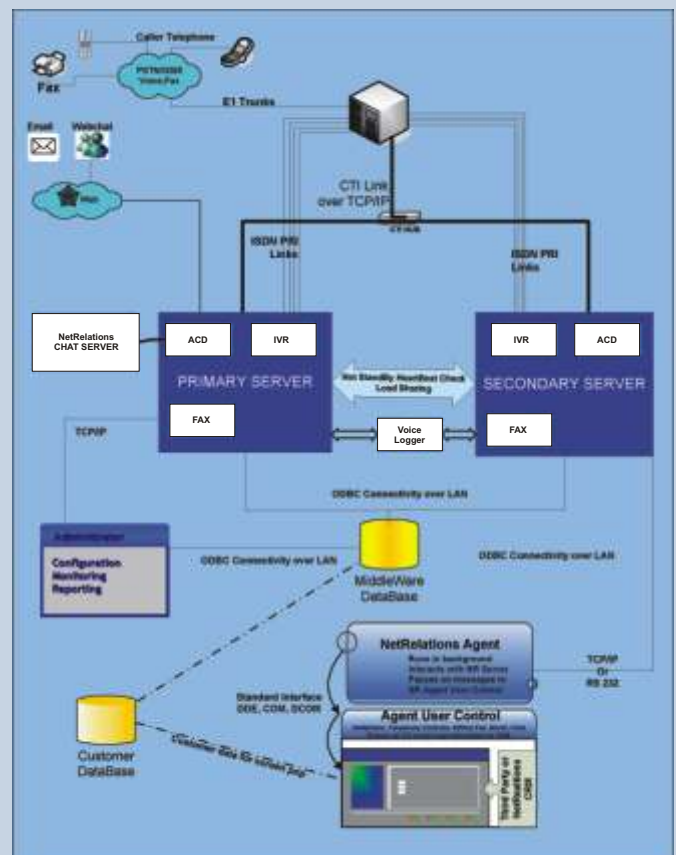
**Skills** include the ability, expertise or knowledge that an agent possesses. Agents can be assigned to groups or campaigns based on their skills.

**Agents** are assigned to groups, campaigns or web services.

**Groups** are of two types that may be set up and monitored: ICD and ACD groups. An ICD group is a group of agents who handle incoming calls made to a particular number. An ACD group may be set up for call centres that use a hardware-bound ACD for incoming calls. The administration application is capable of monitoring both types of groups.

**Users** roles ( inbound agent, outbound agent, supervisor, etc.) and respective access levels can be easily managed through NetRelations system administrator. Routine admin tasks such as periodic backup schedule, purging, data import/export, and MIS reports can be easily performed through administrator utility.

## System Architecture



## MIS Reports

NetRelations reporting module offers real-time and historical reporting features, including a full suite of queries, graphs and reports on historical performance of groups and individual agents. Custom queries, graphs and reports may be generated by the administrator with standard Windows database tools. This feature allows you to view the current status of the call centre's abandoned calls, agents and traffic. Some of the default reports supported include:

### Call Audit Report

NetRelations can provide detailed audit of calls handled by ACD for a specific period of time or a specified service pool. Key information covered in such reports include:

- ACD service name
- Call arrival time
- CLI
- DNI
- Call answering time by agent
- Call duration
- Agent ID
- Agent extension

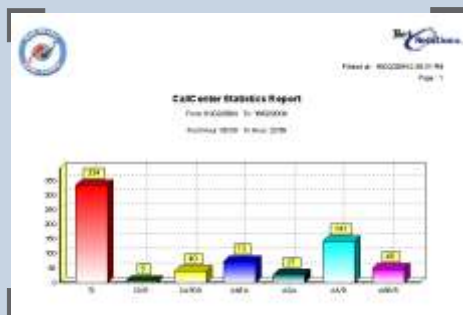
### Agent Productivity Report

Agents productivity reports may be generated for specified time period or specified agent. Key information covered in such reports include:

- Agent ID
- Agent group
- Signed in time
- Signed out time
- Number of calls handled
- Average talk time

### Reports Scheduling

NetRelations Administrator may be configured to generate reports on hourly, daily, weekly, or monthly basis.



The screenshot shows a 'Call Center Statistics' table. The table has columns for 'Date', 'Time', 'Calls', 'Abandoned', 'Holds', 'Transfers', 'Speaking', 'On Hold', and 'Transfered'. The data is organized into rows for different dates and times. The table is partially obscured by a watermark.

## System Specifications

### Recommended Hardware :

#### → NetRelations IVR/ACD Server:

Single CPU (dual compatible) Intel Pentium IV @1.6 GHz processor  
1 GB RAM/80 GB HDD/CD Drive/SVGA Color Monitor/10-100Mbps  
Ethernet/Keyboard/Mouse/Serial, Parallel & USB Port, WIN XP  
Professional

**Note:** Its recommended to have separate servers for IVR and  
CTI/ACD components for requirements beyond 30 agent seats to  
ensure the desired performance levels.

#### → Agent Desktop:

Intel Pentium-IV @ 2.4 GHz/256 MB RAM/40 GB SMART  
HDD/1.44/52x CD/15" Color Monitor  
Windows XP Professional

#### → Supervisor/Administrator Console:

Same as agent desktop configuration

#### Recommended Software:

- NetRelations IVRS base platform license
- NetRelations voice application licenses for required number of ports
- NetRelations ACD base platform licenses
- NetRelations application licenses for required agent seats
- NetRelations Supervisor/Administrator vConsole

#### → Voice/Telephony Platform: Intel/Dialogic boards as per desired configuration

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