

**ADIX ACD:
MAXIMIZING
CUSTOMER SERVICE**

**Exceed Your Customer's Expectations
While Improving Your Operation's Efficiency.**



IWATSU

**TOOLS THAT EVOLVE FASTER
THAN YOUR BUSINESS**

A D I X A C D M A X I M I Z I N G C U S T O M E R

The success of your business is primarily built on providing quality customer service.

With flexible call center capabilities, ADIX ACD enhances efficiency in customer call handling and simplifies internal communications, allowing your business to maintain a strong competitive advantage.

CALL PRIORITY

As your incoming customer calls have varying levels of urgency, ADIX ACD allows you to assign priority to calls to determine when they are answered. With one of eight call priority levels, you can prioritize calls based on the incoming telephone line, number dialed, or Caller ID. And for more efficient and accurate call handling, you can also assign different answering priority levels to your agents in order to better address specific caller needs.

CALL SEQUENCING

You can ensure that your customers are always connected to relevant menu options and to the proper agents using the Call Sequencing feature. With up to 60 call sequence table options, you can customize call routing for different types of calls and times of day. In addition, you can

customize the types of messages, message sequence, and menu options presented to the caller as they wait in queue. For example, when a caller is initially placed in



queue, they are notified of the estimated wait time using the optional TASKE Voice ToolBox application. As they continue to wait a series of messages are played with music on hold between the messages. The messages played for callers in an ADIX ACD queue are provided by either the Omega-Voice VMI or ADIX TOL 2000 voice mail system, or via a custom message card. Additionally, up to nine music on hold sources are available to keep

callers informed while waiting in queue.

AGENT OPTIONS

ADIX ACD allows you to provide your agents with more flexible features for enhanced call handling. Agents may log in to one or more ACD groups simultaneously. While logged in they can monitor the number of calls in queue from their display telephone. With the Not Available feature, agents can prevent calls from ringing to their unattended stations when they are unavailable to take calls. To allow your agents more time to finalize data entry required after each call, the Wrap-Up feature allows agents a set time to remain out of queue before taking the next call. And with the Help and Emergency Help Call features, agents can also alert a call center supervisor to monitor and record a conversation during difficult call situations.

CALL IDENTITY

After completing a call, agents can identify the source, type, or result of that call by simply entering a three-digit qualification code key entry. This feature not only facilitates developing management reports, but also allows

S E R V I C E W I T H A D I X A C D

agents to understand customer needs and ultimately provide more quality customer service.

SUPERVISION AND ASSISTANCE

ADIX ACD is equipped with a number of features that allow call center supervisors to effectively monitor call center activity. ADIX ACD supervisors may also be logged in as both a supervisor and an agent to assist with call answering during peak call traffic.

- An ACD supervisor or experienced ACD agent may monitor another agent's ACD call. During monitoring the supervisor has the ability to either barge in or may coach the agent by invoking the Whisper Page feature.
- An ACD supervisor may respond to Help and Emergency Help Calls initiated by an agent.
- An ACD supervisor may be logged into up to 60 ACD groups simultaneously.
- When equipped with either an Omegatrek PS6 portable station or DCKT970 digital wireless key telephone, supervisors can monitor and assist agents while roaming throughout the call center.



CUSTOMIZED REPORTING AND REAL-TIME MONITORING

TASKE Call Center Management Tools empower call center supervisors to manage, plan and expand operations with ease. The cornerstone of this suite of products is the TASKE ACD ToolBox that provides call center supervisors with comprehensive statistics on agent and call center activity. This critical information is continuously updated and delivered – in real-time. That means managers are enabled with the tools to apply instant feedback and immediately improve customer service and productivity. TASKE Call Center Management Tools also provide a full palate of over 150 report templates to help you identify and forecast trends and effectively manage call center activity.

TASKE Call Center Management Tools allow your business to operate at peak performance with the following integrated application options:

- TASKE ACD ToolBox
- TASKE Agent Desktop
- TASKE Voice ToolBox
- TASKE Workforce Management

CALL OVERFLOW

Even during heavy call volume, you can be assured that customer calls won't go unanswered. When calls overflow within a certain call center group, the ADIX ACD system can be programmed to automatically add a second call center group and locate an available agent.

EQUAL CALL DISTRIBUTION

The Longest Idle Agent feature ensures that your incoming calls are distributed equally and handled efficiently. When calls ring in, they are automatically routed to the next available agent that has been idle for the longest period of time.



ABOUT IWATSU

A leader in the telecommunications industry since 1938, Iwatsu designed and manufactures ADIX ACD. Iwatsu has a reputation for exceptional quality and legendary reliability, and ADIX ACD is no exception.

Meet your customers' expectations with high quality service and improve the efficiency of your business operations with ADIX ACD. A wise business investment, Iwatsu's ADIX ACD ensures the versatility and functionality needed to enhance your overall competitive advantage.

IWATSU[®]
TELECOMMUNICATIONS PRODUCTS

1-800-974-5070
www.iwatsu.com

Iwatsu America, Inc.
8001 Jetstar Dr.
Irving, TX 75063

Part Number 108408. All features and specifications of the products described herein are subject to change. Consult with your Authorized Iwatsu Distributor for details. TASKE[®] is a registered trademark of TASKE Technology, Inc. Copyright 2002 Iwatsu America, Inc. All rights reserved. Printed in USA.