

Panasonic

ideas for life



ACD Report Server

KX-NCV200

Indispensable Real-time Monitoring and Comprehensive Reporting for your Call Centre Business.



Automatic Call Distribution (ACD) Report Server leverages and enhances the built-in ACD functionality in KX-TDA100/200 and TDA600 PBXs allowing businesses running Call Centres with extensive monitoring and detailed customised reporting - all designed to boost your business while reducing cost. The KX-NCV200 also comes with built-in high capacity feature-rich Voice Messaging System supporting unified messaging for added functionality.

ACD Report Server - brings the combined power of monitoring, analysing and reporting for your informal call centre.

ACD Report Server

Monitor

ACD (Automatic Call Distribution) Monitoring

Analyse

Incoming Call and System Reports

Report

Performance Graphs



Automatic Call Distribution (ACD) allows companies to smoothly handle customer calls - distributing calls intelligently to the appropriate agents to help businesses provide the most efficient customer service.

The Panasonic KX-NCV200 ACD Report Server comes with an easy and intuitive GUI based client software package allowing team supervisors and management staff of informal call centres with extensive monitoring and reporting right at their fingertips. The system leverages and enhances the built-in ACD functionality in KX-TDA 100/200 and TDA600 PBXs, allows small call centres to have a real-time view on agents, groups, queue, and system-wide performances, and extensive offline reporting and data processing - all designed to enhance business while keeping the overall cost down.

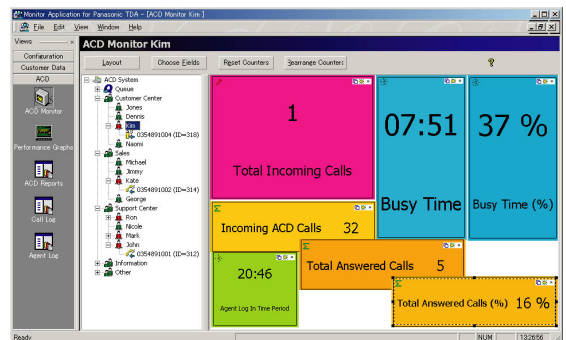
Monitor

ACD (Automatic Call Distribution) Monitoring

Clearly knowing real-time operating performance is vital to optimising call centre management. The Panasonic ACD Report Server lets supervisors monitor parameters, such as the number of active calls, agent status, queue status and agent/group performance.

As an example the following parameters can be monitored:

- Incoming calls
- Calls Waiting in Queue
- Last Call
- Total Calls
- Answered Calls
- Logged-in Agents, etc



Analyse

Performance Graphs

The number of incoming/outgoing calls and accumulated call data that are monitored by the ACD Report Client can be plotted as real-time or offline graphs. The user can also select the data for producing graphs and extensive format customisation is also available. These dynamic performance graphs can reflect changes in the ongoing status. This function shows the calls and agents status by statistics and comparative graphs based on the information that it monitors in ACD reports clients.

Following are some of the example performance graphs

- Performance Graphs for Call Distribution Groups
- Individual Agent's Status performance graphs



Report

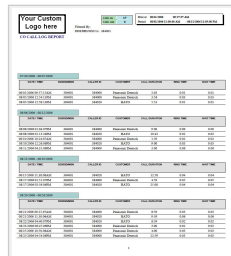
The KX-NCV200 ACD Report Server is an indispensable call centre solution. It provides reporting functions for detailed analyses to help improve call centre performance. The KX-NCV200 Reporting function allows users to create detailed call information reports.

The following highlighted examples are from among a sample of the reports provided.

Incoming Call Reports

Managers obtain call information on CO trunks cumulated for a given period. The information is as follows.

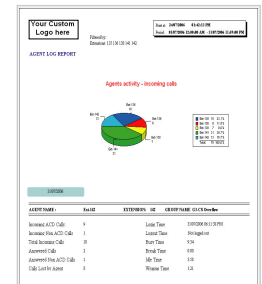
- Calls that are distributed to ICD groups
- Calls that have not been answered
- Calls that are distributed to specified extensions etc



Agent Reports

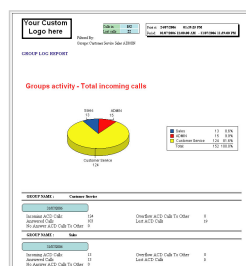
Agent reports show a summary of selected agents in the call centre, allowing supervisors to:

- Obtain the status of each group, and
- Allocate resources suitably.



Group Reports

Group reports show a summary of selected ICD groups, allowing supervisors to obtain the status of each group.



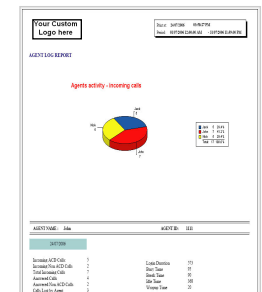
Agent ID Based Reports

Agents can be assigned AgentID which can be used to trace individual Agents performance reports.

ACD Report Server shows a summary of selected agents. Agents are selected by Agent ID, and supervisors can obtain the status of each agent ID.

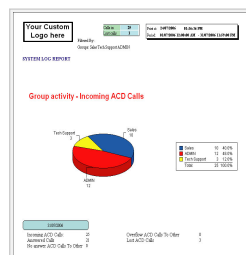
Each report shows the information as follows.

- Log-in Duration
- Total time of agent state such as Idle, Busy, Break, and Wrap-up
- Number of incoming calls
- Number of answered calls



System Reports

System reports display a summary of the whole system cumulated for a selected time period.



Other Features

Agent Log-in

Each agent is provided a unique ID code and a password. An agent uses this code and password to log into the system. This feature allows supervisors to monitor the agents individually and create reports of each agent instead of each extension.

Management of Agents with Operator Codes

ACD Report Server provides functions for managing agents with operator codes. Each agent is provided a unique code called an Operator code. Agents are required to log in to the system by inputting their operator code in addition to the specified number to log in when they start working. This allows the manager to obtain the reports of each agent (operator) instead of each extension.

Customer Data

If businesses decide to use and register caller information in the built-in database, the system can display all the call information related to the caller. Example of Customer Data windows is shown.

