

inDepth⁺ for NEC



With inDepth+ you're in control

Inbound Team Performance																	
Agent Name	Team	Wait	G.O.S.	Agents Busy													
John T. Kennedy	Support	INC 00:59	91.04	300081													
John T. Kennedy	Admin	FILE 00:25															
Adam T. Kennedy	Admin	RGOM 00:00															
Adrienne Parker	Sales	INC 00:10	91.78	4581													
Dana S. Parker	Sales	WLSM 00:01	91.74	600000													
Dana S. Parker	Sales	INC 01:36															
Remedy Center	Technical	FILE 00:00															
Phil Chen	Support	LDFF 00:00															
<table border="1"> <tr> <td>Wait</td> <td>12</td> <td>G.O.S.</td> <td>87.4</td> <td>Agents Busy</td> <td>7</td> </tr> <tr> <td>Answered</td> <td>249</td> <td>Queue</td> <td>2</td> <td>Abandoned</td> <td>36</td> </tr> </table>						Wait	12	G.O.S.	87.4	Agents Busy	7	Answered	249	Queue	2	Abandoned	36
Wait	12	G.O.S.	87.4	Agents Busy	7												
Answered	249	Queue	2	Abandoned	36												
Outbound Team Performance																	
Agent Name	Team	Agents Free	G.O.S.	Agents Busy													
John T. Kennedy	Support	OUT 01:35	91.04	300081													
John T. Kennedy	Sales	OUT 01:40	91.04	42231													
Adam T. Kennedy	Sales	OUT 00:25	91.04	42231													
Adrienne Parker	Sales	INC 00:11	91.78	4581													
Dana S. Parker	Sales	WLSM 00:01	91.74	600000													
Dana S. Parker	Sales	INC 01:35															
Remedy Center	Support	FILE 00:00															
Phil Chen	Support	LDFF 00:00															
<table border="1"> <tr> <td>Agents Free</td> <td>1</td> <td>G.O.S.</td> <td>46.5</td> <td>Agents Busy</td> <td>7</td> </tr> <tr> <td>Out</td> <td>241</td> <td>Lines Busy</td> <td>8</td> <td>Ave. Out</td> <td>01:10</td> </tr> </table>						Agents Free	1	G.O.S.	46.5	Agents Busy	7	Out	241	Lines Busy	8	Ave. Out	01:10
Agents Free	1	G.O.S.	46.5	Agents Busy	7												
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Your call center will be more efficient with inDepth⁺.

inDepth⁺ enhances the NEC ACD software on your Aspire, UX5000 and SV8100 telephone systems.

This sophisticated management information system, when integrated into your call center, reduces your costs by increasing productivity and monitoring throughput, so ensuring optimal staffing to meet your business needs.

inDepth⁺ can provide you with user defined, real time information on all areas of your call center from individual agents to entire groups.

inDepth⁺ will store historical call data for you to view on screen, print or export to other applications such as Excel™.

Non call center traffic

Outside the call center we can also track all the inbound, outbound and even internal telephone calls so there's no need to invest in a separate call accounting software package, inDepth⁺ does it all for you.

68%

of customers who change suppliers

do so

because of perceived

indifference

inDepth⁺

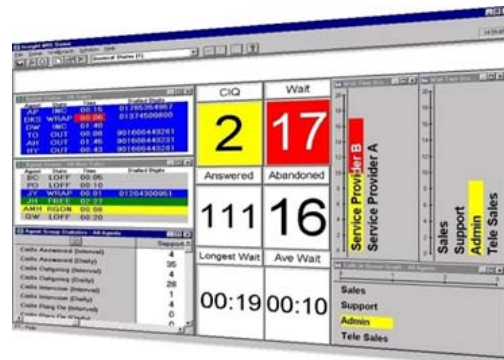
improving customer service...reducing costs

Manage service levels & control costs

The phone system is one of your most powerful business tools, especially for organisations that use it to drive business. It is therefore critical you respond and handle calls quickly, efficiently and cost effectively. To monitor performance and accurately measure and manage costs you need instant access to call and activity information. NT&T have designed inDepth⁺ to allow small and medium sized organisations access to sophisticated reporting through a standard client server application which runs on most Microsoft WindowsTM operating system. inDepth⁺ has been developed to provide you with management information to easily identify how effective your organisation uses the telephone. More importantly inDepth⁺ will allow you to make informed management decisions to improve the effectiveness of the phone as a critical business tool and control the cost.

View incoming call response time

inDepth⁺ allows you to set up as many real time views and layouts as you require to monitor how efficiently calls are being answered. Any area of the organisation can be monitored and typically the sales department is on the list. Departments and individuals can be easily reported on.



With clear color coding

inDepth⁺ uses a simple color scheme of six colors: Green indicates a free agent, Blue means busy, Yellow is for ringing, Red indicates an alarm, Light Gray means logged off and Dark Gray unavailable

Agent Name	State	Time	Call Type
Andrew Parker	INC	00:00:16	ACD
Dave Stringer	OUT	00:01:45	Non ACD
Dale Whitaker	OUT	00:00:18	Non ACD
Beverly Cordner	FREE	00:00:04	
Phil Okell	INC	00:00:21	ACD
Jane Yearsley	FREE	00:00:24	
Jenny Harris	FREE	00:00:35	
Alan Hobson	FREE	00:00:05	
Gareth Wear	INC	00:00:56	ACD
Tracey Oldman	OUT	00:01:33	Non ACD
Alison Hatton	UNAV	00:01:12	
Helen Youd	UNAV	00:05:58	

With an alarm manager

With color coding and audible alarms, your supervisor will be informed when alarm thresholds are exceeded. A window shows a summary of all alarms on the system.

75% of all business costs are staff related

On-going support and training

At NT&T we believe that our job continues long after our clients system has been installed and we have developed a range of high quality support services to give all our customer's total peace of mind.

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