inDepth⁺ for NEC

With inDepth+
you're in control

■ **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 Windows^{TM} 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.
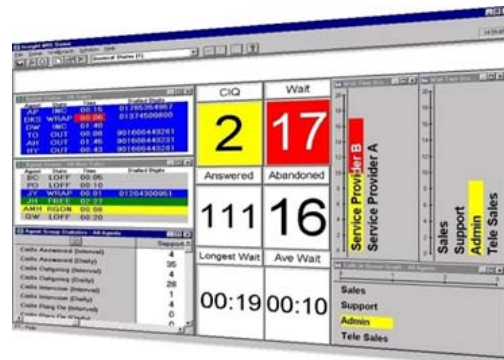
■ With clear color coding

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

■ 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.