

Feature-rich call center solution for 3Com NBX IP telephony platforms

OVERVIEW

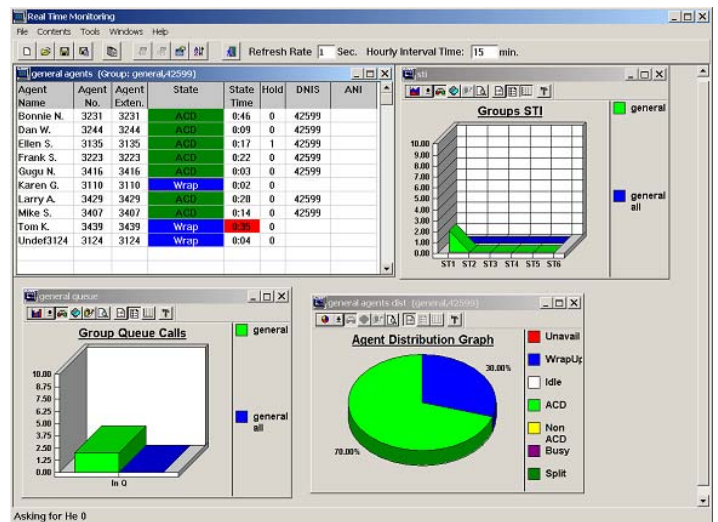
The 3Com® eXchange Call Center for NBX® solutions offers sophisticated call handling capabilities to help businesses take control of their day-to-day operations and the strategic direction of their call center. The call center software not only improves visibility of vital key statistics, but also protects and maximizes revenue—reducing the number of dropped calls in queue, decreasing average wait times and letting supervisors fine-tune staffing to align it with the demands of inbound traffic. The application empowers agents by providing timely access to relevant information so they can respond more quickly to customer requests. And as customer calls are answered faster by skilled, well-informed agents, organizations can promote customer loyalty.

The base package includes the **eXchange Engine** for establishing call-routing rules, **eXchange Administration** for creating call center profiles and parameters and **eXchange Visor** for supervising the center and generating management information. 3Com **eXchange Agent** is an easy-to-use agent desktop tool that also enables connection to the optional **eXchange Agent Board** and **eXchange Wall Board** that provide agents with further detail on mission critical call center operations.

KEY BENEFITS

IMPROVE CUSTOMER INTERACTIONS AND SATISFACTION. For fast response to customer needs, inbound calls are efficiently routed to waiting agents using any combination of three algorithms (terminal, circular and longest idle). To ensure that all responses are from qualified, knowledgeable agents, callers are routed to one of up to 256 ACD groups that organize agents around the needs of the business—by department, workgroup, specialties (e.g., language, skills). Position-in-queue announcements further help customers manage any unavoidable response delays and reduce the number of dropped calls.

INCREASE AGENT PRODUCTIVITY. Call center workers have an intuitive, on-screen toolbar with the Windows-based 3Com eXchange Agent that can be customized by an administrator to include most frequently used features. Because minimal screen space is required by the application, agents can simultaneously view multiple PC applications, including



Real-time, graphical views give supervisors up-to-the-second call center operations data.

KEY BENEFITS

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tools such as CRM that are native to the call center. Agents can also easily continue performing logins/logouts and release and resume functions directly from their PC desktops. Optional 3Com Agent Board software enables real-time messages to be displayed on a PC screen to let agents gather vital statistics without looking away from their computer monitors.

IMPROVE CALL CENTER OPERATIONS. 3Com eXchange Administration software provides multiple management levels and access rights to help supervisors monitor and control call center performance. Graphical, real-time displays of critical information, such as agent/group states, hold times and queue management statistics, as well as powerful reporting functions—including an extensive suite of predefined and custom reports—support timely decision-making.

LOWER COST, INCREASE REVENUE PER AGENT. Using supervisory monitoring as a training tool, agents can be taught as they work. Relevant learning experiences decrease training time and increase effectiveness. In addition, statistics culled from real-time data produce actionable intelligence, helping managers better deploy agents, removing or adding them to a shift as needed. Hold times are also reduced leading to increased call completions, and by extension, higher captured revenue.

FEATURE HIGHLIGHTS

Feature	Description
Position-in-queue announcements	Callers are informed of their position in queue so they can better handle delays or consider contact options
Wall board integration	Support for third-party wallboards optimizes an organization's infrastructure investment
DNIS recognition	Identification of inbound call information increases the efficiency of agent responses
Wrap-up codes	Tracking and reason codes for post-call reporting ensure customer requests are handled fast and well
Real-time monitoring and reporting	Up-to-the-second information lets supervisors fine-tune call center operations
Workforce management integration	The flexibility to use eXchange in combination with a variety of management tools such as Blue Pumpkin and EDS supports existing business solutions
In-queue announcements	The option to play at timed intervals as many as 20 messages for waiting callers gives organizations opportunities to enhance their customer relationships

SPECIFICATIONS

PLATFORMS

eXchange Call Center software runs on Windows 2000/3 servers with NBX Release 4.1 or higher OS

INTERFACES

Media Driver licenses (not included) required for interface between NBX system and eXchange Call Center software (phones not included in call center implementation)

CAPACITY

ACD groups—maximum 256
 DNIS—maximum 256
 Call attempts per hour—2,000
 Calls per hour—2,000

ORDERING

PRODUCT DESCRIPTION	3COM SKU
3Com eXchange Call Center Base Package (includes eXchange Engine, Administration, Visor and Agent modules)	3C10380
Additional Agent Inbound Voice License (set of five)	3C10381
3Com eXchange Visor License (when more than one Visor is required)	3C10382
3Com eXchange Visor Monitor-Only License	3C10383
3Com eXchange Agent Board License	3C10384
3Com eXchange Wall Board License	3C10385
3Com Formula Editor License (increased control of reporting functions via the addition of calculated columns to eXchange Visor reports)	3C10386
3Com Workforce Management Connectivity License (for integration with compatible third-party workforce management packages)	3C10387
Related Products	
Media Driver Site License (required for interfacing to NBX systems)	3C10329



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